**JAIPURIA INSTITUTE OF MANAGEMENT**

**PGDM (SM); TRIMESTER III; ACADEMIC YEAR 2020-21**

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| Course Code and title | Management Information Systems |
| Credits | 1.5 |
| Term and Year | Third Trimester;  |
| Course Pre-requisite(s) | Basic IT skills  |
| Course Requirement(s) | Understanding of basic IT terminologies  |
| Course Schedule (day and time of class) | As per time table released by PMC |
| Classroom # (Location) | As per allotted by PMC |
| Course Instructor |  |
| Course Instructor Email |  |
| Course Instructor Phone (Office) |  |
| Student Consultation Hours |  |
| Office location |  |

**Course Overview:**

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Management Information System or MIS has become a valuable tool facilitating decision making in the entire business world. It filled an important operational and performance gap in the business world. Without the MIS, handling tons of data and converting it into actionable information would have remained impossible.

Based upon the type of need it serves, an MIS is an organizational method of providing past, present and projected information related to internal operations and external intelligence. It supports the planning, control and operation functions of an organization by furnishing uniform information in the proper time frame to assist the decision makers

Management Information Systems (MIS) is the management of information and information systems of an organization for better decision making. MIS is a computer-based system that collectively provides managers with the information required to organize, manage and analyse the ongoing project operations. MIS blends principles, theories, and practices of Management, Reporting and Systems to help create an effective decision-making process.

The course provides a brief at usage of information systems for managers in business organizations. This course also provides a brief detail about the disruptive technologies, which is buzz MIS and is changing the face of new age business.

PO 1: Communicate effectively

PO 2: Demonstrate the ability to work in teams to achieve desired goals

PO 3: Reflect on business situations applying relevant conceptual frameworks in service management context

PO 4: Evaluate different ethical perspectives

PO 5: Discuss the centrality of customer experience in service management

PO 6: Exhibit innovative and creative thinking

**Course Learning Outcomes (CLOs):**

CLO 1: Recognize various information and information systems at various levels of management. **(Remember-Conceptual)**

CLO 2: Summarize the data using DBMS to generate management reports **(Understand-Factual)**

### **Mapping of CLOs with PLOs**

I: Introduce

R: Reinforce

M: Master

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|   | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 |
| CLO 1 |   |   | R\* |   |   |   |
| CLO 2 |   |   | R\* |   |   |   |

### **\*For course attainment**

**Mapping of CLOs with GAs**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| CLOs/PLOs | GA1 | GA2 | GA3 | GA4 | GA5 | GA6 | GA7 | GA8 |
|  | Self-initiative | Deep discipline knowledge | Critical thinking & Problem solving | Humility, Team-Building and Leadership Skills | Open and Clear Communication | Global outlook | Ethical competency &sustainable mindset | Entrepreneurial and innovative |
| **CLO1** |  | M |  |  |  |  |  |  |
| **CLO2** |  | M |  |  |  |  |  |  |

**Prescribed Text Book**

1. Readings/ Reference Material –To be provided by faculty
2. Laudon and Laudon, Management Information System, Pearson, 13th Edition

**Reference Books**

1. Introductory Relational Database Design for Business, with Microsoft Access 1st Edition, by Jonathan Eckstein (Author), Bonnie R. Schultz (Author)

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| --- | --- | --- | --- | --- | --- |
| S. No. | Topic / Sub topic | Text book / Readings | Pedagogy | SLO | CLO |
|  | **Module I: Conceptual: Managing Information for Business Initiatives** Course overview and ice breaking session, Data/information hierarchy and its influence in building levels of information systems | Introductory talk / Text Book 1 | Discussion  | Students would be sensitized to information systems and technologies used in enhancing business processes.Also learn and differentiate data from information, knowledge and wisdom. | CLO 1 |
|  | Type of information systems – TPS, MIS DSS and ESS, enterprise systems | Text Book Chapter 6 | Class discussionCase Study | Students get to learn levels of information systems (TPS, MIS …).  | CLO 1 |
|  | Types of reports and its role in decision making  | Reference Material/Text Book | Class discussion | Students learn the role played by decision making at different levels of management in supporting business activities. | CLO 1 |
|  | Introduction to Managing data  | Reference Material/Text Book | Class discussion | Student learn the concept of managing data | CLO 1 |
|  | Introduction to Managing data... cont. | Reference Material/Text Book | Class discussion | Student learn the concept of managing data | CLO 1 |
|  | **Module II: Implementation**Moving towards database modelling – Entity Relationship Diagram (ERD) | Text Book Chapter 6 | Class discussion, Video | Students learn to identify entities in a business situation | CLO 2 |
|  | Understanding MS-Access components  | Reference Material | Lab Exercise | Students gets familiarized to MS Access | CLO 2 |
|  | Creating DB (Table, and relations) | Reference Material | Lab Exercise | Students gets familiarized to creating tables in MS Access | CLO 2 |
|  | Query database (Hands on) - Select query | Reference Material | Lab Exercise | Students get hands-on practice on ERD using MS-Access. | CLO 2 |
|  | Creating Forms | Reference Material | Lab Exercise | Students gets familiarized to MS Access Forms | CLO 2 |
|  | Creating MIS Report  | Reference Material | Lab Exercise | Students learn to prepare MIS report using MS Access | CLO 2 |
|  | Review | Reference Material/ Text Book | Class discussion/ Lab Exercise | Students will revise concepts in detail. | CLO 2 |

Assessment Plan

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| --- | --- | --- |
| PLOs/ CLOs | CLO1: Summarize the concept of information and information systems in the different processes of business. (Understand-Factual) | CLO2: Use the data to generate management reports (Apply-Metacognitive) |
| Quiz | **Embedded** | **Embedded** |
| Assignment |  | **Embedded** |
| End term examination | **Embedded** | **Embedded** |

### **Assessment Components**

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| --- | --- | --- | --- | --- |
| S. No. | Assessment Task | Assessment Description | Weightage | CLO Measured |
|  | Quiz | There will be two announced quizzes. Both quizzes would be considered for assessment. The quizzes would consist of multiple choice questions and/or fill in the blanks. The quizzes will be based on application of class learning through phrases / caselets / excerpts.  | 30% | Q1: CLO 1 (15%)Q2: CLO 2 (15%) |
|  | Assignment | There will be one announced assignment. Students will be evaluated individually and/or in groups. Assessment will be based on how well students participate individually/in groups in the datasets/caselets/lab analysis activities or questions put up in the class/forum. | 30% | A1: CLO 2 (30%) |
|  | End term examination | This will be a hall examination consisting of case study and application based situational questions wherein students will reflect and correlate their learning. | 40% | Q1: CLO 1 (10%)Q2: CLO 1 (10%)Q3: CLO 2 (10%)Q4: CLO 2 (10%) |

**Instructions:**

Students will be expected to maintain a daily log of their learning and make an action plan. The continuous evaluation tools would be implemented as per schedule and collected for evaluation.

Students are encouraged to visit videos available on Internet – YouTube, TED talks, and readings available at websites like course era, etc.

**Institute’s Policy Statements**

It is the responsibility of every student to be aware of the requirements for this course, and understand the specific details included in this document. It is emphasized that this course requires a significant commitment outside of formal class contact.  The learning tasks in this course include classes, required reading and practices, the preparation of answers to set questions, exercises and problems, and self-study. In addition, students may be required to complete an assignment, test or examination.

**Late Submission**

Not applicable as student would have to complete and submit assignment in the class.

**Plagiarism:**

Plagiarism is looked at as the presentation of the expressed thought or work of another person as though it is one's own without properly acknowledging that person.

Cases of plagiarism will be dealt with according to Plagiarism Policy of the institute. It is advisable that students should read applicable section of Student Handbook for detailed guidelines. It is also advisable that students must not allow other students to copy their work and must take care to safeguard against this happening. In cases of copying, normally all students involved will be penalized equally; an exception will be if the student can demonstrate the work is their own and they took reasonable care to safeguard against copying.

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**For faculty only…**

**Time budgeting in course planning:**

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| --- | --- | --- |
| **Activity** | **Description** | **Time Budgeted**  |
| Classes  | 2-3 hours per week for 6 weeks |  15 hours |
| Reading | Prescribed readings and making notes |  15 hours |
| Preparation of set questions, exercises and problems | Including shared and group exercises |  15 hours |
| Preparation of assignment | Reading and writing |  15 hours |
| Study and revision for test and end of Trimester examination | Self-preparations |  15 hours |
| **TOTAL** |  | 75 hours |

**RUBRICS FOR QUIZ**

CLO 1: Recognize various information and information systems at various levels of management. **(Remember-Conceptual)**

CLO 2: Summarize the data using DBMS to generate management reports **(Understand-Factual)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Below Expectations****<35%** | **Meets Expectations****35% - 70%** | **Exceeds Expectations****>70%** |
| CLO 1: Describe the concept of information and information systems in the different processes of business. | The student had no or minimal understanding of information and information systems. | The student had somewhat conceptual clarity of information systems and their applications in business. | The student had major conceptual clarity of information systems and its application in business aspects.  |
| CLO2: Discuss the MIS report generation process | The student was unable to understand the concept of MS Access | The student had somewhat conceptual clarity of MS Access and know the process of MIS report generation. | The student has clear knowledge of MS Access and can generate MIS report. |

**RUBRICS FOR ASSIGNMENT**

CLO 2: Summarize the data using DBMS to generate management reports **(Understand-Factual)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Below Expectations****<35%** | **Meets Expectations****35% - 70%** | **Exceeds Expectations****>70%** |
| CLO2: Discuss the MIS report generation process | The student was unable to understand the concept of MS Access | The student had somewhat conceptual clarity of MS Access and know the process of MIS report generation. | The student has clear knowledge of MS Access and can generate MIS report. |

**RUBRICS FOR END TERM**

CLO 1: Recognize various information and information systems at various levels of management. **(Remember-Conceptual)**

CLO 2: Summarize the data using DBMS to generate management reports **(Understand-Factual)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Below Expectations****<35%** | **Meets Expectations****35% - 70%** | **Exceeds Expectations****>70%** |
| CLO 1: Conceptual Understanding and Application | The student had no or minimal clear understanding about the information system and failed to apply them in business aspects. | The student had somewhat understanding of the information systems with partial clarity of their application in business. | The student was majorly clear in information systems and its applications in business.  |
| CLO2: Discuss the MIS report generation process | The student was unable to understand the concept of MS Access and its functions | The student had somewhat conceptual clarity of MS Access and know the process of MIS report generation. | The student has clear knowledge of MS Access and can generate MIS report. |

**Action Verbs : Guidelines for designing question paper**

**CLO 1:**



**CLO 2:**

