JAIPURIA INSTITUTE OF MANAGEMENT, Noida
PGDM Batch 2016-18: Trimester III

| **1. Course Code:** IS301 | **2. Course Title -** Management Information Systems (MIS) |

Syllabi

Management Information Systems (MIS) is the management of information and information systems of an organization for better decision making. MIS blends principles, theories, and practices of Management, Reporting and Systems to help create an effective decision making process. It is a dynamic concept which continuously interacts with internal and external environment of the business and provides a directive and corrective mechanism to the management.

The course addresses issues that arise in dealing with information as a business resource. It provides an in-depth look at usage of information systems for managers in business organizations. It also helps the students to evaluate tools and technologies for sourcing information from databases to improve business performance & decision making and assess the role of data quality in the management issues.

The course further helps to demonstrate role of enterprise systems in achieving operational excellence by integrating and coordinating diverse functions and business processes within a firm. Lastly, the course helps the students to understand the concept of web commerce, its nuances and relevance in today's digitized economy.

Learning Outcomes (LO):

Upon completion of this course, students will be able to complete the following key tasks:
1. Understand and describe the concept of information, information technology & information systems and their impact on business environment.
2. Analyze the role of database and database management systems in developing conceptual and practical models for business enterprise
3. Design and create techniques for decision making by using database management systems.
4. Compute and extend the role played by information and information systems in supporting decision making processes.
5. Explain changes in value proposition and business models brought about by internet and its applications.

Overview of Course Outline:

Session	Topic	Session Objective/ Details	Reading/ reference	Pedagogy	Assessment
Module 1: Information Systems and Business Processes					
1.	Course overview and ice breaking session, discussion on disruptive technology and its implications in business	Students would be sensitized disruptive technology and its effect in bringing about change in the business. (LO 1)	Introductory talk Text book Ch.1: pp. 7-11	Discussion	Quiz/Assignment Mid Term End Term
2.	Business process enhancement through information systems and technology	Students would be sensitized to information systems and technologies used in enhancing business processes. (LO 1)	Text book Ch.2: pp. 45-55 Case/ caselet 1	Discussion Story telling Small case discussion	Quiz/Assignment Mid Term End Term
3.	Data/information hierarchy and its influence in building levels of information systems	Students get to learn and differentiate data from information, knowledge and wisdom and need to build levels of information systems (TPS, MIS …). (LO 1 & 2)	Text book Ch6: pp. 237-239	Discussion Story telling Small case discussion	Quiz/Assignment Mid Term End Term
4.	Data quality issues with information processing needs at levels of information systems	Students learn the importance of data quality and how it impacts information systems. (LO 2)	Text book Ch6: pp. 237-239	Discussion	Quiz/Assignment Mid Term End Term

Module 2: Managing Data					
5.	Understanding movement of data towards Big Data, need for databases, traditional file system versus database management systems	Students will be sensitized on data storage systems and its relevance in contemporary world. (LO 2)	Text book Ch 6: pp. 215-227 Big Data through study material.	Discussion Story telling Small case discussion	Quiz/Assignment Mid Term End Term
6.	Types of databases, DBMS, RDBMS, Data warehousing	Students will be sensitized on types of databases. (LO 2)	Text book Ch6: pp. 215-237	Discussion	Quiz/Assignment Mid Term End Term
7.	RDBMS fundamentals	Students gets sensitized to the nuances of RDBMS structure and its utility. (LO 2)	Text book Ch6: pp. 215-237	Discussion	Quiz/Assignment Mid Term End Term
8.	Moving towards database modeling – Entity Relationship Diagram (ERD)	Students learn to identify entities in a business situation (LO 2)	Text book Ch6: pp. 215-237 Case/caselet 2	Discussion Case discussion	Quiz/Assignment Mid Term End Term
9.	Building on Entity Relationship model.	Students learn to create entity relationships and graphically represent them through ERD (LO 2)	Text book Ch6: pp. 215-237 Case 2 contd.	Discussion Case discussion	Quiz/Assignment Mid Term End Term
10.	ER model contd., Concept of Normalization.	Students learn the basic art of normalizing the ER model (LO 2)	Text book Ch6: pp. 215-237	Discussion Case discussion	Quiz/Assignment Mid Term End Term
11.	ER model contd., Concept of Normalization.	Students learn the basic art of normalizing the	Text book Ch6: pp. 215-237	Discussion	Quiz/Assignment Mid Term End Term

		ER model. (LO 2)			
12.	Summarization of module 1 & 2	The students summarize and integrate the learnings of modules 1 & 2. (LO 1 & 2)	----	Discussion	Mid Term End Term

Module 3: Introduction to MS-Access

13.	Understanding MS-Access, implementing ERD through MS-Access	Students get hands-on practice on ERD using MS-Access. (LO 3)	Reference Material - 1 Case Study/ Exercise 2 MS-Access Help	Lab Exercise	Quiz/Assignment End Term
14.	QBE (Hands on) - Select query	Students would be able to retrieve textual data from entities using different operators with select queries (for textual data) (LO 3)	Reference Material – 1 MS-Access Help	Lab Exercise	Quiz/Assignment End Term
15.	QBE (Hands on) - Select query	Students would be able to retrieve numeric and date related data from entities using different operators with select queries (for numeric and date related data) (LO 3)	Reference Material – 1 MS-Access Help	Lab Exercise	Quiz/Assignment End Term
16.	QBE (Hands on) – Parametric query and Calculated query	Students learn to retrieve data from entities based on user's preference and combine the	Reference Material – 1 MS-Access Help	Lab Exercise	Quiz/Assignment End Term

		same with various select queries. Students learn to extract data using conditional and calculated queries. (LO 3)			
17.	QBE (Hands on) – Combination of Parametric and Calculated query.	Students learn to combine various queries together to extract data. (LO 3)	Reference Material – 1 MS-Access Help	Lab Exercise	Quiz/Assignment End Term
Module 4: Enhancing Decision Making					
18.	Reports for better decision making	Students learn to generate reports	Text book Ch.12: pp. 461-485	Discussion Story telling Small case discussion	Quiz/Assignment End Term
19.	Business value of improved decision making, types of decisions, effect of data on decision making processes	Students learn the role played by data/information and information system in supporting various management activities and decision making processes. (LO 4)	Text book Ch.12: pp. 461-485 Case/caselet 3	Discussion Story telling Small case discussion Role Play	Quiz/Assignment End Term
Module 5 : Web based Information Systems					
20.	Business networks, E-commerce Vs E-business, E-commerce business and revenue models for B2C sites	Students get sensitized to the changes in value proposition and business models brought about by internet and its applications. (LO 5)	Text book Ch.10: pp. 382-412 Case/caselet 4	Discussion Small case discussion	Quiz/Assignment End Term
21.	E-Commerce business and	Students get sensitized to	Text book Ch.10: pp.	Discussion Small case	Quiz/Assignment End Term

	revenue models for B2B sites, electronic payment systems	B2B business models and new efficiencies and relationships. (LO 5)	382-412	discussion	
22.	M-commerce services and applications in B2C and B2B	Students gets sensitized to concept and application of M-commerce in business. (LO 5)	Text book Ch.10: pp. 382-412	Discussion Small case discussion	Quiz/Assignment End Term
23.	Summary of modules 3, 4 & 5	The students summarize and integrate the learnings of modules 3, 4 & 5. (LO 3, 4 & 5)	---	Discussion	End Term
24.	Summing up	The students learn to weave the learnings of course under one thread.(LO 1, 2, 3, 4 & 5)	---	Discussion	End Term

Learning Material:

Text Book
- Kenneth C. Laudon and Jane P. Laudon, Management Information Systems - Managing the Digital firm, Pearson, 12th Edition.

References
- James A. O'Brien, Introduction to Information Systems, McGraw-Hill Companies, 14th Edition.
- Joshi, Management Information Systems, Oxford, 1st Edition, McGraw-Hill Companies.
- Jawadekar Waman, Management Information Systems – A digital firm perspective, Tata McGraw-Hill Education, 4th Edition.

Assessment Scheme & Guidelines:

1. Quiz   : 10%
2. Assignment   : 10%

3. Group Project		: 20%
4. Mid Term Hall Examination		: 20%
5. End Term Examination		: 40%
	Total	: 100 %

1. Quiz: There will be three announced quizzes. The quizzes would consist of multiple choice questions and/or fill in the blanks. The best two quizzes would be considered for assessment. The coverage of each quiz would be as per the modules of the course outline.

2. Assignment: The student will be evaluated individually and/or in groups. The evaluation is based on how well students participate individually and/or in groups in the case assignment, case problem activities, class presentation, lab assignment or questions put up in the class/discussion forums (class participation).

3. Group Project: The students will be required to complete a project as part of their group assessment component.

4. Mid Term Hall Examination: This will be held by Examination Cell on completion of 12 sessions. The mid-term examination would be of one hour duration comprising of questions based on half of the course.

5. End Term Hall Examination: This will be held by Examination Cell on completion of the course. The end-term examination would be of two hours duration comprising of questions based on full course. This will consist of case study/problem and/or application based questions wherein students will reflect and correlate their learning.