



UNIVERSITI TEKNOLOGI MARA

CSC408: MANAGEMENT INFORMATION SYSTEM

Course Name (English)	MANAGEMENT INFORMATION SYSTEM APPROVED
Course Code	CSC408
MQF Credit	3
Course Description	This course is the study of information systems focusing on their use in business and management. This course provides the students with the leading edge perspectives on the business and management uses of information systems. Businesses invest in information systems because they create business value. The major system investments being made today are enterprise applications that integrate information across the enterprise and create powerful new links to customers and suppliers.
Transferable Skills	1. Demonstrate ability to identify and articulate self skills, knowledge and understanding confidently and in a variety of contexts. 2. Demonstrate ability to apply creative, imaginative and innovative thinking and ideas to problem solving
Teaching Methodologies	Lectures, Lab Work, Case Study, Presentation
CLO	CLO1 Describe the fundamental concepts and theories of Management Information Systems in the organization CLO2 Display the ability to analyze business problems, develop systems solutions, and manage business systems in the digital firm. CLO3 Explain how to use IT to facilitate decision making in business applications
Pre-Requisite Courses	No course recommendations
Topics	
1. Information Systems in Global Business Today 1.1) The role of information system in business today 1.2) Perspective on information systems 1.3) Contemporary approaches to information systems	
2. Global E-business and Collaboration 2.1) Business processes and information systems 2.2) Types of information systems 2.3) Systems for collaboration and social business 2.4) The information systems function in business	
3. Information Systems, organizations, and strategy 3.1) Organization and information systems 3.2) How information systems impact organizations and business firms 3.3) Using information systems to achieve competitive advantage	
4. Ethical and social issues in information systems 4.1) Understanding ethical and social issues related to systems 4.2) Ethics in an information society 4.3) The moral dimensions of information systems	
5. Foundations of business intelligence: Database & information management 5.1) Organizing data in a traditional file environment 5.2) Major capabilities of Database Management Systems (DBMS) 5.3) Challenges of Big Data 5.4) Role of Knowledge Management Systems 5.5) Knowledge management: Managing data resources 5.6) Business intelligence for enhancing decision making	

6. Telecommunications, the Internet, and wireless technology

- 6.1) Components of telecommunications networks
- 6.2) Types of networks
- 6.3) Internet and the World Wide Web
- 6.4) The wireless revolution
- 6.5) The wireless revolution

7. Securing information systems

- 7.1) System vulnerability and abuse
- 7.2) Business value of security and control
- 7.3) Establishing a framework for security and control
- 7.4) Technologies and tools for protecting information resources

8. Achieving operational excellence & customer intimacy: Enterprise Applications

- 8.1) Enterprise systems
- 8.2) Supply chain management systems
- 8.3) Customer relationship management systems
- 8.4) Enterprise application: New opportunities and challenges

9. E-commerce: Digital markets, digital goods

- 9.1) E-commerce and the Internet
- 9.2) E-commerce: Business and technology
- 9.3) The mobile digital platform and mobile E-commerce
- 9.4) Building an E-commerce presence

Assessment Breakdown	%
Continuous Assessment	50.00%
Final Assessment	50.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Assignment	Written assignment-case study	10%	CLO3
	Group Project	Lab Project	20%	CLO2
	Quiz	Quizzes (2)	5%	CLO1
	Test	Written test	15%	CLO1

Reading List	Recommended Text	<ul style="list-style-type: none"> • Instructor's Manual, <i>Microsoft Excel Handbook</i> • R.Kelly Rainer and Brad Prince, <i>Introduction to Information Systems</i>, 6th Ed., Wiley • Richard Chase, Ravi Shankar & F. Robert Jacobs 2013, <i>Operations and Supply Chain Management</i>, 14th Ed., Mcgraw-Hill / Irwin [ISBN: 978-007802402] • David M. Kroenke, David J. Auer 2011, <i>Database Concepts</i>, Pearson College Division [ISBN: 0138018804] • Kevin C. Desouza, Scott Paquette 2011, <i>Knowledge Management</i>, Neal Schuman Pub [ISBN: 1555707203]
	Reference Book Resources	<ul style="list-style-type: none"> • Kenneth C. Laudon and Jane P. Laudon, 2016, <i>Management Information Systems: Managing the Digital Firm</i>, 14th edition (Global Edition) Ed., 11, Pearson Prentice Hall New Jersey
Article/Paper List	This Course does not have any article/paper resources	
Other References	This Course does not have any other resources	