



Ala-Too International University
Department of Computer Systems and complexes
Course Syllabus for
2025-2026 academic year
Spring semester

Title of the course	Business administration software
Course code	None
Credit	2
Hours in a week	2
Prerequisites	Basic computer literacy
Type of the course	Conceptual-applied
Recommended for	Software of computer engineering and automated systems
Language of instruction	English
Mode of education	Offline
LMS (learning management system)	None
LMS enrollment code	None
Online conference room	None
Physical classroom	C 103
Lecturer	Nurbekov Mirlan Nurbekovich
Office	H 207
Office hours	TMonday–Friday, 08:00–17:00
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Course description

This course introduces IT students to business administration software used in modern organizations. It focuses on how digital systems support core business processes such as finance, customer management, human resources, project coordination, and decision-making. Students study major categories of business software, including accounting systems, ERP, CRM, project management, collaboration, and analytics tools, from a conceptual and applied perspective. Assessment is conducted through online midterm and final examinations using scenario-based questions to evaluate understanding of business processes and software integration.

Student learning outcomes (SLOs)

Upon successful completion of this course, students will be able to:

SLO1. Describe the role of business administration software in supporting organizational structure, operations, and decision-making.

SLO2. Explain core business processes (finance, sales, HR, operations, and projects) and how they are digitally supported by software systems.

SLO3. Identify and compare major categories of business administration software, including accounting systems, ERP, CRM, project management, and analytics tools.

SLO4. Interpret business scenarios and determine appropriate software solutions for given organizational needs.

SLO5. Analyze basic business data and reports generated by administrative software systems.

SLO6. Apply conceptual and practical knowledge of business software through scenario-based problem solving and online assessments.

Course content

Week	Topic	Focus/Lab/Activity
1	Course Introduction: Business Administration Software (IT in business)	Course overview, grading, assessment format. Role of software in modern organizations. Overview of business software categories.
2	Business processes and digital organizations	Organizational structure, business processes, and digital workflows. Relationship between business needs and software solutions.
3	Digital transformation and enterprise systems	Digitalization vs automation. How enterprises adopt software to improve efficiency and control.
4	Office productivity software for business	Advanced Excel / Google Sheets for business data management, analysis, and reporting.
5	Accounting software and financial processes	Role of accounting software in business. Transactions, invoices, expenses, and financial reporting. Conceptual overview of 1C and QuickBooks.
6	Enterprise resource planning (ERP) Systems	ERP concepts, architecture, and modules. Finance, HR, inventory, and operations integration.
7	ERP systems in practice	Analysis of ERP-based business workflows. Advantages, risks, and common implementation challenges.
8	Customer relationship management (CRM) systems	Customer lifecycle, sales funnels, lead management, and customer data analysis.
9	Midterm online assessment	Online test covering Weeks 1–8 (conceptual and scenario-based questions).
10	Project management software in organizations	Role of project management tools in business and IT. Agile fundamentals, tasks, timelines, and roles.

11	Collaboration and workflow management tools	Digital collaboration platforms, task tracking, and workflow automation in organizations.
12	Human resource and document management systems	HR information systems, digital employee records, access control, and document workflows.
13	Business analytics and decision support systems	Key performance indicators (KPIs). Business reports and dashboards for managerial decisions.
14	Data visualization and reporting tools	Interpretation of dashboards and analytical reports. Practical examples using Power BI or spreadsheets.
15	Integrated business software ecosystems	How different systems interact: ERP, CRM, accounting and analytics. Real-world organizational examples.
16	Final online examination	Comprehensive online test covering all course topics.

Grading rubric and assessments

Midterm assessment	100 points	
	Attendance and participation	20 points
	Online conceptual test	80 points
Final exam	100 points	
Average = Midterm assessment * 0.4 + Final assessment * 0.6		

Course policies and academic integrity

This is a 16-week course instructed by Mirlan Nurbekov. The course instructor reserves the right to make changes to any portion of the syllabus at any time. Any modifications will be communicated in writing to students via the Learning Management System (LMS).

- Students are expected to communicate with the instructor professionally. Mobile phones, social media, and messaging apps (e.g., WhatsApp) should not be used for course-related inquiries. Instead, students should send emails, post comments in the LMS, or visit the instructor during office hours. All course-related announcements and materials will be shared through the LMS.
- Attendance is mandatory. Students are expected to attend at least 70% of the course sessions to be eligible for exams. Active participation in lectures, labs, and discussions is strongly encouraged.
- Students are required to uphold the highest ethical standards in all aspects of the course. Academic dishonesty includes, but is not limited to, cheating on exams, completing work for another student, and plagiarism.
- Plagiarism is a serious academic offense. To avoid plagiarism:
 - Do not copy words from any source without proper quotation and citation.
 - Do not use ideas, concepts, or opinions from any source without citing the source. This includes technical terms, original views, and key concepts.
 - Paraphrasing is allowed, but the source must be cited correctly, and the original meaning must not be misrepresented.

All cases of academic dishonesty will result in a failing grade for the course and will be reported to the Head of the Management Department for administrative review.

All projects, presentations, essays, and assignments must follow the Harvard referencing style. Submissions must be uploaded to the LMS before the specified deadline.

➤ Grading and Assessment:

- Midterm, final, and makeup exams should account for 40–50% of the total course grade, with the remainder coming from projects, presentations, essays, and assignments.
- To pass the course, students must achieve an average grade of at least 50 points, with a minimum of 40 points on the final exam.
- Students who do not pass the final exam are eligible for a makeup exam, which carries the same weight as the final assessment.

➤ Appeals

Students have the right to appeal grades within three working days from the date grades are announced. Appeals may include reviewing exam papers, requesting re-evaluation, requesting grading rubrics, or notifying the instructor of any errors in grade aggregation. Once the grade submission system is closed, grades cannot be changed.

Main Resources

Laudon, K.C. and Laudon, J.P. (2022) *Management Information Systems: Managing the Digital Firm*. 17th edn. Pearson.

O'Brien, J.A. and Marakas, G.M. (2019) *Management Information Systems*. 11th edn. McGraw-Hill Education.

Turban, E., Pollard, C. and Wood, G. (2018) *Information Technology for Management: On-Demand Strategies for Performance Growth*. 11th edn. Wiley.

Stair, R.M. and Reynolds, G.W. (2020) *Principles of Information Systems*. 14th edn. Cengage Learning.

Schwalbe, K. (2022) *Information Technology Project Management*. 9th edn. Cengage Learning.

Additional Resources

Microsoft Learn *Business Productivity and Data Analysis*. Available at: <https://learn.microsoft.com/> (Accessed: 20 December 2025).

Google Workspace Learning Center 2025. Available at: <https://support.google.com/a/users> (Accessed: 20 December 2025).

Odoo Documentation *ERP and Business Management Software*. Available at: <https://www.odoo.com/documentation> (Accessed: 20 December 2025).

HubSpot Academy *CRM and Business Operations Courses*. Available at: <https://academy.hubspot.com/> (Accessed: 24 December 2025).

Trello Resources *Project and Workflow Management*. Available at: <https://trello.com/guide> (Accessed: 24 December 2025).

Power BI Learning. Available at: <https://learn.microsoft.com/power-bi> (Accessed: 27 December 2025).