Global Information System

Course Objectives

Upon successful completion of this course the student will be able to understand global information systems management issues associated with culture, standards and regulations, outsourcing and off- shoring. In addition, this course provides students with a basic understanding of how the global economy is influenced by information systems and technology.

Syllabus

Overview of Information Systems in Global Business, Strategic connectivity, Physical Connectivity, emerging technologies, Managing global systems and outsourcing.

Expected Outcomes

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

1. Explain roles in information technology adoption patterns across countries. 2. Discuss strategies for global electronic commerce. 3. Identify best practices of global IT. 4. Discuss challenges associated with outsourcing and off-shoring.

References

6. Dorothy E Leidner and Tim Kayworth, Global Information Systems: The Implications of Culture for IS Management , A Butterworth-Heinemann Title; Textbook edition, 2008

7. Ash Bisaria, What's next for outsourcing? – http://outsourcemag.com/whats-next-for-outsourcing/

8. Nigel Chisnall, All sides are winners as IT outsourcing deals get shorter and less costly – http://outsourcemag

9. Arshdeep Bahga and Vijay Madisetti, Cloud Computing: A Hands-on Approach, Orient Blackswan Pvt Ltd, India,2014

10. Jawadekar, Management Information Systems: A Global Digital Enterprise Perspective, McGraw Hill Education (India) Private Limited; 2013

11. Yi chen Lan, Global Information Society: Operating Information Systems in a Dynamic Global Business Environment, Idea Group Publication, 2006

12. Thorsten Blecker, Mass Customization Information Systems in Business, IGI Global; 2007
13. Emily Nagle Green, Anywhere: How Global Connectivity is Revolutionizing the Way We Do Business, McGraw Hill Education (India) Private Limited, 2010

14. Andrew S Tanenbaum and Herbert Bos, Modern Operating Systems: Global Edition, Kindle Edition, Pearson Education, 2015

15. Mary C. Lacity, Leslie P. Willcocks, Mary Cecelia Lacity, and Leslie Willcocks, Global Information Technology Outsourcing: In Search of Business Advantage, John Wiley & Sons, 2000

16. Erran Carmel and Paul Tjia, Offshoring Information Technology: Sourcing and Outsourcing to a Global Workforce, Cambridge University Press, 2005

COURSE PLAN

1 Information Systems in Global Business

Information Systems in Global Business Today – systems in businesses, why it's important; Global IT workforce vs Domestic Workforce; Global e-business and collaboration; obstacles in rollout, challenges in Multi site projects; tools and techniques to increase productivity; implications of poor global information systems management;

2 Moore's Law; Law of Mass Storage; Implications of laws in reducing costs and improving performance; Cloud computing; Cloud in multinational enterprise; Firewalls, hacking, ethical hacking, role of systems managers, system administrators.

First Internal Examination

3 Strategic connectivity

Information Technology, Corporate Strategy, and Competitive Advantage (Interlinked Value Chains);

Physical Connectivity

Basic Communications Technology and Concepts, Local Area Networks, Wide Area Networks (Packet Networks), Network Protocols (ISO OSI).

Emerging Technologies

Frame Relay, ATM, VOIP; ADSL, Cable Modem, wireless, Mobile technology.

Second Internal Examination

4 Managing global systems

Key business drivers and challenges in the global environment; strategies for success in the global market; "connectivity" as a driver for global information system; software be designed to fit the business requirements Vs. business requirements be modified to fit existing software.

5 Outsourcing

B2B Exchange Model; Micro-sourcing; Outsourcing from Service Provider Viewpoint; Producer/Consumer Perspective in Outsourcing; Voluntary/Involuntary Perspective in Outsourcing;

Need to outsource; challenges and risks, advantages and disadvantages associated with outsourcing an organization's IT function; different kinds of outsourcing currently in use in today's global economy.

Final Examination