SCO408/SIT401: Information Systems Management

Kenyatta University

SCO408/SIT401: Information Systems Management
2021/2022

Course Objectives

The course is focused on examining a variety of issues and situations that commonly arise as the modern day organization endeavors to make the most its investments in computer based information systems.

By the end of this course, you will be able to:

- Demonstrate an appreciation of the significance and role of the IS function in the modern business organization
- Demonstrate knowledge of the critical role of the Chief Information Officer in implementing sound management practices with respect to the various IS resources;
- Formulate basic solutions to address common challenges likely to be faced by a modern information systems manager
- Summarize the apparent directions that the information systems discipline is heading towards

Course Topics

01. The Context of Information Systems Management

Organizations and ISs; Relevant Issues – views, perspectives, concerns; IS Resources;

02. Information Systems in the Modern Organization

IS Types; Strategic uses of IT; IT and changing business processes; strategic use of information systems

03. Staffing and Organizing the Information Systems Function

Location of the IS Function; Roles in IS; Management of the IS function; Architecture options; Managing operations and services

04. Information Systems Planning

Introduction to IS Planning; Justification for IS planning; IS Planning Approaches; Challenges of IS planning;

05. The Information Systems Planning Process

Generic IS Planning Process; Policy Development;

06. Sourcing and Acquiring Information Systems Resources

Sourcing and acquisition alternatives for IS/IT; Factors in Make/Buy Decisions; Generic Process of acquisition; Vendor selection

07. Information Systems Outsourcing

Outsourcing and Vendor Management: Types of outsourcing; Problems of Outsourcing; Making Outsourcing work;

08. Challenges of Managing Information Systems Projects

Alternative development options; Costing IS projects; Effort estimation; Valuing IS;

09. Challenges of Managing Information Systems Projects

Challenges of managing IS projects; Managing IS projects right

10. Information Systems Impacts and Related Management Issues

Impacts of IS; Emerging IS Management Issues; Managing Change

Course Texts

Text 1	Brown, C.V. and DeHayes, D.W. and Hoffer, J.A. and Martin, W.E. and Perkins, W.C. (2013). Managing Information Technology: Pearson Eduction. ISBN: 978-0-13-214632-6
Text 2	Pearlson, K.E. and Saunders, C.S. and Galletta, D.F.(2016). Managing and Using Information Systems: A Strategic Approach. 6th Edition. Wiley ISBN: 9781119255208
Text 3:	McNurlin, B., Sprague, R., Bui, T. (2013). Information Systems Management. Pearson Education , ISBN 9781292023540
Text 4:	Bocij, P., Greasley, A., Hickie, S. (2014). Business Information Systems: Technology, Development and Management for the E-Business. 5th Ed. Pearson Education Limited. ISBN 9780273736455
Online Text 1	Information Systems for Business and Beyond (Bourgeois), By David T. Bourgeois; Sourced from Saylor Foundation. (Source: https://opentextbook.site/informationsystems2019/front-matter/title-page-information-systems-introduction/)
Online Text 2:	Business Information Systems (Source: https://saylordotorg.github.io/text_business-information-systems-design-an-app-for-that/)

Course Website

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Course Outline

	Topic
1	The Context of Information Systems Management
2	Information Systems in the Modern Organization
3	Staffing and Organizing the Information Systems Function
4	Information Systems Planning
5	The Information Systems Planning Process
6	Sourcing and Acquiring Information Systems Resources
7	Information Technology Outsourcing
8	Managing Information Systems Development
9	Challenges of Managing Information Systems Projects
10	Information Systems Impacts and Related Management Issues

Course Texts and References

1	Brown, C.V. and DeHayes, D.W. and Hoffer, J.A. and Martin, W.E. and Perkins, W.C. (2013). Managing Information Technology: Pearson Eduction. ISBN: 978-0-13-214632-6
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The Context of Information Systems Management

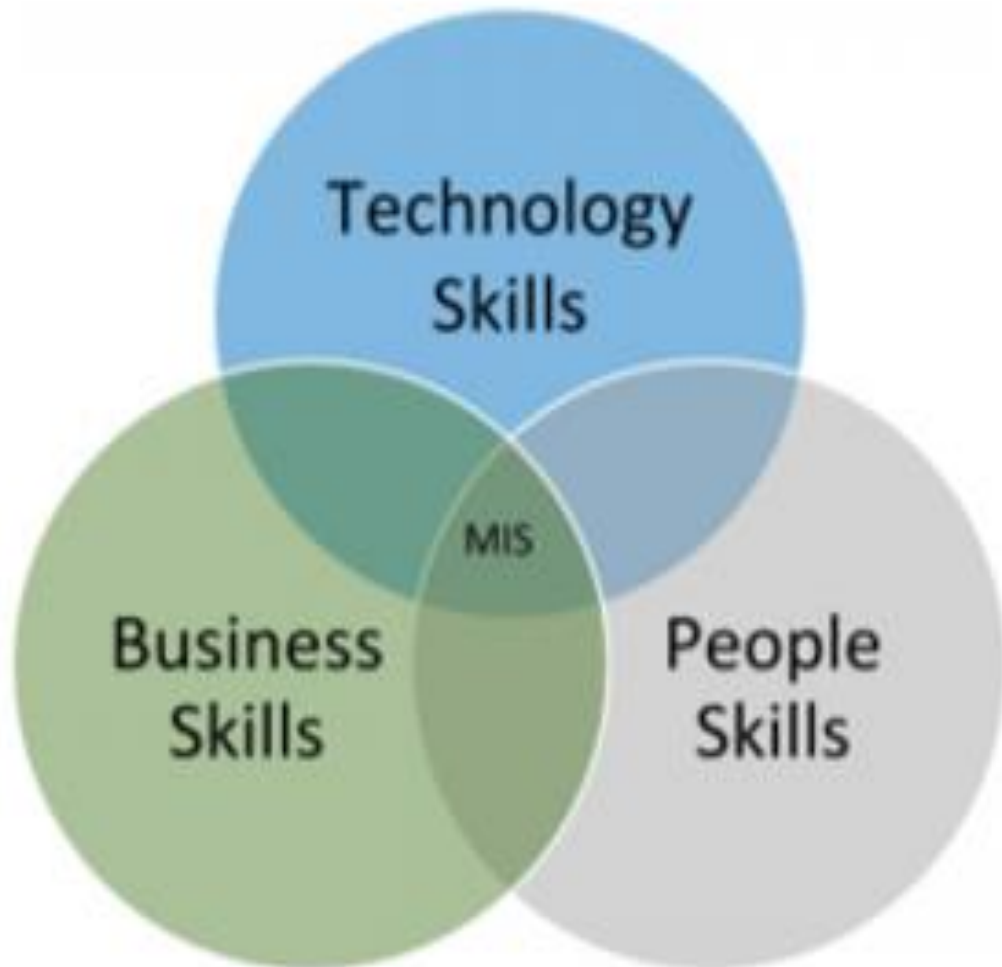**Lesson Learning Outcomes**

By the end of this lesson, you will be able to:

- Describe key concepts related to information systems management

- Relate the classical management functions to the Information Systems environment

- Explain why information systems are increasingly central to the modern business organization

Key Concepts

- What is meant by the term information system (IS)?

- Categories of IS's that you know about?

- And just what is Information Systems Management (ISM)?

The Context of IS Management

The Context of IS Management – Resources

Readings		
1	What is "Information Systems"?	https://eng.libretexts.org/Bookshelves/Computer_Science/Book%3A_Information_Systems_for_Business_and_Beyond_(Bourgeois)/01%3A_What_is_an_information_system/1.00%3A_What_Is_an_Information_System
2	What is Information Technology?	https://www.igi-global.com/dictionary/grief-and-the-psychological-transition-process-among-information-technology-team-members/14539

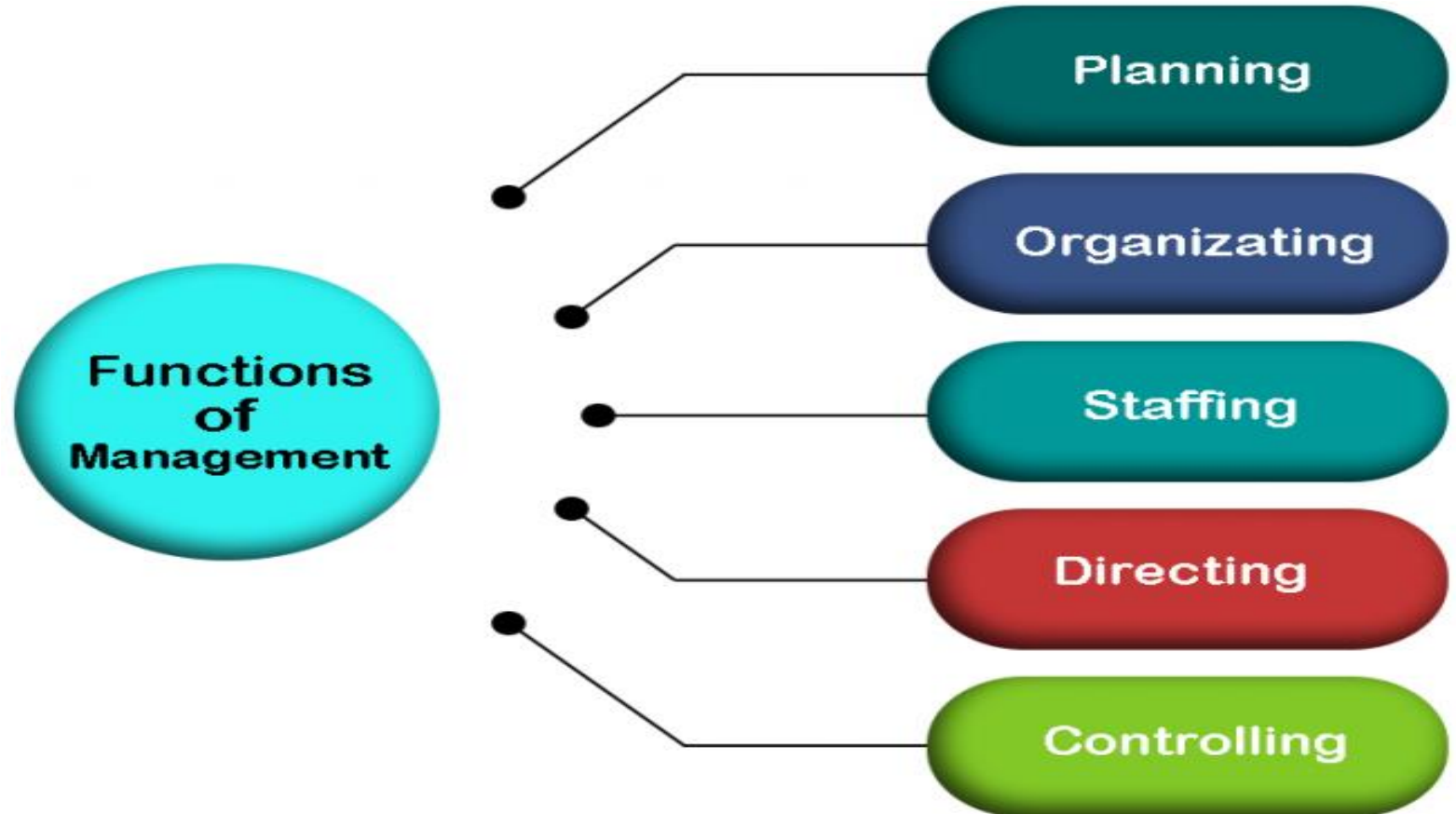| Videos		
1	What is IT Management?	https://www.youtube.com/watch?v=-UnLBeFRTzs
2	Categories of Information Systems	https://www.youtube.com/watch?v=Y3zoHFdzQbs

Classical management functions and the Information Systems environment

Management Functions:

- Planning

- Organizing

- Leading

- Controlling and

- Staffing

Functions of Management

Planning

Organizating

Staffing

Directing

Controlling

- They apply to all areas of the business organization ... including IS.

Management Functions in IS:

- Planning: e.g. Creation of IS strategic plans, work schedules, updates etc.

- Staffing: IS Managers design (or at least advice on) the IS organization and play key roles in the recruitment and placement of IS staff.

- Organizing: IS managers spend time and effort determining a practical optimal organization of resources, roles, authority and tasks.

- Leading: IS Management is also responsible for communicating, motivating, inspiring, encouraging the IS staff to ensure the desired levels of productivity.   Also represent the organization in all matters IS.

- Control: IS Managers are responsible for evaluate results against original goals; take corrective action to continue work towards goal etc.
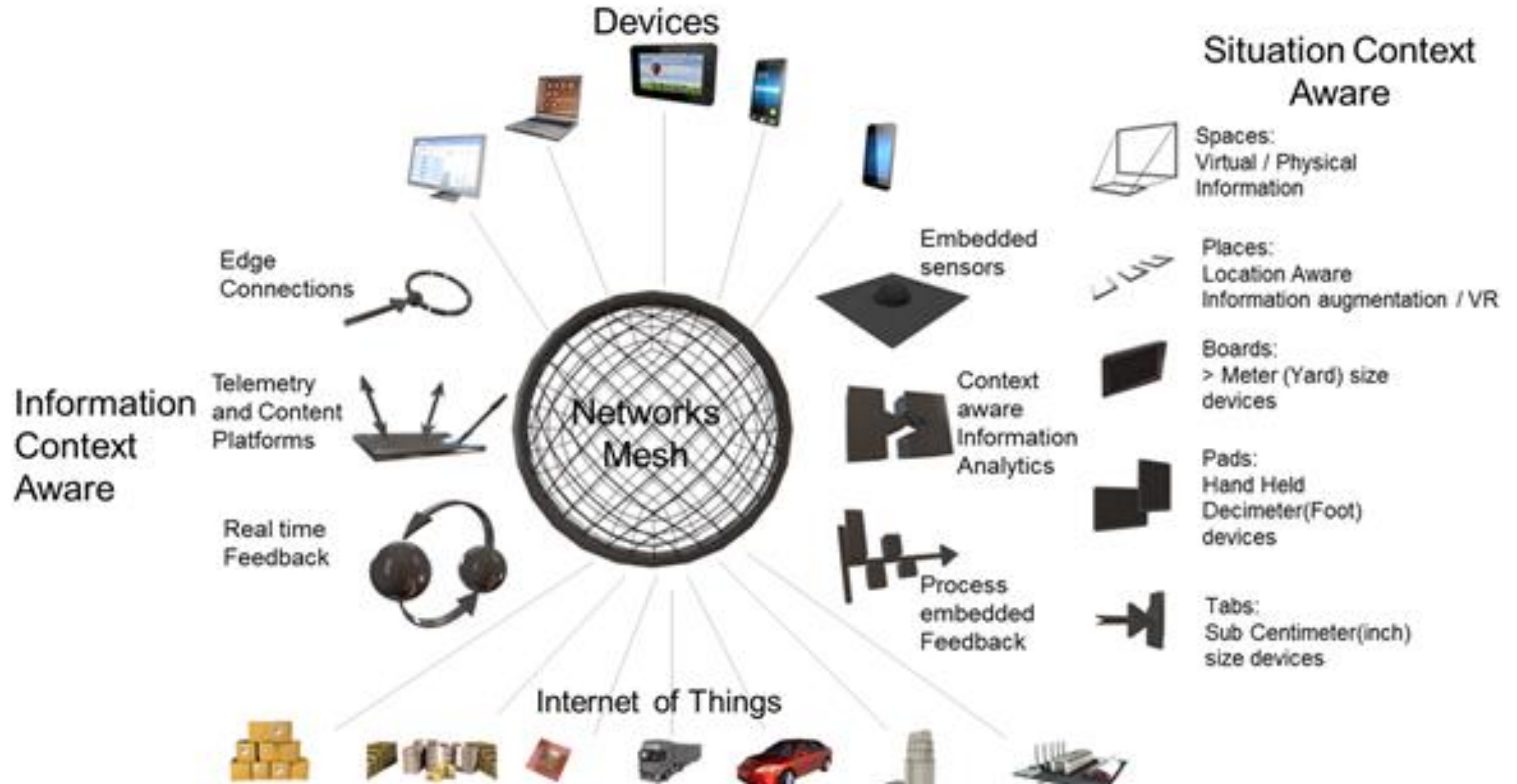
Management Functions – Resources

Readings

1	What are the functions of Management?	https://www.indeed.com/career-advice/career-development/basic-functions-of-management
2	Managing IT in Organizations	Text 1: Pg 5 to 6
3	What's to be managed	Text 4: Pg 512-515

Videos

1	General Functions of Management	https://www.youtube.com/watch?v=qZphAdxA3Xg
2	Information Systems Resources	https://www.youtube.com/watch?v=THoz_c6kxNQ
3	IT Service Management	https://www.youtube.com/watch?v=Zt6GNAIoUsY

Increasing Centrality of IS

Increasing Centrality of IS – Resources

Videos		
1	Importance of Information Technology	https://www.youtube.com/watch?v=IS0Zto6CPsY
2	Organizations and Information Systems	https://www.youtube.com/watch?v=L4uhvvgGUXQ
3	The Changing Role of the IS Function	https://www.youtube.com/watch?v=szivCmU4CnU
4	Case Study: ICT in Healthcare	https://www.youtube.com/watch?v=g9-pkyjYRs0
5	Case Study: Transforming Education	https://www.youtube.com/watch?v=aVWHp8FsV1w