

**JAIPURIA INSTITUTE OF MANAGEMENT NOIDA**

**PGDM (Service Management); TRIMESTER III; Academic Year: 2019-20**

**Course Overview:**

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| **Course Code and title** | **Management Information Systems** |
| Credits | 1.5 |
| Term and Year | Third Trimester; 2019-20 |
| Course Pre-requisite(s) | Basic IT skills |
| Course Requirement(s) | Understanding of basic IT terminologies |
| Course Schedule (day and time of class) | As per time table released by PMC |
| Classroom # (Location) | As per allotted by PMC |
| Course Instructor | Prof. G Krishnamurthy |
| Course Instructor Email | gkrishnamurthy0524@gmail.com |
| Course Instructor Phone (Office) | 9818619267 |
| Student Consultation Hours |  |
| Office location |  |

**Course Overview:**

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. The course provides a brief at usage of information systems for managers in business organizations. This course also provides a brief detail about the disruptive technologies, which are changing the face of new age business.

**Course Learning Outcomes (CLOs):**

CLO 1: Describe the concept of information and information systems in the different processes of business. (**K**)

CLO 2: Discuss the role of information systems hierarchy (TPS, MIS DSS) and it’s enablers in operations of a business. (**K**)

# Mapping of CLO with PLO

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| **CLOs/ PLOs** | **PLO1** | **PLO2** | **PLO3** | **PLO4** | **PLO5** | **PLO6** | **PLO7** | **PLO8** |
|  | Communicate effectively  and display  interpersonal skills | Demonstrate leadership and teamwork towards  achievement  of  organizational goals | Apply relevant  conceptual  frameworks for effective decision making | Develop an entrepreneurial mindset for optimal  business solutions | Evaluate the relationship between  business  environment and  organizations | Appreciate sustainable and ethical business practices | Leverage technology for  business decisions | Demonstrate capability as an  independent learner |
| **CLO1** |  |  | X |  |  |  |  |  |
| **CLO2** |  |  | X |  |  |  |  |  |

# Mapping of CLOs with GAs

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| **CLOs/PLOs** | **GA1** | **GA2** | **GA3** | **GA4** | **GA5** | **GA6** | **GA7** | **GA8** |
|  | Selfinitiative | Deep  discipline knowledge | Critical  thinking &  Problem solving | Humility, Team-  Building and  Leadership Skills | Open and Clear Communication | Global outlook | Ethical competency  &sustainable mindset | Entrepreneurial and innovative |
| **CLO1** |  | X |  |  |  |  |  |  |
| **CLO2** |  | X |  |  |  |  |  | X |

**Prescribed Text Book**

1. Readings/ Reference Material –To be provided by faculty
2. Laudon and Laudon , Management Information System, Pearson, 11th Edition

# Reference Books

1. Introductory Relational Database Design for Business, with Microsoft Access 1st Edition, by Jonathan Eckstein (Author), Bonnie R. Schultz (Author)

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| **S.**  **No.** | **Topic / Sub topic** | **Text book / Readings** | **Pedagogy** | **SLO** | **CLO** |
| 1. | **Module I: Managing**  **Information for Business**  **Initiatives**  Course overview and ice breaking session, Data/information hierarchy and its influence in building levels of information systems | Introductory talk / Text Book 1 | Discussion | Students would be sensitized to information systems and technologies used in enhancing business processes. Also learn and differentiate data from information, knowledge and wisdom. | CLO 1 |
| 2. | Type of information systems – TPS, MIS DSS and ESS | Text Book Chapter 6 | Class discussion Case Study | Students get to learn levels of information systems (TPS, MIS …). | CLO 1 |
| 3. | Types of reports and its role in decision making | Reference Material/Text Book | Class discussion | Students learn the role played by decision making at different levels of management in supporting business activities. | CLO 1 |
| 4. | **Module II:**  **TPS as a business enabler** Cloud Computing: Types of cloud, service models, Implication in  Business | Reference Material/Text Book | Class discussion Case Study | At the end of this session, the student will be able to describe cloud and the scope of  each of its core components | CLO 2 |
| 5. | Big Data: Features of big data and its usage | Reference Material | Class discussion | Students will get sensitized to the concept of Big Data | CLO 2 |
| 6. | Introduction to SMAC | Reference Material:  <https://www.cognizant.com/>worldwide\_olt/dont-getsmacked.pdf | Class discussion Case Study | At the end of this session, the student will be able to describe SMAC and the scope of  each of its core  components  . | CLO 2 |
| 7. | Concepts of sensors and Internet of Things | Reference Material | Class discussion | At the end of this session, the student will be able to understand the basic concepts of IoT and its use in different industries | CLO 2 |
| 8. | **Module III: MIS & DSS as enablers for decision making**: MIS & DSS:  Business Intelligence | Reference Material | Class discussion, | At the end of this session, the student will be able to understand the details of BI | CLO 2 |
| 9. | Applications of BA in different Industry Verticals | Reference Material | Class discussion, case study | At the end of this session, the student will be able to understand application of BA | CLO 2 |
| 10. | Introduction to Artificial  Intelligence and Machine  Learning | Reference Material | Class discussion | At the end of this session, the student will be able to understand the basic concepts of AI and ML and how it is transforming the industry. | CLO 2 |
| 11. | iSMAC | Reference Material: <https://www.cognizant.com/>worldwide\_olt/dont-getsmacked.pdf | Class discussion | At the end of this session, the student will be integrate various disruptive technologies and they are  transforming/disrupting business | CLO 2 |
| 12. | Review and Assessment-II (Module-I and Module-II) | Reference Material/Text Book | Class discussion |  | CLO 2 |

# Assessment Components

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| **S. No.** | **Assessment Task** | **Assessment Description** | **Weightage** | **CLO Measured** |
| 1. | Quiz | There will be two announced quizzes. Both quizzes would be considered for assessment. The quizzes would consist of multiple choice questions and/or fill in the blanks. The quizzes will be based on application of class learning through phrases / caselets / excerpts. | 20% | Q1: CLO 1  Q2: CLO 2 |
| 2. | Assignment | There will be one announced assignment. Students will be evaluated individually and/or in groups. Assessment will be based on how well students participate individually/in groups in the datasets/caselets/lab analysis activities or questions put up in the class/forum. | 20% | A1: CLO 1 |
| 3. | Case Analysis | There will be one case analysis. Students will be evaluated individually and/or in groups. Assessment will be based on how well students  participate individually/in groups in the datasets/caselets/lab analysis activities or questions put up in the class/forum. | 20% | C1: CLO2 |
| 4. | End term examination | This will be a hall examination consisting of case study and application based situational questions wherein students will reflect and correlate their learning. | 40% | CLO 1 & 2 |

**Instructions:**

Students will be expected to maintain a daily log of their learning and make an action plan. The continuous evaluation tools would be implemented as per schedule and collected for evaluation.

Students are encouraged to visit videos available on Internet – YouTube, TED talks, and readings available at websites like course era, etc.

# Institute’s Policy Statements

It is the responsibility of every student to be aware of the requirements for this course, and understand the specific details included in this document. It is emphasized that this course requires a significant commitment outside of formal class contact. The learning tasks in this course include classes, required reading and practices, the preparation of answers to set questions, exercises and problems, and self-study. In addition, students may be required to complete an assignment, test or examination.

# Late Submission

Not applicable as student would have to complete and submit assignment in the class.

**Plagiarism:**

Plagiarism is looked at as the presentation of the expressed thought or work of another person as though it is one's own without properly acknowledging that person.

Cases of plagiarism will be dealt with according to Plagiarism Policy of the institute. It is advisable that students should read applicable section of Student Handbook for detailed guidelines. It is also advisable that students must not allow other students to copy their work and must take care to safeguard against this happening. In cases of copying, normally all students involved will be penalized equally; an exception will be if the student can demonstrate the work is their own and they took reasonable care to safeguard against copying.

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