

Course Name : Diploma in Information Technology

Course Code : IF

Semester : Fourth

Subject Title : Management Information System

Subject Code : 12126

Teaching and Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS.	TH	PR	OR	TW	TOTAL
03	--	--	03	100	--	--	--	100

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

Rationale:

The modern business environment is characterized by intense competition, short product life cycles & technological development. Hence representing the information in systematic manner becomes an integral part of the business. The need for the systematic Management Information System is essential for creating competitive firms, managing the global scenario of cut throat competition & no rover adding value.

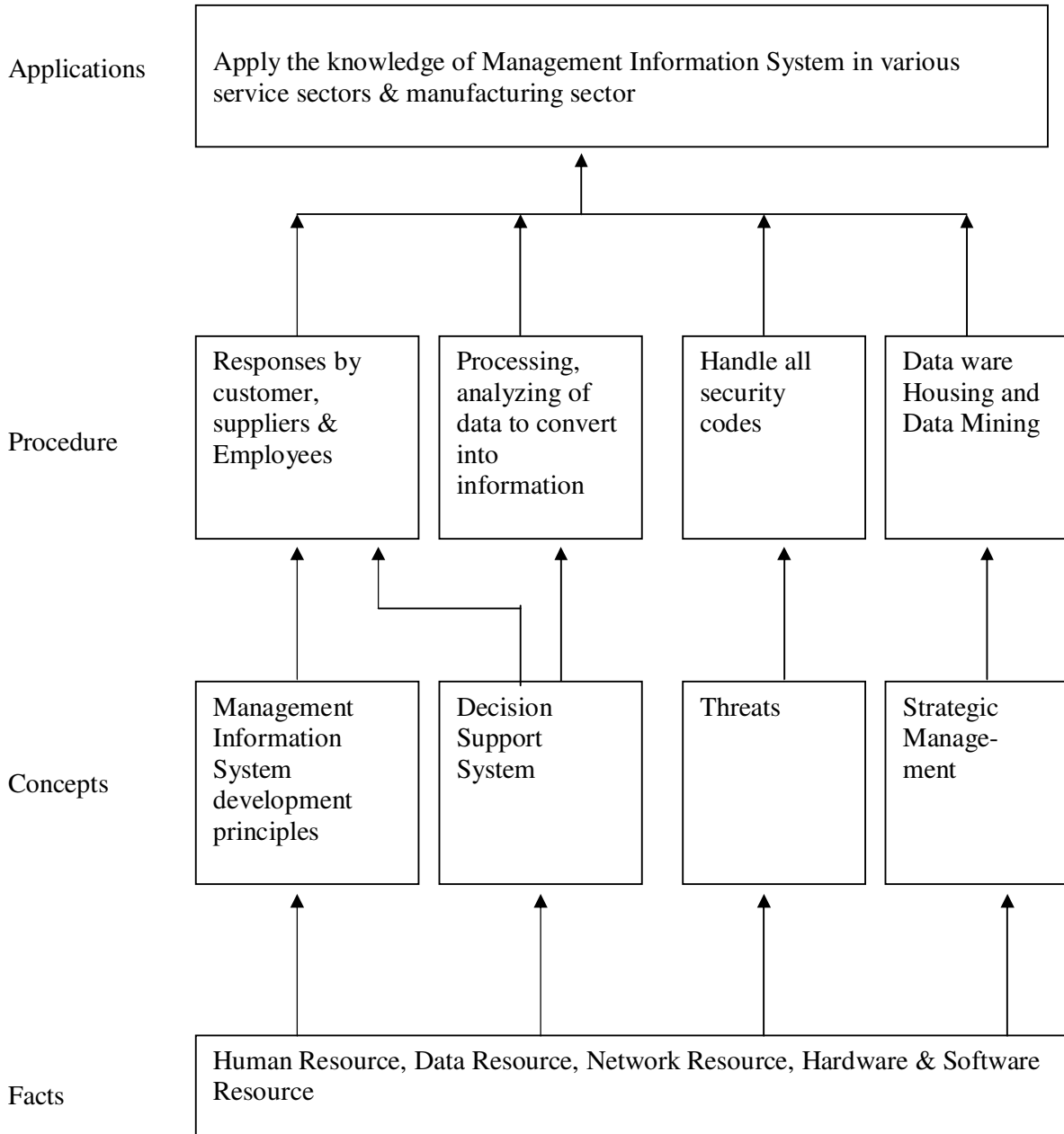
Management Information System facilitates the decision makers to extend their planning horizons & introduce even greater levels of uncertainty in business plans & budgeted allocations. Management Information System facilitates higher degree of accountability in business process.

Objective:

The students will be able to:

- 1) State the important role of Management Information System in modern organization.
- 2) Describe the function of Business Process Outsourcing, processes in Customer Relationship Management & types of E-commerce.
- 3) State the use of data warehouse, data mining for decision support system.
- 4) Describe advance concepts like Artificial Intelligence and Expert systems.
- 5) State the various tools of Security Management.

Learning Structure:



Contents: Theory

Chapter	Name of the Topic	Hours	Marks
01	Foundation of Information System Information Systems (Concept, Resources and Products, Activities) Management Information System (Definition, Role, Features) Importance of Management, Process of Management (Planning, Organizing, Staffing, Coordinating, Directing) Organizational Structure – Basic model of organization structure, Organizational Behavior, Management Information System Organization Strategic Management of Business – Concept of corporate planning, Essentiality of Strategic planning, Development of Business Strategy, Types of strategies, Tools of planning, MIS Business planning	10	24
02	Application of MIS Applications in manufacturing sector (Personal Management, Financial Management, Production Management, Materials Management, and Marketing Management) Applications in Service sector (Airlines, Hotels, Hospitals, Banking, Insurance, Utilities, and Finance.)	06	18
03	Decision Support System Characteristics of decision making process Decision Support System (Concept, Components, Development, Risk) Management Information System and Decision Support System, Concept of Artificial Intelligence & Expert System. Data warehouse (Concept, Design, Organization and Management, Architecture, Implementation), Data in data warehouse Data Mining	12	18
04	Integration of Information Enterprise Resource Planning (ERP)-ERP (Basic features, Benefits, selection, implementation) Enterprise Management System (EMS) & Management Information System (MIS) Customer Relationship Management (CRM) (Concept , Three Phases of CRM, Benefits , Challenges & Trends) Business Process Outsourcing (BPO) -BPO, Voice BPO i.e. Call Center, Non-Voice BPO, Challenges in BPO Management. Electronic Commerce Systems (E-Commerce) – Concept, Scope, B2C, B2B, C2C, E-Commerce Applications.	12	28
05	Security & Ethical challenges Viewing Versus Security Risks, Threats & Vulnerability, Assessing Risks. Common Controls (Physical, Electronic, Software, Management Controls) Common Threats (Natural Disasters Employee Errors, Computer Crime, Fraud, Abuse, Program Bugs) Ethical & Contractual Behaviors, Privacy, Access & Accuracy Issues, Property Issues.	08	12
Total		48	100

Learning Resources:**1. Books:**

Sr.No.	Author	Book Title	Publication
01	Robert Schulthis & Mary Sumner	Management Information System	Tata Mcgraw Hill
02	O'Brien	Management Information System	Tata Mcgraw Hill
03	Jawadekar	Management Information System	Tata Mcgraw Hill

2. Websites:

- www.en.wikipedia.org
- www.dwinfocenter.org
- www.ousourceking.com/bpo