

Syrian Arab Republic	 الجامعة الافتراضية السورية SYRIAN VIRTUAL UNIVERSITY	الجمهورية العربية السورية
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Course Description: Management Information Systems

1- Basic Information:

Course Name	Management Information Systems
Course ID	BMN504
Contact Hours (Registered Sessions)	24
Contact Hours (Synchronized Sessions)	24
Mid Term Exam	-
Exam	75 min
Registered Sessions Work Load	48
Synchronized Session Work Load	24
Credit Hours	5
Course Level	6

2- Pre-Requisites:

Course	ID
Introduction to Marketing	BMK401
Human Resources Management	BHR401
Operations Management	BQM501
Principles of Financial Management	BFB401
Computer Applications in Management	GBS504

3- Course General Objectives:

This course introduces management information systems in the business world. It also provides an organizational view of using information systems to create competitive organizations, manage global organizations, and provide customers with suitable products and services. The topics covered by this course include computer hardware, software, databases and communications systems, strategic use of information systems, development of information systems, and social, ethical and security aspects related to information systems.

The objective of this course is to introduce the student to each of the strategic role of management information systems in business organizations and their role in decision-making, in addition to clarifying the basic concepts of management information systems, computer components, the process of developing management information systems, studying business ethics and information security and the basic concepts of digital organizations and electronic commerce through the following:

1. Understand how organizations use information systems as a competitive advantage.

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2. Clarify terms related to all aspects of information systems in organizations.
3. See the most important information systems applications in organizations and link them with their partners, suppliers and customers.
4. Understand concepts related to computer hardware, software, databases and communications.
5. Learn about the process of developing information systems and aspects related to information security.
6. Be aware of the recent trends in information technology that will affect organizations in the future.
7. Prepare the students to be able to assume the future tasks and responsibilities related to management information systems and to give them a holistic view of how to obtain information and benefit from it in the different situations facing the organization.

4- Intended Learning Outcomes (ILO):

Code	Intended Learning Outcomes
I	Information systems in organizations
ILO1	Evaluate the role of information systems in today's competitive business environment.
ILO2	Explain relationships between concepts of information systems, organization, management and strategy.
ILO3	Define an information system from both a technical and business perspective and distinguish between computer literacy and information systems literacy.
ILO4	Assess the relationship between the digital firm, electronic commerce, electronic business and internet technology.
ILO5	Identify the major management challenges to building and using information systems in organizations.
ILO6	Identify managerial risks related to information systems development and utilizing.
II	Information systems applications
ILO7	Analyze the role played by the six major types of information systems in organizations and their relationship to each other.
ILO8	Evaluate the role of information systems in supporting various levels of business strategy.
ILO9	Describe the types of information systems supporting the major functional areas of the business.
ILO10	Assess the relationship between organizations, information systems and business processes, including the processes for customer relationship management and supply chain management.
ILO11	Explain how enterprise systems and industrial networks increase the organization's efficiency.
ILO12	Evaluate the benefits and limitations of enterprise systems and industrial networks.
III	Information technology infrastructure

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ILO13	Identify the hardware components in computer system
ILO14	Describe the major types of software.
ILO15	Compare the principal types of databases.
ILO16	Describe the basic components of a telecommunications systems and compare the various types of telecommunications networks.
ILO17	Describe how the internet works and identify its major capabilities.
ILO18	Analyzes challenges related to information technology infrastructure management and management solutions
IV	Information systems development and security
ILO19	Identify the core activities in the information systems development process.
ILO20	Evaluate models for determining the business value of information systems.
ILO21	Identify appropriate strategies to manage the information system implementation process.
ILO22	Analyze the principal causes of information system failure.
ILO23	Evaluate information systems security problems and how to respond to security threats
ILO24	Define the three primary information security areas: (1) authentication and authorization, (2) prevention and resistance, and (3) detection and response.

5- **Course Syllabus** (24 hours of total Recorded Sessions , 24 hours of total synchronized sessions)

- **RS:** Recorded Sessions; **SS:** Synchronized Sessions;

ILO	Course Syllabus	RS	SS	Type	Additional Notes
	Part one: Fundamentals of Information Systems 1. Introduction to information systems 2. Information systems in organizations	4	4	<input type="checkbox"/> Exercises <input checked="" type="checkbox"/> Assignments <input checked="" type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Additional readings as weekly homework to enhance the student understanding of information systems and their role in organizations. Discussion about these reading could be done during the session. The assignment, which is a practical case of an information systems of a particular company, through which the student is asked to apply the

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					concepts covered by the course on the case of the company and answer the questions mentioned in the case study.
Part Two: Management Information Systems Infrastructure 3. Computer hardware and software 4. Databases 5. Networks and communications	6	6	<input type="checkbox"/> Exercises <input checked="" type="checkbox"/> Assignments <input checked="" type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others		Additional readings as weekly homework to enhance the student understanding of information systems and their role in organizations. Discussion about these reading could be done during the session. The assignment, which is a practical case of an information systems of a particular company, through which the student is asked to apply the concepts covered by the course on the case of the company and answer the questions mentioned in the case study.
Part III: Applications of management information systems 6. Business intelligence 7. E-commerce and e-business 8. Enterprise systems (ERP, supply chain management, customer relationship management) 9. Decision support systems 10. Knowledge management systems	10	10	<input type="checkbox"/> Exercises <input checked="" type="checkbox"/> Assignments <input checked="" type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others		Additional readings as weekly homework to enhance the student understanding of information systems and their role in organizations. Discussion about these reading could be done during the session. The assignment, which is a practical case of an information systems of a particular company, through which the student is asked to apply the

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					concepts covered by the course on the case of the company and answer the questions mentioned in the case study.
	Part IV: Development and management of information systems 11. Development of information systems 12. Information systems security	4	4	<input type="checkbox"/> Exercises <input checked="" type="checkbox"/> Assignments <input checked="" type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Additional readings as weekly homework to enhance the student understanding of information systems and their role in organizations. Discussion about these reading could be done during the session. The assignment, which is a practical case of an information systems of a particular company, through which the student is asked to apply the concepts covered by the course on the case of the company and answer the questions mentioned in the case study.

6- Assessment Criteria (Related to ILOs)

ISC	Interactive Synchronized Collaboration	Ex	Exams	Rpt	Reports
PF2F	Presentations and Face-to-Face Assessments	PW	Practice Work		

ILO Code	ILO	Intended Results	Assessment Type				
			ISC	PW	Ex	PF2F	Rpt
ILO1	Evaluate the role of information systems in today's competitive business environment.	Give examples of success stories for companies that use information technology	X		X	X	X

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		as leverage for competitive advantage.					
ILO2	Explain relationships between concepts of information systems, organization, management and strategy.	Define strategic analysis models and link them with information systems and give examples.	X		X	X	X
ILO3	Define an information system from both a technical and business perspective and distinguish between computer literacy and information systems literacy.	Distinguishing the main concepts in the field of information systems and in the field of informatics and computers.	X		X	X	X
ILO4	Assess the relationship between the digital firm, electronic commerce, electronic business and internet technology.	Explain the role of technology as a driver of business in contemporary organizations.	X		X	X	X
ILO5	Identify the major management challenges to building and using information systems in organizations.	Explain the role of managers and workers in organizations in developing information systems, and the relationship with technical staff.	X		X	X	X
ILO6	Identify managerial risks related to information systems development and utilizing.	Clarify the concept of resistance to change and the tools used to reduce it.	X		X	X	X
ILO7	Analyze the role played by the six major types of information systems in organizations and their	List the various possible classifications	X		X	X	X

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	relationship to each other.	of management information systems and their relationships.					
ILO8	Evaluate the role of information systems in supporting various levels of business strategy.	Explain how information systems help managers at various levels of decisions making.	X		X	X	X
ILO9	Describe the types of information systems supporting the major functional areas of the business.	Explain the areas of application of information systems in the various sectors of the organization.	X		X	X	X
ILO10	Assess the relationship between organizations, information systems and business processes, including the processes for customer relationship management and supply chain management.	Define the concept of business process and its pivotal role in developing and acquiring modern information systems.	X		X	X	X
ILO11	Explain how enterprise systems and industrial networks increase the organization's efficiency.	Give examples of how to link the organization with other organizations, including suppliers and customers, through information systems.	X		X	X	X
ILO12	Evaluate the benefits and limitations of enterprise systems and industrial networks.	Identify the most important benefits compared to large investments to acquire enterprise systems and associated challenges.	X		X	X	X

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ILO13	Identify the hardware components in computer system	Remember the various types of computer hardware and its evolution during the past decades.	X		X	X	X
ILO14	Describe the major types of software.	Remember the various types of software and programming languages and their historical evolution.	X		X	X	X
ILO15	Compare the principal types of databases.	Define the concept of data and how to manage it through databases.	X		X	X	X
ILO16	Describe the basic components of a telecommunications systems and compare the various types of telecommunications networks.	List the types of networks, their components, and their uses in organizations.	X		X	X	X
ILO17	Describe how the internet works and identify its major capabilities.	Give examples of Internet use in the business organizations.	X		X	X	X
ILO18	Analyzes challenges related to information technology infrastructure management and management solutions	Analyze the organization's infrastructure and its adequacy to run business applications.	X		X	X	X
ILO19	Identify the core activities in the information systems development process.	Explain the role of administrative staff in the development of	X		X	X	X

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		information systems.					
ILO20	Evaluate models for determining the business value of information systems.	Analyze the value of the information system for the organization and justify the investment in it.	X		X	X	X
ILO21	Identify appropriate strategies to manage the information system implementation process.	Contribute in the decision making regarding the development or acquisition of ready-made information systems.	X		X	X	X
ILO22	Analyze the principal causes of information system failure.	Analyze the risks and causes that can lead to the failure of the information system during its development or during its exploitation.	X		X	X	X
ILO23	Evaluate information systems security problems and how to respond to security threats	Perform risk analysis related to the security of the information system and how to respond to it.	X		X	X	X
ILO24	Define the three primary information security areas: (1) authentication and authorization, (2) prevention and resistance, and (3) detection and response.	Classify the areas of information and systems security and explaining each of them.	X		X	X	X

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7- Practice Tools:

Tool Name	Description
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8- Main References

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9- Additional References

<ol style="list-style-type: none"> 1- M. Information Systems, 4Ed - Paige Baltzan (2017), McGraw-Hill Education. 2- Principles of information systems - Ralph M. Stair, George W. Reynolds (2018), Cengage Learning. 3- Information Systems Today_ Managing the Digital World - Joseph Valacich, Christoph Schneider, (2017), Pearson Education Limited. 4- Information Systems for Managers_ With Cases, Ed4 - Gabriele Piccoli, Federico Pigni (2018), Prospect Press. 5- Information Systems_ A Manager's Guide to Harnessing Technology 7.0 - John Gallaughier (2018), FlatWorld.
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6- Handbook on Business Information Systems - Angappa Gunasekaran, Maqsood Sandhu (2010), World Scientific.