



**GREAT ZIMBABWE UNIVERSITY**

**MUNHUMUTAPA SCHOOL OF COMMERCE**

**ACCOUNTING AND INFORMATION SYSTEMS DEPARTMENT**

**MANAGEMENT INFORMATION SYSTEMS (ISH414)**

**Lecturer:** Mrs G. E. Mawere

**Email:** [gmawere@gzu.ac.zw](mailto:gmawere@gzu.ac.zw)

**Cell:** 0712 308 118

**Contact Hours:** 36 Hours

### **COURSE DESCRIPTION**

The central theme for the module is the use of Information Systems in the management of organizations. This course is designed to provide students with a basic understanding of how Information Systems are used in organizations for meeting strategic and operational goals. It introduces students to the process and tools through which the information needs of managers are satisfied. Students learn about how a management information system (MIS) allows for an organised approach to the information needs of managers at every level in the organisation. The role of the MIS in organising, evaluating and efficiently managing the various departments within an organisation, is explored, including the security, privacy and ethical aspects of business. The course will prepare students to be part of teams that imagine, specify, design, justify, build, implement, manage and use information systems.

### **LEARNING OUTCOMES**

At the end of this course students should be able to

- Explain what a management information system (MIS) is and describe its role in decision making within organizations.
- Demonstrate an understanding of the fundamental concepts of Information Systems and the role of Information Systems in an organisation
- Understand the process of systems analysis, design and implementation
- Demonstrate understanding of the importance of security, privacy, governance and ethics in Information Systems
- Understand and articulate fundamental concepts of information technology management.
- Assess and apply IT to solve common business problems.

- Suggest and defend effective solutions to business problems, and design a database application to solve a business problem.

## **LEARNING & TEACHING MODES**

Lectures, In-class group presentations, in-class discussions and assignments.

## **COURSE OUTLINE**

### **TOPIC**

#### **1: Introduction to Management Information Systems in Organizations**

- Defining Information
- Characteristics of good information
- Information System structure
- Strategic uses of Information Systems
- Management Functions
- MIS resources/components
- MIS benefits

#### **2: Strategy and Information Systems**

- Fundamentals of strategic advantage (Michael Porter)
- Porter and Miller's value chain
- Using information technology for strategic advantage

#### **3: Information systems in global business today**

- Role of Information Systems in businesses today
- The emerging Digital Firm and Emerging Mobile Platform
- The global internet
- What the Internet technology offers for business
- Wireless computer networks and internet access
- E business and E commerce fundamentals
- Implications of ecommerce to businesses
- M commerce technologies and business approaches
- On-demand computing
  - Cloud computing
  - Utility based computing

#### **4: File and database management systems**

- File structures and processing methods
- Disadvantages of File Systems
- The database approach to Data management
- Database Management Systems
- Components of DBMS
- Benefits of DBMS over file system
- Database models and their applications
- DBMS Subsystems
- Using Databases to Improve Business Performance and Decision Making

#### **5: Information Systems Development**

- The need for systems analysis and design
- The system life cycle
- System analysis and design/development alternative approaches
- System implementation and review
- System outsourcing concepts
- System performance measurement metrics

#### **6: Communication Systems**

- Functions of communication systems
- Protocols in Telecommunication
- Telecommunications and networking in today's business world
- Key digital networking technologies
- Network types
  - Wide Area Network
  - Local Area Network
  - Metropolitan Area Network
- Benefits and Challenges of computer networks

#### **7: Artificial Intelligence**

- Introduction to Artificial intelligence
- Expert systems
- Application areas of A.I expert systems
- Advantages and limitations of expert systems to businesses
- Ethical and societal impact of A.I and E.S

## **8: Enterprise Business Systems and Business Applications**

- Transaction Processing Systems
- Office Automation Systems
- Customer Relationship Management
- Enterprise Resource Planning
- Supply Chain Management
- Decision Support Systems
- Executive Support Systems
- Knowledge Management

## **9: Computer Security**

- System vulnerabilities and abuse
  - Malicious Software: Viruses, Worms, Trojan Horses, and Spyware
  - Computer criminals and Computer Crime
  - Internal Threats: Employees
- Information Systems Controls
  - Risk Assessment
  - Security Policy
  - Disaster Recovery Planning and Business Continuity Planning
  - The Role of Auditing
- Technologies and Tools for Protecting Information Resources
  - Identity Management and Authentication
  - Firewalls, Intrusion Detection Systems, and Antivirus Software
  - Encryption and Public Key Infrastructure

## **10: Social and ethical issues in Information Technology**

- Definition and nature of ethics
- Ethics and business information
- Protecting privacy
  - Notice / awareness
  - Choice /consent
  - Access participation
  - Integrity security
  - Enforcement /redress
- Moral dimensions of info technology
  - Info rights and obligations
  - Property rights

- Accountability and control
- System quality
- Quality of life
- Ethical guidelines for business and IT professionals
- How users private information is collected online
- How individuals can protect their own privacy online
- Monitoring and electronic surveillance systems

## **COURSE ASSESSMENT**

<b>1) Final Examination</b>	<b>70%</b>
<b>2) Continuous Assessment</b>	<b>30%</b>

\* Continuous assessment involves 2 assignments, 1 in class Test, and 1 group presentation.

## **REFERENCES**

- *Essentials of Management Information Systems, 8/E*, Laudon and Laudon, 2007, Prentice Hall
- Kroenke, D. M., Gemino, A., & Tingling, P. (2016). *Experiencing MIS* (4th Canadian Edition). Toronto: Pearson. ISBN-13: 9780134078434
- *Management Information Systems, 8<sup>th</sup> Edition*, Raymond McLeod and George Schell, Prentice- Hall Inc.
- *MIS Cases Decision Making with Application Software, 4th Edition*, Lisa Miller
- Baltzan, P., Detlor, B., & Welsh, C. *Business driven information systems* . (4th Canadian Ed.). McGraw Hill Ryerson Press, 2015. ISBN-10: / 1-25-903081-4, ISBN-13: 978-1-25-903081-9
- Kinser, A. S., Jacobson, K. A., Kinser, J. E., Kosharek, D. L., & Moriarity, B. *Your office: Microsoft Office 2016 (Vol. 1)*. Pearson Education, Inc, (2017). ISBN-10: 0-13-432080-8, ISBN-13: 978-0-13-432080-9
- *Management Information Systems for the Information Age, 7<sup>th</sup> Edition*, Stephen Haag/ Maeve Cummings

## **EXPECTATIONS**

- Each student must submit assignments by the date indicated. Late submissions will not be accepted.
- Please be in class on time. Late students disrupt class.
- If you prefer to sleep or be on your cell phone, do not come to class. Students are encouraged to put all their cell-phones on silent mode or keep them switched off during class.
- It is important to regularly attend the class and to participate and contribute in the class discussions. While attendance may not necessarily be taken every day, both excessive absences and attendance would be duly noted.

## **ACADEMIC INTEGRITY/PLAGIARISM**

University students are expected to conduct themselves in accordance with the highest standards of academic honesty. Academic misconduct for which a student is subject to penalty includes all forms of cheating, such as illicit possession of examinations or examination materials, falsification, forgery, complicity or plagiarism. (Plagiarism is the presentation of the work of another as one's own work.) In this class, academic misconduct or complicity in an act of academic misconduct on an assignment or test will result in failing the assignment.