1	**Course title**	Management Information Systems
2	**Course number**	1904232
3	**Credit hours**	3 theory
	Contact hours (theory, practical)	3 theory
4	**Prerequisites/corequisites**	1904101
5	**Program title**	Business Information Technology
6	**Program code**	4
7	**Awarding institution**	The university of Jordan
8	**School**	King Abdullah II School for Information Technology
9	**Department**	Business Information Technology Department
10	**Level of course**	2nd year
11	**Year of study and semester (s)**	2022-2023 (Autumn)
12	**Final Qualification**	Bachelor(Bsc)
13	**Other department (s) involved in teaching the course**	none
14	**Language of Instruction**	English
15	**Teaching methodology**	☒Blended ☐Online
16	**Electronic platform(s)**	☒Moodle ☒Microsoft Teams ☐Skype ☐Zoom ☐Others…………
17	**Date of production/revision**	2-10-2022

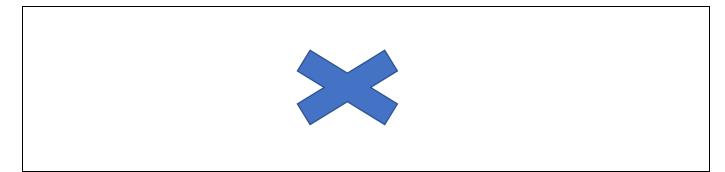**18 Course Coordinator:** Dima Suleiman

Office numbers:

Office Hours: 11-12 Monday, 12:30-1:00 Sunday and Tuesday

Office Hours: Online all the times

Office extension: 22621

dima.suleiman@ju.edu.jo

19 Other instructors:

20 Course Description:

This course aims at introducing the concepts of management information system and its resources. This course works as a road map for system management courses. The course covers fundamental concepts of MIS; by elaborating on the impact of IT on several sectors including: industry, strategy and finance. In industry, Porter's five forces models are studied and how they are used to gain competitive advantages. On the other hand, in strategy, RGT framework is discussed in addition to Porter's strategies. Breakeven point is studied as a part of the impact of IT in finance. The major business initiatives are covered including: Supply Chain Management (SCM), Customer Relationship Management (CRM), Enterprise Resource Planning (ERP) and Social Media (SM). OLTP and OLAP information processing tools which support business intelligence (BI) are also discussed. IT tools which are used to support OLTP are database and Database Management System DBMS. On the other hand, IT tools which are used to support OLAP are data warehouse and data mining tools. Decision Support Systems (DSS) and Expert Systems (ES) are discussed in terms of concept and usage. E-commerce models, marketing mix, and how to move money easily and securely are investigated through the course.

يهدف هذا المساق إلى التعريف بمفاهيم نظم المعلومات الإدارية ومواردها. يعمل هذا المساق كخريطة طريق لجميع مساقات إدارة النظم. يغطي المساق المفاهيم الأساسية لنظم المعلومات الإدارية. من خلال توضيح تأثير تكنولوجيا المعلومات على العديد من القطاعات بما في ذلك: الصناعة والاستراتيجية والتمويل. في الصناعة ، تتم دراسة نماذج القوى الخمسة لبورتر وكيفية استخدامها لاكتساب مزايا تنافسية. من ناحية أخرى ، في بالإضافة إلى استراتيجيات بورتر. تتم دراسة نقطة التعادل كجزء من تأثير تكنولوجيا المعلومات في RGTالاستراتيجية ، تتم مناقشة إطار عمل ، وتخطيط موارد (CRM)، وإدارة علاقات العملاء (SCM)التمويل. يتم تغطية مبادرات الأعمال الرئيسية بما في ذلك: إدارة سلسلة التوريد التي تدعم ذكاء الأعمال OLAPو OLTP كما يتم مناقشة أدوات معالجة معلومات (SM)ووسائل التواصل الاجتماعي (ERP)المؤسسات من ناحية أخرى ، فإن DBMS , هي قواعد البيانات ونظام إدارة قواعد البيانات OLTPأدوات تكنولوجيا المعلومات التي تستخدم لدعم (BI) (DSS)هي مستودع البيانات وأدوات استخراج البيانات. تتم مناقشة أنظمة دعم القرار OLAPأدوات تكنولوجيا المعلومات المستخدمة لدعم من حيث المفهوم والاستخدام. يتم دراسة نماذج التجارة الإلكترونية ومزيج التسويق وكيفية نقل الأموال بسهولة وأمان (ES)والأنظمة الخبيرة من خلال هذا المساق.

21 Course aims and outcomes:

A- Aims:

The main goal of this course is to enable students to gain knowledge and skills on how the Information Technology and Information Management Systems can support organizations to compete effectively in a fast-paced dynamic business environment.

Enable students to:
1. *Understand the meaning of MIS and describe the important organizional resources within it.*
2. *Understand the five forces model to evaluate the relative attractiveness of and competitive pressure in industry.*
3. *Understand Supply Chain Management systems and describe their strategic and competitive opportunities.*
4. *Compare and contrast Porter's three generic strategies; above-the-line versus below-the-line, run-grow-transform framework as approaches to the development of business strategies.*
5. *Analyze the impact IT culture has on technology choices and their implementations within an organization.*
6. *Highlight the significance of ERP software as the first enterprise software generation.*
7. *Highlight and describe the key characteristics of a relational database, and the five software components of a DBMS.*

B. Intended Learning Outcomes (Mapped directly to KPI ➔ ILO≡KPI):
On successfully completing the module, the students are expected to have gained good knowledge of:
A- Knowledge and understanding: Students should …

A1: Understand Management Information Systems concepts, types, models, structures, operations, controls, security, and development environment. (SO=> 1)
A2: Illustrate how the creative use of information technology can give an organization a competitive advantage. (SO=> 1)
A3: Describe business intelligence and its role in an organization. (SO=> 1)
A4: Define decision support system, list its components, and identify the type of applications it's suited to. (SO=> 1)
A5: Describe the four main perspectives of e-commerce, its current status, and the global growth expected to occur in the next few years. (SO=> 1)
A6: List the seven steps in the systems development life cycle and an associated activity for each step.
     (SO=> 2)
A7: Explain the relationship between the organization's roles and goals and the IT infrastructure. (SO=> 1)
A8: Define ethics and describe the two factors that affect how you make a decision concerning an ethical issue. (SO=> 1)
A9: Describe why information filtering is becoming important and the two trends that will support information filtering. (SO=> 1)

B- Intellectual skills and specific skills with ability to …

B1: Analyze and compare the advantages of OLTP, TPS, CIS in increasing employee productivity. (SO=> 1)
B2: Design new simple systems like: OLAP, DSS, GIS, EIS, AI, Data warehouses to improve decision- making. (SO=> 2)
B3: Think how to improve team collaboration by using, Collaboration system, Groupware. (SO=> 1)

C- *Subject specific skills – with ability to ....*
  C1: Use Access programs to see how the OLTP can work. (SO=> 1)

D- *Transferable skills – with ability to*

  D1: Discuss and work in a group in order to design and write the specification of a new case. (SO=> 2)
  D2: Work in a group in order to implement Access programs that adhere to the specification of the
      newly designed cases. (SO=> 2)
  D3: Work with other groups in order to make different implementations, of the same case
      specification. (SO=> 2)
  D4: Present the final work (project) and make a demo. (SO=> 2)

22. Topic Outline and Schedule:

Note: lectures days are (Sun/Tue/Thu) per week the fourth lecture (==Make-up lecture Tasks==*)*

Topic	Week	ILOs	Student Outcomes	TLA (teaching, learning and Assessment)
Introduction to MIS , Information flows and quality	1	A1, A2	1	T: Lectures and discussion L: [1] CH 01 A: Assignment, Midterm
Impact of IT on finance, Impact of IT on industry	2	A1,A2, A3	1	T: Lectures and discussion L: [1] CH 01 A: Assignment, Midterm
Supply Chain Management (SCM), Customer Relationship Management (CRM), Enterprise Resource Planning (ERP)	3, 4	A1,A2, A3, A8	1	T: Lectures and discussion L: [1] CH 02 A: Assignment, Midterm
Social Medial (SM), Introduction to database, ERD	5	A1, A9, B1, B2	1, 2	T: Lectures and discussion L: [1] CH 03 A: Quiz, Midterm
Information processing, OLTP relational DB, DBMS	6	B2, B2, C1	1, 2	T: Lectures and discussion L: [1] CH 03 A: Quiz, Midterm
DBMS, Access	7	B2, B2, C1, D3, D4	1,2	T: Lectures and discussion L: [1] CH 03 A: Quiz, Midterm
Mid-Term Exam +Review				
DBMS, OLAP (Data warehouse)	8	B1, D2, D3	1,2	T: Lectures and discussion L: [1] CH 03 A: Quiz, Midterm
OLAP (Data mining),	9	A7	1	T: Lectures and discussion L: [1] CH 03 A: Quiz, Midterm
Decision making types	10	A4, A6	1, 2	T: Lectures and discussion L: [1] CH 04 A: Assignment , Quiz, Final
Decision Support system (DSS), Expert System	11	A4, A6	1, 2	T: Lectures and discussion L: [1] CH 04 A: Assignment, Quiz, Final
Business Models	13	A5, B3, D2	1,2	T: Lectures and discussion L: [1] CH 05 A: Assignment, Final

Understand Your Business, Products, Services, and Customers, B2C, Understand Your Business, Products, Services, and Customers, B2B,	13	A5, B3, D2	1,2	T: Lectures and discussion L: [1] CH 05 A: Assignment, Final
Find Customers and Establish Relationships. B2C, Find Customers and Establish Relationships. B2B Move Money Easily and Securely, E-Business Trends	14	A5, B3, D2	1,2	T: Lectures and discussion L: [1] CH 05 A: Assignment, Final
Revision	15			
Final	16			

23 Evaluation Methods:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	Period (Week)	Platform
Mid	30%	All topics covered in the first 6 weeks	35 minutes	JUEXAMS.com
Quiz	20%	All topics covered from the seventh week to the ninth week	20 minutes	JUEXAMS.com
Task1-Task5	10%	Was clarified in section (22) previously	4days for each	Moodle
Final	40%	All covered topics	According to rules	JUEXAMS.com

24 Course Requirements (e.g: students should have a computer, internet connection, webcam, account on a specific software/platform…etc):

Students should have Computer
Software: Microsoft Access
Computer Lab

25 Course Policies:

A- Attendance policies:

Maximum allowable absence 15% of number of Lectures/Semester

B- Absences from exams and handing in assignments on time:

It is the student's responsibility to ensure that he/she is aware of all assignments, announcements and contents of missed sessions

C- Health and safety procedures:

Practical sessions need labs which are suitable adjustable chairs, safe computers and wires should be well organized.

D- Honesty policy regarding cheating, plagiarism, misbehavior:

It is the student's responsibility to ensure that he/she is adhere with cheating, plagiarism, miss behavior

E- Grading policy:

Intended (Tentative) Grading Scale:

Range	LG	الحرف	Range	LG	الحرف	Range	LG	الحرف
9 – 100	A	أ	74 – 77	B–	ب–	56 – 60	D+	د+
86 – 89	A–	أ–	70 – 73	C+	ج+	50 – 55	D	د
82 – 85	B+	ب+	66 – 69	C	ج	45 – 49	D–	د–
78 – 81	B	ب	61 – 65	C–	ج–	0 – 44	F	ه

26 References:

1. Haag, S., Cummings, M., Management Information Systems, McGraw Hill, 9th edition, 2013.
2. O'Brien, J., Management Information Systems, McGraw Hill, 10th Edition,2010.
3. Gupta, U., Information Systems, Success in the 21st Century, Pearson Education, 1st edition, 2000.
4. Alter, S., Information Systems. A Management Perspective, Pearson Education, 3rd edition, 1999.
5. Stair, R., and Reynolds, G., Principles of Information Systems, Thomson Learning, 5th edition 2001.

27 Additional information:

Office hour: Every Sunday and Monday at 11:30-12:30 pm

Name of Course Coordinator: Dima M. A. Suleiman   Signature: *Dima*   Date: 2/10/2022

Head of Curriculum Committee/Department: --------------------------- Signature: ------------------------

Head of Department: --- Signature: ---------------------

Head of Curriculum Committee/Faculty: --------------------------------------- Signature: ------------------

Dean: --- Signature: ---