

SUBJECT PROGRAM

I. IDENTIFICATION OF THE SUBJECT

Subject: Management systems		Acronym: INF-266	Approval date 10/11/2016 (CC.DD. Agreement 13/2016)		
UTFSM Credits: 3	Prerequisites: INF-276	Exam: Does not have	Faculty		
SCT Credits: 5			Computer Science Department		
Lecture Hours Weekly: 3	Assistantship: Does not have	Laboratory: Does not have	Semester in which it is taught		
			Odd	Pair X	Both
Formative axis: Applied Engineering - IT Business Processes					
Total time dedicated to the subject: 157 chronological hours					

Subject Description

The purpose of the development of this subject is to ensure that the student knows the management of an Organization (Company or Institution) from a perspective of the information and systems necessary for efficient and effective compliance at its various levels (senior management, management and operational). , involving both strategic aspects and control and evaluation, with a process approach. On the other hand, teaching and learning methodologies contribute to the student's development of management skills associated with planning, control, organization and direction.

Entry requirements

- Analyze Organizations from the perspective of their Information Systems and systemic thinking.

Contribution to the graduation profile

Specific Competence

- Contribute to the formulation of global organizational strategies considering Information Technologies and people as relevant actors.

Transversal Competencies

- Communicate oral and written information effectively within the organizations in which one works, as well as with entities in the environment.
- Integrate work teams, applying knowledge about human, technical, economic and time management.
- Act with autonomy, flexibility, initiative, and critical thinking when facing professional problems.
- Develop their work with solid criteria that allow you to ensure quality from a systemic perspective.
- Manifest behaviors and attitudes of social responsibility and tolerance, valuing ethical principles.

Learning outcomes expected to be achieved in this subject

- Analyzes** the strategic planning process, **considered** from its formulation to implementation.
- Identifies** management evaluation and control tools, **based on KPI** -type indicators , and associated with Balanced Scorecard.
- Integrates** management paradigms with emphasis on processes, **using** reengineering, Kayzen and standards.
- Conceptualizes** a management system for a computer venture, **including** digital marketing strategies.

Thematic contents

<div> <div>Module 1: Strategic planning</div> <ul style="list-style-type: none"> Administrative thought (Fayol, Taylor and Weber; School of Human Relations). Strategic thinking. SWOT type Organizational Analysis. Strategy Selection and Formulation. </div>	<div> <div>Module 2: Management Evaluation and KPI</div> <ul style="list-style-type: none"> Balanced Scorecard Corporate Social Responsibility and Ethics in Management. Management Paradigms. Initial Modeling of Process Management. Reengineering and Continuous Improvement Approaches (Kayzen). ISO standards and management systems. </div>	<div> <div>Module 3: Process Management</div> <ul style="list-style-type: none"> Management Paradigms. Initial Modeling of Process Management. Reengineering and Continuous Improvement Approaches (Kayzen). ISO standards and management systems. </div>	<div> <div>Module 4: Development of a Case applied in the context of a computer entrepreneurship</div> <ul style="list-style-type: none"> Digital marketing strategies. Management Experiences and Tools. </div>
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Teaching and learning methodology

The course is organized into **4 Modules that are derived into Learning Units (UA)**. In each of them, the teacher **Contextualizes** and **Conceptualizes** the themes, promoting **Active Experimentation in students** through activities associated with real situations that students analyze, Weekly **evaluation** to measure **achievements in learning situations** (with individual activities prior to classroom and group sessions in the room, a exam, and the development of a case working in teams), and complements them stimulating permanent **Reflective Observation** of what has been learned.

Evaluation and grading of the subject. (Adjusted to Institutional Regulations-Regulation No. 1)

Approval and qualification requirements.

Instruments	No.	%
Individual Deliverables (EI)	Between 5 and 8	twenty
Group Activities (GA)	Between 5 and 8	twenty
Case Development (CD)	1	twenty
Competition (C)	1	40

The Semester Average (PS) is calculated based on the previous percentages.

PS= 0.2 * EI + 0.2 * AG + 0.2 * DC + 0.4 * C

If the Competition or the average of the Deliverables or Activities is less than 55, then the student must take a Cumulative Competition (CA), then the Final Grade is calculated as:

NF = 0.65 * PS + 0.35* CA

Learning Resources

Virtual platform

Bibliography:

Guide Text	<ul style="list-style-type: none"> Kaplan, R., & Norton, D. (1997). <i>Balanced Scorecard (The Balanced Scorecard)</i>. Barcelona: Management 2000.
Complementary or Optional	<ul style="list-style-type: none"> Baca, G. (2011). <i>Comprehensive Administration. Towards a process approach</i>. San Juan Tlihuaca: Patria Publishing Group. Ogalla S., F. (2005). <i>Management Systems, a practical guide</i>, Spain: Ed. Díaz de Santos. Kaplan, R., & Norton, D. (2001). <i>How to use the Balanced Scorecard to implement and manage their strategy</i>. Barcelona: Management 2000. Magazine and press articles, cases and videos.

II. CALCULATION OF NUMBER OF HOURS OF DEDICATION - (SCT-Chile) - SUBJECT SUMMARY TABLE

ACTIVITY	Number of hours of dedication		
	Number of hours per week	Number of weeks	Total number of hours
PRESENCE			
Lecture or theoretical classes	3	16	48
Assistantship/Exercises			
Industrial visits (from Field)			
Laboratories / Workshop (class)			
Evaluations (exams, others)	3	1	3
Others (specify)			
NO PRESENCE			
Assistantship			
Mandatory tasks			
Personal Study	6	16	96
Team work. Applied Case	10	1	10
TOTAL (HOURS)			157
Total number of TRANSFERABLE CREDITS			5