MANAGEMENT INFORMATION SYSTEM

1. LEARNING OBJECTIVES

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

1. Describe and discuss the notions and perspectives of MIS

2. Describe and explain the interrelation between organizations and IS, organizational aspects relating to IS, IS impacts on organizations, and the essential business elements which drive IS acquisition, development, and deployment

3. Articulate the key components of an IS, the key issues in IS planning, development, implementation and operations, and how an IS requires the integration of people, business processes and technologies

4. Present and discuss technological issues relating to IS: technical infrastructure, ICT aspects, IT service management and more

5. Become knowledgeable participants and actors in IS decisions and management

6. Understand and employ systems thinking and case study method in dealing with the phenomena of IS

2. COURSE MATERIALS

The course employs (i) textbooks, (ii) business case studies, and (iii) research papers.

Students should read the lecture materials and/or articles and cases assigned before the class in which they will be discussed.

The business cases and the research papers will be assigned during the semester.

Textbooks

Pearlson, K.E. & Saunders, C.S. 2013. *Managing and Using Information Systems: A Strategic Approach.* 5th ed. John Wiley & Sons.

> Keri E. Pearlson, KP Partners Consulting
> Carol S. Saunders, Univ. of Central Florida

Books

Checkland, P. & Holwell, S. 2005. *Information, Systems and Information Systems.* Wiley.
Buckland, M. 1991. *Information and Information Systems.* Greenwood Publishing Group.

Valacich, J. & Schneider, C. 2010. *Information Systems Today.* 4th ed. Prentice Hall.
Laudon, K.C & Laudon, J.P. 2006. *Management Information Systems: Managing the Digital Firm.* 9th ed. Prentice Hall.

William Ellet. 2007. The Case Study Handbook. Harvard Business School Press

Research articles:

Article readings will be selected from the following list. This list is not all inclusive and other articles or cases may be assigned.

Gorry, G. & Scott Morton, M. 1989. A Framework for Management Information Systems. *Sloan Management Review*. 49-61.

Ackoff, R. 1967. Management Misinformation System. *Management Science*. 14(4). B147-56.

Mitroff, I., Nelson, J. & Mason. R. 1974. On Management Myth-Information Systems. *Management Science*. 371-82.

Davenport T. et al. 2001. Data to knowledge to result. *California Management Review*. 43(2). 117-138.

Keen, P. 1981. IS and Organizational Change. *Communications of the ACM*. 24(1).

Markus, M. et al. 2000. What Makes a Virtual Organization Work? *Sloan Management Review*. Fall.

Markus, M. 1983. Power, Politics, and MIS Implementation. *Communications of the ACM*. 26(6).

Ferguson, G. et al. 2005. Evolving From Information to Insight. *Sloan Management Review*. 46(2). 51-58.

Davenport, T.H & Harris, J.G. 2005. Automated Decision Making Comes of Age. *Sloan Management Review*. 46(4). 83-89.

McAfee, A.P. & Brynjolfsson. 2008. Investing in the IT That Makes a Competitive Difference. *Harvard Business Review*. 99-107.

McAfee, A. 2006. Mastering the Three Worlds of Information Technology. *Harvard Business Review*. November.

McAfee, A.P. 2006. Enterprise 2.0: The Dawn of Emergent Collaboration. *Sloan Management Review* 47(3). 21-28.

Rettig. 2007. The Trouble with Enterprise Software. *MIT Sloan Management Review*. 49(1). 21-27.

Weiss, L.M., Capozzi, M.M. & Prusak, L. 2004. Learning From the Internet Giants. *Sloan Management Review*. 45(4). 79-84.

Nelson, R. 2007. IT Project Management: Infamous Failures, Classic Mistakes, and Best Practices. *MIS Quarterly Executive*.

Oshri, I., Kotlarsky, J., Willcocks, L. 2007. Managing Dispersed Expertise in IT Offshore Outsourcing: Lessons from Tata Consultancy Services. *MIS Quarterly Executive*. June.

Carr, N.G. 2005. The End of Corporate Computing. *Sloan Management Review*. Spring. 46(3), 67-73.

Pottie. G.J. 2004. Privacy in the Global E-Village. *Communications of the ACM*. Feb. 47(2), 21-23.

DePree Jr. C.M., Jude. R.K. 2006. Who's reading your office e-mail? Is that legal? *Strategic Finance*. 87(10).

Wagner D. 2007. A Comprehensive Approach to Security. *Sloan Management Review*. Summer.

Field, C.S. & Stoddard, D.B. 2004. Getting IT Right. *Harvard Business Review*. February. 72-79.

Abraham, T. et al. 2006. IT workforce trends: implications for IS programs. *CAIS*, 17, 1147-1170.

Kohli, R. 2007. Innovating to Create IT-Based New Business Opportunities at United Parcel Service. *MIS Quarterly Executive*, December.

Carr, N. 2003. IT Doesn't Matter. *Harvard Business Review*. May. 41-49.

Winter, S.G. 2003. Understanding Dynamic Capabilities. *Strategic Management Journal.* 24. 991-995.

McAfee, A.P. (2006). Enterprise 2.0: The Dawn of Emergent Collaboration. *Sloan Management Review,* 47(3). 21-28.

Kohli, R. (2007). Innovating to Create IT-Based New Business Opportunities at United Parcel Service. *MIS Quarterly Executive.*

Harris, P. (2009). Help Wanted: "T-Shaped" Skills to Meet 21st Century Needs. *T+D*, 63(9), 42-47.

Weill, P. & Ross, J. (2005). A Matrixed Approach to Designing IT Governance. *MIT Sloan Management Review,* 46(2), 25-34.

Case Studies

SGSB. 2009. IB-79. *Tata consultancy services: globalization of IT services*

HBS. 2007. 9-307-009. Cathay Pacific

HBS. 2008. 9-809-029. Hilton Hotels: Brand Differentiation through Customer Relationship Management

HBS. 2006. 9-703-497. ZARA: Fast Fashion

McNulty, E. 2007. Boss, I Think Someone Stole Our Customer Data. *HBR Case Study and Commentary*

Richard Ivey School of Business. 2008. *Richter: IT at Hungary's largest pharma*

3. SCHEDULE OF CLASSES (tentative)

Session	Lecture	Notes
1	**Overview** Syllabus Introduction MIS: An introduction A Framework of MIS *A MIS Research Program++*	**Reading #1 assigned** **Group formed**
2	**Introduction to Problem Solving Framework** Science Research Paradigm Social Theory Systems Thinking - Guarrantors of the Truth Argumentation Case Method (teaching vs. research)	
3	Chapter 1: The Information Systems Strategy Triangle	**Reading #2 assigned** **Case Discussion**
4	Chapter 2: Strategic Use of Information Resources	**Group exercise (proposal) due** **Case Report #1 (tentative)**
5	Chapter 3: Organizational Strategy and Information Systems	**Reading #3 assigned** **Group project (proposal)**

		due
6	Chapter 4: Information Technology and the Design of Work	**Case Discussion**
7	Chapter 5: Information Systems for Managing Business Processes	**Reading #4 assigned**
8	Chapter 6: Architecture and Infrastructure	**In-term Test**
9	Chapter 7: The Business IT	**Reading #5 assigned**
10	Chapter 8: Governance of the Information Systems Organization	**Case Report #2 (tentative)**
11	Chapter 9: Information Systems Sourcing	**Reading #6 assigned**
12	Chapter 10: Managing IT Projects Chapter 11: Knowledge Management, Business Intelligence, and Analytics	**Reading #7 assigned** **Group Exercise due**
13	Chapter 12: Using Information Ethically	**Group Project due**
	Technological Aspects of MIS and more on IS Implementation	

	Open Source-Outsourcing ITIL - IT Service Management SaaS-Service Science	
	More on Organizational Issues Business Process Reengineering Business Models Learning Organizations Change Management	
	More on Information Phenomena Information Hierarchies and Taxonomies Knowledge and Knowlegde Management Social Network	
14	**Group Project Presentation 1**	
15	**Group Project Presentation 2**	
	Final exam (a must to pass the subject)	

4. EVALUATION OF PERFORMANCE

Class contribution (tentative) (bonus)	5%
Case report(s) (5% X 2 tentative) (bonus)	10%
Group Exercise Business case write-ups (w/wo presentation) Critical essay	30%
In-term test	10%
Group Project (with presentation) or Research Paper (w/wo presentation) Real life cases – Various Experience of IS projects (recommended) Evaluation of ES packages On demand businesses Synthesis of IS issues (IT executives v.v) ICT for IS (e.g. technologies - Wikis, social network, cloud computing…)	35%
Final exam T/F questions Multiple choices Short answers/essays	25%

Class Contribution (bonus)

Class participation and (group) discussion

Case Report (in class)

1) a summary of the case

2) identification of the problem(s)

3) lessons learned

4) answers of the case questions

5) development of the alternatives and justifications if any

Group Exercise (Business Case Write-Ups) (team of 1 to 5 students)

1) Case *summary*

2) Motivation behind the case

3) Company background and *organizational problems*

4) *How to* resolve the problems, *why* and final solutions

    Integration of the course concepts

    Some critiques of the paper (contrast, comparison, ..)

    Challenges and your concerns in the problem-solving

5) Your comments and *conclusions*

Group Project (team of 1 to 5 students)

1) Including the points of Business Case Write-Ups if applicable, and

2) Framework of Ideas/ Theoretical lens

3) Evidence/ Data (primary/ secondary) and Methodology if any

Research Paper = Critical Essay (compare and contrast essay)

Choose your topic from the course themes and the relevant literature.

The student is expected to write, either alone or in a group of students, a theoretical or empirical paper. The overall paper includes (1) research topic/questions, (2) literature review, (3) research hypotheses/propositions and relevant evidence or logic; and (4) writing-up the findings.

Primarily your essay will be assessed on the quality of discussions which you develop based on your critical thoughts on the chosen topic. Importantly your critical thoughts are a product of your conscientious and critical reading of the literature you locate.

5. ACADEMIC INTEGRITY AND POLICIES

The course will be student centered with the instructor serving as a coach and facilitator

Professional ethics and personal integrity

Individual work = your own work alone

No plagiarism! Proper citations – Limited quotations – Rephase any sources

Penalized at 10% of the grade for everday (and portion) of the delay

6. CONTACT

By appointment

Emailing me with "[MIS 2014]" as the first part of the subject of your messages

"tuan_nguyen_manh@yahoo.com"