UNIVERSITI TEKNOLOGI MARA

CSC208: MANAGEMENT INFORMATION SYSTEM

Course Name (English)	MANAGEMENT INFORMATION SYSTEM `APPROVED`
Course Code	CSC208

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. Demonstrateability to apply creative, imaginative and innovative thinking and ideas to problem solving

Teaching Methodologies	Lectures, Lab Work, Discussion, Presentation

CLO	CLO1	Describe how managers develop, design, and implement major systems to create new resources of value for the business.
	CLO2	Analyse business problems, develop systems solutions, and manage business systems in the digital firm.
	CLO3	Apply problem-solving skills to an ongoing real business scenario.
	CLO4	Identify the four enterprise applications: supply chain management, customer relationship management, enterprise systems, and knowledge management as the system pillars of the digital firm.

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. IT infrastructure and emerging technologies 5.1) IT infrastructure 5.2) Infrastructure components 5.3) Contemporary hardware platform trends 5.4) Contemporary software platform trends

6. Foundations of business intelligence: Database & information managemen 6.1) Organizing data in a traditional file environment 6.2) The database approach to data management 6.3) Using databases to improve business performance and decision making 6.4) Knowledge management: Managing data resources 6.5) Business intelligence for enhancing decision making
7. Telecommunications, the Internet, and wireless technology 7.1) Telecommunications and networking in today's business world 7.2) Communications networks 7.3) The global internet 7.4) The wireless revolution
8. Securing information systems 8.1) System vulnerability and abuse 8.2) Business value of security and control 8.3) Establishing a framework for security and control 8.4) Technologies and tools for protecting information resources
9. Achieving operational excellence & customer intimacy: Enterprise Appli 9.1) Enterprise systems 9.2) Supply chain management systems 9.3) Customer relationship management systems 9.4) Enterprise application: New opportunities and challenges
10. E-commerce: Digital markets, digital goods 10.1) E-commerce and the Internet 10.2) E-commerce: Business and technology 10.3) The mobile digital platform and mobile E-commerce 10.4) Building an E-commerce presence

Assessment Breakdown	%
Continuous Assessment	40.00%
Final Assessment	60.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Assignment	Assignment	15%	CLO3
	Quiz	Quiz	10%	CLO2
	Test	Test	15%	CLO1

Reading List	Recommended Text	• Kenneth C. Laudon and Jane P. Laudon 2014, *Management Information Systems: Managing the Digital Firm, 13th edition (Global Edition)*, 13th Ed., 14, Pearson Prentice Hall New Jersey
		• Instructor's Manual, *Microsoft Access Handbook*
		• Richard Chase, Ravi Shankar & F. Robert Jacobs 2013, *Operations and Supply Chain Management*, 14th Ed., Mcgraw-Hill / Irwin New Delhi [ISBN: 978-007802402]
		• David M. Kroenke,David J. Auer 2011, *Database Concepts*, 5th Ed., Pearson College Division Upper Saddle, New Jersey [ISBN: 0138018804]
		• Kevin C. Desouza,Scott Paquette 2011, *Knowledge Management*, Neal Schuman Pub [ISBN: 1555707203]
Article/Paper List	This Course does not have any article/paper resources	
Other References	This Course does not have any other resources	