

**Inter American University of Puerto Rico  
Metropolitan Campus  
Economics & Administrative Sciences Faculty  
M.B.A. Program**

**Syllabus**

**I. General Information**

Course Title:	Management of Information Systems
Code and Number:	BADM-5060
Credit Hours:	3 credits
Academic Term:	
Professor:	
Office Hours:	
Office Telephone:	
E-mail:	

**II. Description**

Management information systems and their impact on management problems as well as their effect on the organization. Development of analytical skills for selecting information systems based on electronic computers and their relationship to the managerial decision- making process.

**III. Objectives**

An understanding of the systematic process for establishing a Management of Information System (MIS) and Management Support System; and critically evaluate managerial/administrative considerations associated with the systematic approach to development of effective MIS.

An understanding of the elements forces and circumstances creating and affecting E-commerce, Internet and Extranets.

A review of technological advances and technical elements related to the Information Systems realm.

Students will have an understanding of the decision making foundations supported by Information Systems.

Students will be able to explain and critically evaluate managerial/administrative considerations associated with selection or development, implementation, and use of effective Management Support Systems.

Students will understand from a managerial perspective the foundations of E-Business and E-Commerce.

Students will understand how mobile commerce is a new driving force for business, organizations and government.

Students will be exposed to systems security issues and will understand the importance and vulnerability of information systems.

Students will have an understanding of the competitive forces affecting the organization, and how Information Systems can be used to re-engineer the organization and its processes to effectively compete in the global market.

Students will understand of the foundations of information technology, its development and management.

Review recent literature and discuss relevant topics in IS management.

#### **IV. Course Content**

##### Module #1

##### 1.0 Lesson #1

- 1.1 Doing Business in the Digital Economy.
- 1.2 Information Systems and Information Technology.
- 1.3 Business Performance Management, Business Pressures, Organizational Responses, and IT Support.
- 1.4 Strategy for Competitive Advantage and IT Support.
- 1.5 Social Computing and Networking and Virtual Worlds.
- 1.6 Why Should You Learn About Information Technology?

##### 2.0 Lesson #2

- 2.1 Information Systems: Concepts and Definitions.
- 2.2 Classification and Types of Information Systems.
- 2.3 How IT Supports People.
- 2.4 How IT Supports Supply Chains and Business Processes.
- 2.5 Information Systems Infrastructure, Architecture, and Emerging Computing Environments.
- 2.6 Innovative and Futuristic Information Systems.
- 2.7 Managerial Issues.

##### 3.0 Lesson #3

- 3.1 Data, Master Data, and Document Management.
- 3.2 File Management Systems.
- 3.3 Databases and Database Management Systems.
- 3.4 Data Warehouses, Data Marts, and Data Centers.

3.5 Enterprise Content Management.  
3.6 Managerial Issues.

4.0 Lesson #4

4.1 Enterprise Networks, Connectivity, and Trends.  
4.2 Network Management and Collaboration Technology.  
4.3 Wireless, Enterprise Mobility, and IP Telephony.  
4.4 Discovery, Search, and Customized Delivery.  
4.5 Collaboration and Web-based Meetings.  
4.6 Social, Legal, and Ethical Issues.  
4.7 Managerial Issues.

5.0 Lesson #5

8.1 The Web 2.0 Revolution, Social Media, and Industry Disruptors.  
8.2 Virtual Communities and Virtual Worlds.  
8.3 Online Social Networking: Basics and Examples.  
8.4 Major Social Network Services: From Face book to Flickr.  
8.5 Business (Enterprise) Social Networks.  
8.6 Commercial Aspects of Web 2.0 Applications and Social Networks.  
8.7 The Future: Web 3.0.  
8.8 Managerial Issues.

Module #2

6.0 Lesson #6

6.1 Overview of E-Business and E-Commerce.  
6.2 Major EC Mechanisms.  
6.3 Businesses-to-Consumer Applications.  
6.4 Businesses-to-Business Applications.  
6.5 Major Models of E-Business: From E-Government to C2C.  
6.6 E-Commerce Support Services: Payment and Order Fulfillment.  
6.7 Ethical and Legal Issues in E-Business.  
6.8 Managerial Issues.

7.0 Lesson #7

7.1 Overview of Mobile Computing and Commerce.  
7.2 Mobile Applications in Financial Services.  
7.3 Mobile Shopping, Advertising, and Content-Providing.  
7.4 Mobile Enterprise and Interbusiness Applications.  
7.5 Mobile Consumer Services and Entertainment.  
7.6 Location-Based Services and Commerce.  
7.7 Pervasive Computing, Content Awareness, and RFID.

7.8 Managerial Issues.

8.0 Lesson #8

- 5.1 Data and Enterprise Security Incidents.
- 5.2 IS Vulnerabilities and Threats.
- 5.3 Fraud and Computer-Mediated Crimes.
- 5.4 IT Security Management Practices.
- 5.5 Network Security.
- 5.6 Internal Control and Compliance Management.
- 5.7 Business Continuity and Disaster Recovery Planning.
- 5.8 Auditing and Risk Management.
- 5.9 Managerial Issues.

Module #3

9.0 Lesson #9

- 9.1 Functional Information Systems and Transaction Processing Systems.
- 9.2 Managing Production/Operations and Logistics.
- 9.3 Managing Marketing and Sales Systems.
- 9.4 Managing Accounting and Finance Systems.
- 9.5 Managing Human Resources Systems.
- 9.6 Integrating Functional Information Systems.
- 9.7 Managerial Issues.

10. Lesson #10

- 10.1 Essentials of Enterprise Systems and Supply Chains.
- 10.2 Supply Chain Management and Its Business Value.
- 10.3 Enterprise Resource Planning (ERP) Systems.
- 10.4 Customer Relationship Management (CRM).
- 10.5 Knowledge Management and IT.
- 10.6 Managerial Issues.

11. Lesson #11

- 11.1 Interorganizational Activities and Order Fulfillment.
- 11.2 Interorganizational Information Systems and Large-Scale Information Systems.
- 11.3 Global Information Systems.
- 11.4 Facilitating IOS and Global Systems: From Demand-Driven Networks to RFID.
- 11.5 Interorganizational Information Integration and Connectivity.
- 11.6 Partner Relationship Management and Collaborative Commerce.

## 11.7 Managerial Issues.

### **V. Activities**

#### **Textbook Chapter Homework**

Case Study #1 – Chap. 2 – Air Bus Improves Productivity with RFID

Case Study #2 - Chap. 4 – Wikis, Blogs, and Chats Support Collaboration

Case Study #3 – Chap. 7 – Hertz Goes Wireless

Case Study #4 – Chap. 8 – Google is Changing Everything

Case Study #5 – Chap. 11 – How Wal-Mart is driven by IT

Class Project / Monographic Work

#### **Format for Preparing Case Studies**

- 1) Answer the questions at the end of each Case Study.
- 2) Answer each Case Study using your word processor, and saved in either Microsoft Word format or Rich Text Format or Plain Text. On the first line, write your full name, on the second line your student number, on the third line the case study number and on the fourth line the case study name (all four lines centered). Leave a couple blank spaces, write the question, the below the question write your answer. Then proceed to the next question, as so forth until you answer all questions.
- 3) Save the Case Study as follow: write your last name, name initial and case Number. For example if you are sending me case study number four, the file name should be doejscasestudy4. I'm not being picky is to find out if you can follow instructions, that's part of you growing up professionally. If you don't send me the case study using this format I will take away a couple points.

#### **Class Project / Monographic Works**

- 1) You are required to write a research monograph or class project related to the topic of productivity at work and the Internet. I want you to research about the latest trends on the matter of productivity and how it is either helping or adversely or both, affecting the individual productivity at work. I want you to research **at least 8 academic journals** on this topic and write a monograph explaining the current situation, findings and trends on this matter.
- 2) You must give proper credit to all used sources; including those obtain from Internet databases. Now be careful, I want you to use academic journals, so avoid using non academic sources, as your primary source of information. The goal is to find, serious information about what's being researched on this topic, not speculations from general sources.
- 3) You should deliver your monograph in Microsoft Word format and using the American Psychological Association Style Guide or APA Style as is better known. You are a graduate business student and you should have learned how to use this style system in

your undergraduate program. If you don't know how to use it, I recommend that you purchase the APA Style Guide from any of the bookstores mentioned. I will take away points, that is, 10 or more points for not using the APA Style. Please visit the APA Style organization at <http://www.apastyle.org/>.

- 4) For academic journals, you can access the CAI on line at [http://cai.inter.edu/listado\\_db.htm](http://cai.inter.edu/listado_db.htm) and select from the databases available in particular, Infotrac, Wilson Web and EBSCO.

## **VI. Evaluation**

### **Grading Criteria**

3 Partial Examinations	150 points (50 points each exam) – (30%)
5 Case Studies	50 points (10 points each case) – (25%)
Class Project	100 points – (30%)
Attendance and Participation	20 points - (15%)
<b>Total Points</b>	<b><u>3200 points (100%)</u></b>

### **Grading Scale**

100 - 90	A
89 - 80	B
79 - 65	C
64 and below	F

## **VII. Special Notes**

### **A. Special Accommodations**

Students who require special accommodations must request these services at the beginning of the course as soon as they notice that they need help. Students can access this service with Professor Jose Rodriguez, Coordinator of Students with Special Needs at the Guidance and Counseling Office on the first floor at Metro's Student Center.

### **B. Plagiarism**

Plagiarism, dishonesty, fraud and any other type of manipulation or inappropriate behavior related with academic performance are unacceptable in our institution. Disciplinary actions will be taken on students found guilty of such practice as established in Chapter V, Article 1, Section B.2 of the Student's Rules and Regulations handbook.

<http://metro.inter.edu/servicios/documentos/reglamentosestudiantes2006.pdf>

Inter American University has very strict regulations regarding plagiarism (using the ideas or words of others without giving proper credit), so it is important that

you specifically read Chapter 5, Article 1, Section B.2c of the Student' Rules and Regulations Handbook. This section clearly explains what plagiarism is. In addition, it explains the types of sanctions students are exposed to when they commit it.

### **C. Use of Electronic Devices**

Cellular (mobile) telephones and any other electronic device that could interrupt the teaching-learning process or disrupt a milieu favorable for academic excellence will be deactivated. Critical situations will be dealt with in an appropriate manner. The use of electronic devices that permit the accessing, storing or sending of data during tests or examinations is prohibited.

## **VIII. Educational Resources**

### **Required Texts for Class:**

Tuban, Efraim & Volonino, Linda (2010). **Information Technology for Management**. (7<sup>th</sup> Ed). New York: John Wiley and Sons.

### **Reference Texts**

Laudon, K. and Laudon, J. (2008). **Management Information Systems: New Approaches to Organization and Technology**. (8th ed). New York: Prentice Hall.

Licker, P. (1997). **Management Information Systems: A Strategic Leadership Approach**. Orlando: Dryden Press.

Turban Efraim, Rainer Kelly R & Potter Richard E. (2003). **Introduction to Information Technology**. (2<sup>nd</sup> Ed). New York: John Wiley and Sons.

Weber, Ron (1999). **Information Systems Control and Audit**. New Jersey: Prentice-Hall.

Willcocks Leslie, P. & Lester, Stephanie (1999). **Beyond the IT Productivity Paradox**. New York: John Wiley and Sons.

## **IX. Bibliography**

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Copeland, M.V., "The eBay of Swap," *Business 2.0*, May 2006.

Duvall, M. "Monsanto Goes Green," *Baseline*, May 14, 2004.

Heller, R., "SWOT: Assess the Strengths and Weaknesses of Your Business, as Well as the Opportunities and Threats, with SWOT Analysis," *Thinking Managers*, July 8, 2006, [thinkingmanagers.com/management/strengths-weaknesses.php](http://thinkingmanagers.com/management/strengths-weaknesses.php) (accessed April 2008).

Hupfer, R., et al., *MySpace for Dummies*, Hoboken, NJ: Wiley Publishing, Inc., 2007.

Information Security Forum, *securityforum.org*

Kirkman, B., et al., "Five Challenges to Virtual Team Success: Lessons from Sabre, Inc.," *Academy of Management Executive*, 16(3), August 2002.

Kirkpatrick, D., "Life in a Connected World," *Fortune*, July 10, 2006.

Luftman, J., "Yes, the Tech Talent Shortage Is Real," *Information Week*, January 12, 2008.

McHugh, J., "Unplugged U.," *Wired*, October 2002.

Miller M., *Cloud Computing: Web-bases Applications that Change the Way you and Collaborate Online*, Indianapolis, IN.: Que Pub., 2008.

Pratt, M.K., "Portal Panacea," *Computerworld*, November 19, 2007.

Turban, E., et al., *Business Intelligence: A Managerial Approach*. Upper Saddle River, NJ: Prentice-Hall, 2008.

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Weill, P., and M.R. Vitale, *Place to Space: Migrating to business Models*. Harvard Business Press, 2001.

Wolff, E.N., "The Growth of Information Workers in the U.S. Economy," *Communications of the ACM*, October 2005.

Worthen, B., "IT versus Terror," *CIO*, August 1, 2006.