

SEMESTER-VIII

DSC 20: Management Information Systems

Credit distribution, Eligibility and Pre-requisites of the Course

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course
		Lecture	Tutorial	Practical/ Practice		
Management Information System (DSC 20)	4	3	1	0	Class XII	NIL

Learning Objective(s):

- Develop a macro-level perspective of the information technology to create sustainable competitive advantage in respective industries.
- Understand the significance of IT investment decisions made by organizations.

Learning Outcomes

- Understand the exploitation of information technology by organizations.
- Understand computer-based information systems and their relevance for organizations.
- IT for competitive advantage and understand the role of IT Architecture in making IT investments.
- Discuss the importance of system development and system life cycle.

Syllabus DSC 20:

Unit 1: Introduction

(9 hours)

Introduction: Definition, Purpose, Objectives, and Role of MIS in Organization, pre requisites for effective MIS, MIS Applications in Business. Information in Decision Making: Meaning and importance, Sources and Types of Information, information requirements with particular reference to Management Levels, Relevance of Information in Decision Making, Strategic Business objectives of information system.

Unit 2: Cost Benefit Analysis

(12 hours)

Cost Benefit Analysis: Quantitative and Qualitative Aspects, Assessing Information needs of the Organization. System Development: Concept of System, Types of Systems – Open, Closed, Deterministic, Probabilistic, etc.; System Approaches – System Development Life Cycle (SDLC), Prototyping, End User Development, Waterfall and Spiral method, System Analysis, Design and Implementation. Aligning Information Systems with Business. Decision Making and Information Systems: Types of Decisions and the Decision-Making Process, Business Value of Improved Decision Making, Emerging Technology Issues, Planning and Building IT Architecture.

Unit 3: Types of Information System

(12 hours)

Types of information system: Transaction Processing System, Expert System, Decision Support System, Executive Information system and Knowledge Management System. Information Technology: Recent Developments in the Field of Information Technology,

Impact of IT on Organisation, Multimedia Approach to Information Processing, Centralised and Distributed Processing.

Unit 4: Emerging Concepts in Information Systems (12 hours)

Emerging Concepts and Issues in Information Systems: ERP - An overview, Characteristics, and Role of ERP in Business Organization, Customer Relationship Management, Business Intelligence, Introduction to Database, Data Warehousing, Data Mining and its Applications, MIS and Information Security Challenges (Introductory aspects only). Cases on strategic use of IT in different industries.

Essential/recommended Readings (latest editions of readings to be used)

1. Davis, G., & Margrethe, O.(2017). *Management Information System: Conceptual Foundations – Structure and Development* (2nd ed.). McGraw Hill Education.
2. Effy, OZ. (2013), *Management information systems* (6th Edition). USA: Cengage Learning.
3. Efraim, T., & Wetherbe, J. (2014). *Information technology for management: Transforming organizations in the digital economy introduction to information technology* (7th ed.).NY: John Wiley & Sons.

Suggestive Readings (latest editions of readings to be used)

4. Kelley, G.(2008). *Selected readings on information technology management: Contemporary issues*. New York: Information Science Reference.
5. Rainer, R.K.,& Prince, B. (2015). *Management Information Systems: Moving Business Forward*. John Wiley & Sons.
6. Joseph, P.T. (2013). *Management Information Systems in the Knowledge Economy* (2nded.). New Delhi: Prentice Hall of India.
7. Laudon, K. C., & Laudon, J. P. (2018). *Management information systems: managing the Digital Firm* (15thed.). New Delhi: Pearson Education.
8. O'Brien, J. A., & Marakas, G. (2017). *Management information systems*(10thed.).McGraw Hill Education.

Note: Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time