

This Unit Outline must be read in conjunction with:

RIM Academic Rules and Regulations, which sets out Institute-wide policies and procedures, including information on matters such as plagiarism, grade descriptors, moderation, feedback and deferred exams, and is available at:

http://www.rim.edu.bt/?page_id=1780

1: General Information

- 1a. Unit title: **Management Information Systems**
- 1b. Unit number: **9503**
- 1c. Teaching period and year offered: **Term II, 2015**
- 1d. Credit point value: **3**
- 1e. Unit level: **G (Graduate)**
- 1f. Name of Unit Convener and Course Coordinator and contact details (including telephone and email):

Unit Convener:

Karma Nidup
Sr. Lecturer
Department of Information and Communication Technology
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Course Coordinator:

Chandra Kumar Karariya
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- 1g. Administrative contact details (including name of the programme assistant location, telephone and email):

Program Assistant:

Karma Tshomo
Program Assistant
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2: Academic Content

2a. Unit description or syllabus

Managers at all levels of an organization need to know how information systems (IS) can make businesses more competitive and efficient. This unit provides an introduction to information systems for business and management. It is designed to familiarize students with organizational and managerial foundations of systems, the technical foundation for understanding information systems, the role of information systems in enhancing business processes and management decision making across the enterprise, and the process of building and managing systems in organizations. The unit will focus on topics such as Management of the Digital Firm, Internet and Internet technology, Electronic Business and Electronic Commerce, Information Technology (IT) Infrastructure, Wireless Technology, and Enterprise Applications. Fundamental ethical and security issues related to Information Systems will also be introduced. The unit will provide students with Information Systems knowledge that is essential for creating successful and competitive firms. Learning activities include hands-on projects, application software exercises, and a case study report.

2b. Learning outcomes

On successful completion of this unit, students will be able to:

1. Understand why information systems are so important today for business and management;
2. Evaluate the role of the major types of information systems in a business environment and their relationship to each other;
3. Assess the impact of the Internet and Internet technologies on business while adopting electronic commerce and electronic business;
4. Identify the major management challenges to building and using information systems and learn how to find appropriate solutions to those challenges;
5. Define an IT infrastructure and describe its components;
6. Learn the core activities in the systems development process;
7. Cultivate skills and experience in the development and implementation of information systems projects.
8. Use their skills and language to interact effectively with an IT department; and
9. Develop a business case and produce high level requirements for an information system.

2c. Graduate attributes developed in the unit

1. Professionalism:
 - communicate effectively,
 - display initiative and drive, and use their organisation skills to plan and manage their workload
 - employ up-to-date and relevant knowledge and skills
 - take pride in their professional and personal integrity
 - use creativity, critical thinking, analysis and research skills to solve theoretical and real-world problems

2. Global citizenship

- adopt an informed and balanced approach across professional and international boundaries
- behave ethically and sustainably in their professional and personal lives
- communicate effectively in diverse cultural and social settings
- make creative use of technology in their learning and professional lives
- think globally about issues in their profession
- understand issues in their profession from the perspective of other cultures

3. Lifelong learning

- adapt to complexity, ambiguity and change by being flexible and keen to engage with new ideas
- be self-aware
- evaluate and adopt new technology
- reflect on their own practice, updating and adapting their knowledge and skills for continual professional and academic development

2d. Personal Attributes

As students of the RIM and UC, they will develop the qualities of critical thinking, curiosity and reflective practice. They will use foresight, initiative and leadership, and be open to alternative perspectives. As graduates, they will continue to learn and thrive in environments of complexity, ambiguity and change.

3: Delivery of Unit and Timetable

3a. Delivery mode

This unit will be delivered on campus at the Royal Institute of Management, Bhutan consisting of 40 Hours over 5 Days, in a face-to-face intensive mode. The objectives for this course can be achieved by the student mainly through his/her individual work following the presentations that will be shared in class and guidelines that can be found on the course Moodle website at: <http://moodle.rim.edu.bt/>

Student understanding of the course content is assessed through individual interactions, individual and group projects, and exams.

Students are expected to come prepared for class with regard to pre-readings and home works that may be given in the previous classes. The unit resources for a lecture will be made available on the Moodle site and students are expected to make full use of the online learning materials provided. For this unit, collaborative online learning as well as additional 'out of class' learning is encouraged via focused discussion groups on topic forums in Moodle as well as social networking sites and blogs on the Internet.

Software tools such as MyMISLab will be used to enhance students learning experience and students must use online tools such as Open Source ERP (Odo) to do individual or group assignments and projects.

3b. Timetable of learning activities

Day	Parts	Time	Topics	Pre-Reading
Monday, 25 May 2015.	Part 1 : Organizations, Management & the Networked Enterprise	9:00 AM – 12:30 PM	<ul style="list-style-type: none"> • Course Introduction, Pedagogy and Assessment • Information Systems in Global Business Today 	<ul style="list-style-type: none"> • Unit Outline • Chapter 1
		1:30 PM – 4:30 PM	<ul style="list-style-type: none"> • How Businesses Use Information Systems 	<ul style="list-style-type: none"> • Chapter 2
		5:00 PM – 6:30 PM	<ul style="list-style-type: none"> • Information Systems, Organizations, and Strategy 	<ul style="list-style-type: none"> • Chapter 3
Tuesday, 26 May 2015	Part 2: Information Technology Infrastructure	9:00 AM – 12:30 PM	<ul style="list-style-type: none"> • IT Infrastructure and Platforms 	<ul style="list-style-type: none"> • Chapter 5
		1:30 PM – 4:30 PM	<ul style="list-style-type: none"> • Databases and Information Management 	<ul style="list-style-type: none"> • Chapter 6
		5:00 PM – 6:30 PM	<ul style="list-style-type: none"> • Telecommunications, the Internet, and the Wireless Technology 	<ul style="list-style-type: none"> • Chapter 7
Wednesday, 27 May 2015	Part 3: Key Systems Applications for the Digital Age	9:00 AM – 12:30 PM	<ul style="list-style-type: none"> • Enterprise Applications • E - Commerce 	<ul style="list-style-type: none"> • Chapter 9 • Chapter 10
		1:30 PM – 4:30 PM	<ul style="list-style-type: none"> • Knowledge Management 	<ul style="list-style-type: none"> • Chapter 11
		5:00 PM – 6:30 PM	<ul style="list-style-type: none"> • Decision Support Systems 	<ul style="list-style-type: none"> • Chapter 12
Thursday, 28 May 2015	Part 4: Building and Managing Information Systems	9:00 AM – 12:30 PM	<ul style="list-style-type: none"> • Information Systems Development 	<ul style="list-style-type: none"> • Chapter 13
		1:30 PM – 4:30 PM	<ul style="list-style-type: none"> • IS Project Management 	<ul style="list-style-type: none"> • Chapter 14
		5:00 PM – 6:30 PM	<ul style="list-style-type: none"> • Managing Global Systems 	<ul style="list-style-type: none"> • Chapter 15
Friday, 29 May 2015	Part 5: Presentations, Discussions and Conclusion	9:00 AM – 12:30 PM	<ul style="list-style-type: none"> • Presentation of Individual OpenERP Assignments and Discussion 	<ul style="list-style-type: none"> • Guidelines on Moodle
		1:30 PM – 4:30 PM	<ul style="list-style-type: none"> • Presentation of Business Case Study Proposals and Discussion 	<ul style="list-style-type: none"> • Guidelines on Moodle
		5:00 PM – 6:30 PM	<ul style="list-style-type: none"> • Q&A on Exams and Case Study Report • Unit Conclusion 	

*Additional lesson plans, Slides and Lecture notes, handouts and assignment guides are available at the Unit Moodle site at <http://moodle.rim.edu.bt/>

4. Unit Resources

4a. Lists of required texts/readings:

Text Book:

Kenneth C, Laudon and Jane P, Laudon , 2012, MIS - Managing the Digital Firm, 12th Edition, Pearson Education. ISBN- 978-0-13-214285-4

This textbook is intricately linked to the design of the unit especially in terms of the content and delivery. Therefore, it is mandatory for all students enrolled in this unit to have a print copy of the text book.

Print copy of the book is available at RIM library for long term borrowing (textbook) wherein students can borrow books for the period of the term/semester in which the unit associated with required text book is delivered.

For convenience of students, a copy of the eBook version of the text book will also be made available on the RIM Moodle unit site for download. Alternately, an eBook copy can also be availed from the Program Assistant in-case of connectivity problems.

Recommended Reading:

Kroenke, D, Bunker, D and Wilson, D, 2014, Experiencing MIS, 3rd Edition, Pearson Australia, Australia. ISBN-978-1-44-256177-9

Reference Books

1. Rahul De, Management Information Systems in Business, Government and Society, Wiley India.
2. Jerome Kantar, Managing with Information, Prentice Hall India.
3. O'Brien, Management Information System - A Managerial End User Perspectives, Irwin India.
4. Utpal K Banerjee, Management Information Systems - A New Framework, Vikas Publishing House India.
5. Gordon B. Davis, Management Information System - Conceptual Foundations, Structure and Development, McGraw Hill India.
6. S. Sadagopan, Management Information Systems, Prentice Hall India.
7. David Kroenke, Management Information Systems, McGraw Hill.
8. V. Rajaraman, Analysis & Design of Information Systems, Prentice Hall India.
9. James A. Sem, Analysis & Design of Information Systems, McGraw Hill India.

All the above recommended reading and reference books are available from the RIM Library for reference and standard borrowing for students. Available number of copies of each title may vary. Some of the available reference books in the library may be a bit dated, but nonetheless very relevant to most of the topics covered in the unit.

4b. Materials and equipment

There are no special materials and equipment for this unit. Standard classroom with LCD Projector and 24/7 Internet connectivity must be made available throughout the unit. Access to computing labs (with Internet connectivity) and wi-fi connection for students laptops will be required for tutorials and student assignments.

4c. Unit website

The unit is available to enrolled students at the RIM Moodle Site: <http://moodle.rim.edu.bt/>

5. Assessment

5a. Assessment overview

Sl. No.	Assessment	Due Date of Assignments/Remarks	Weighting (Total of 100)	Addresses Learning Outcome(s)	Addresses Graduate Attribute(s)
1	Class Participation	Attendance and participation throughout the unit.	5%	4,6,8	1,2,3
2	Assignment on ERP	29 th May 2015, 9:00 AM	10%	1,2,3	1,2,3
3	Proposal Presentation	29 th May 2015, 1:30 PM	10%	5,6,7	1,2,3
4	Case Study Report	21 st August 2015, 5:00 PM	25%	2,6,7,9	1,2,3
5	Exam	Exam Week : (24-28 August 2015)	50%	1-9	1,2,3

5b. Details of each assessment item

Assessment 1: Class participation (Individual) - 5%

This is an ongoing assessment based on the level of student participation and the quality of their contribution to the discussions and activities conducted in class. As this unit requires substantial discussion, each individual's contribution will play a significant role in the outcomes that will be achieved and the learning experiences students will gain. It is therefore of utmost importance that students fully participate in, and contribute towards, all the discussions and activities. To enable full participation, students are expected to attend all the 40 hours of sessions. This assessment is aimed at encouraging active participation in the seminar sessions. Failing to attend the seminar sessions will be deemed non-participation and thus loose marks. To enable active and meaningful participation, students are expected to have done the readings and preparations prior coming to the class.

Assessment criteria:

Class participation will be evaluated by the unit convener based on following criteria, however, if students fail to meet the minimum attendance requirement specified, the assessment is deemed to be incomplete and thus the following criteria is not relevant.

1. Number of seminar sessions attended – 1.5 marks (for eg. if students attend only 30 sessions out of 40, they will be awarded $30/40 \times 1.5$ marks).
2. Preparedness and active participation – 3.5 marks. The unit convener will determine the extent of preparation or preparedness of students, appropriate contribution to discussions and willingness to answer or ask questions, and marks will be awarded accordingly.

Assessment 2: ERP Application (Individual) - 10%

For this assessment, students will start working on individual assignment by end of Day 2 sessions. Students have to work on an ERP application of their choice using free online open source ERP tools such as OpenERP, Odoo, etc. Students should be able to build upon what they learn in class by end of Day 3 and Day 4 to refine and improve their assignment.

Each student has to make a presentation of his/her ERP application in class during the morning half of the Day 5 where they will receive queries and feedbacks from class and lecturer. Each student will be given approximately 10 minutes.

Assessment criteria:

Assessment will be done by the unit convener such that the marks (10% of the overall unit assessment) for the presentation will be equally distributed across the following assessment criteria:

- i. Relevance of application to the student (background and current work)
- ii. Complexity of the application
- iii. Features/Functionalities
- iv. Usability
- v. Presentation style and communication skills

Assessment 3: Proposal Presentation (Group) - 10%

For this assessment, students will start working on a group (3 members per group) assignment by end of Day 2 sessions. Students have to form groups of 3 and submit their group members list by morning of Day 3 to Unit Convener or Program Assistant.

Each group will work on a proposal (MS Word Document) to undertake a case study related to a Management Information Systems issue in Bhutan. The proposal will be presented (MS PowerPoint Presentation) by the group to the class on the afternoon of Day 5 where they will receive queries and feedback from the class and unit convener/external evaluator. Each group

will be given 20 to 25 minutes approximately to present and justify their proposal. Additional details of how to frame the proposal and presentation guidelines will be posted on the Moodle unit website. Each group will have to submit a softcopy (MS Word Document) of their final Proposal (with changes and updates incorporated after the presentation) to the Program Assistant within 1 Week after the class presentations. Students need not submit their PowerPoint files.

Assessment criteria:

The assessment may be evaluated by the unit convener, a qualified external evaluator or both. The marks (10% of the overall unit assessment) for the proposal presentation will be equally distributed across the following assessment criteria:

- i. Relevance of the case to the Unit
- ii. Relevance of the case to Bhutan
- iii. Complexity and level of the issues proposed to study
- iv. Proposed volume of work
- v. Overall structure and coherence of the proposal

Assessment 4: Case Study Report (Group) - 25%

The case study assessment item involves the preparation of an academic report by each group that is based on the proposal presented in class and duly updated with feedback and changes recommended during the presentation. This Case Study Report is due at the end of the term (before the exam week) and must include the following content:

Select an information systems case study for which the group is familiar and are able to get access to appropriate information. The information of concern should have experienced some sort of significant incident or failure sometime over the last 2 years. Briefly describe the incident and then provide an analysis the information system with respect to the major topics that have been covered in this unit. The report should cover issues such as:

- a description and the major components of the information system
- models of the information system and its associated business processes using the tools covered in the unit
- the organisation this system sits in, and the connections it has with organisational innovation
- the strategic context for the system, and the connections between the system and other phenomenon and theories covered in class
- a summary of issues that may appear in a business case for this system
- the technical elements of the system including its hardware and software
- issues around data management, knowledge management business intelligence and the decisions that the system supports
- aspects of information security

- an analysis of the incident and or failure of the system.
- The report must draw upon news reports (written and video), press releases, interviews, and company reports.

As an academic report, it is expected that all information presented in the report will be based on academic journal articles (available online through the RIM library) and other academic sources outside of the materials provided in this unit. Ensure that any material accessed in the writing of this report is fully referenced.

Assessment criteria:

The assessment will be evaluated by the unit convener, such that the marks (25% of the overall unit assessment) for the Case Study Report will be equally distributed across the following assessment criteria:

- Relevance and currency of the selected case to the Unit and Bhutan
- Originality of ideas and issues
- Complexity and level of the issues and problems discussed
- Volume of work – effort that has gone into the report
- Overall structure, coherence and academic soundness of the report

Assessment 5: Final examination - 50%

This will be a closed book examination which will be conducted during examination week at the end of the term. The exact examination schedule (date & time) will be made available towards the end of the term by the Registration Unit of the Institute. To successfully complete this assessment, students should be able to undertake the assessment on scheduled date and time and achieve an above average score.

Assessment criteria:

The final exam will be assessed by the unit convener or an external examiner and will be scores will be determined by:

- ability to answer as many of the questions;
- accuracy of the answer to the questions;
- ability to apply the knowledge and skills to practical problems given
- ability to demonstrate the achievement of the learning outcomes

The 50% weight of the overall unit will be distributed as marks on the paper as follows:

Sections	Marks Allocated
Section A: Objective Type Questions	40
Section B: Conceptual and Theoretical Questions	20
Section C: Implementation Questions	40
TOTAL MARKS	100

A sample final exam question paper will be made available on the RIM Moodle site for this unit. Further details on the assessment will also be provided and discussed on Day 5 in the class.

- 5c. Special assessment requirements
Not applicable
- 5d. Supplementary assessment
Not applicable
- 5e. Academic Integrity
Students should uphold both RIM and UC standards on ethical scholarship. Good scholarship involves building on the work of others and use of others work must be acknowledged with proper attribution made. Cheating, plagiarism, and falsification of data are dishonest practices which contravene academic values.
- 5f. Text-matching software
Official text matching software is not currently on offer at RIM but students having access to UC tools are advised to use it. RIM examiners may use free online text matching software and general tools such as Google, Bing, etc. to check your written work for plagiarism.

6. Student Responsibility

- 6a. Workload
The amount of time you will need to spend on study in this unit will depend on a number of factors including your prior knowledge, learning skill level and learning style. Nevertheless, in planning your time commitments you should note that for a 3 credit point unit, the total notional workload over the term is assumed to be 150 hours. These hours include time spent in classes. Therefore, generally speaking, over the term - as you are spending around 40 hours in class, you should be making up the remaining notional hours of 110 hours on your own - researching, reading, writing assignments and projects, studying for exams etc. The total workload for units of different credit point value should vary proportionally in accordance with the Bhutan Qualifications Framework.
- 6b. Special needs
Students who need assistance in undertaking the unit because of disability or other circumstances should inform their Unit Convener or Course Coordinator (or the Registrar's Office) as soon as possible so the necessary arrangements can be made.
- 6c. Attendance requirements
Students are required to attend the all classes, lectures, presentations and/or discussions. Minimum attendance requirements and related rules are specified in the Academic Policy Handbook which can be viewed at <http://www.rim.edu.bt/wp-content/uploads/2014/01/AcademicPolicyHandbook25-May-20131.pdf>
- 6d. Withdrawal
Withdrawal from this unit will be deemed as failed and hence subject to guidelines prescribed in the Academic Policy Handbook which can be viewed at: <http://www.rim.edu.bt/wp-content/uploads/2014/01/AcademicPolicyHandbook25-May-20131.pdf>.

- 6e. **Required IT skills**
Students are expected to be familiar with basic word processing with Microsoft Word, spreadsheets with MS Excel, presentation software and be conversant with search techniques for the Internet. Students should also be familiar with software tools related Project Management and basic awareness of SAP and ERP systems.
- 6f. **Costs**
This unit is free for Government scholarship students undertaking MBM course at RIM. Private or self-sponsored Students are expected to purchase any text and pay for any printing and other incidental costs incurred for this unit which are not covered by their fees.
- 6g. **Work Integrated Learning**
Not specifically required for this unit but students are encouraged to take up assignments, projects, case studies and issues related to their own professional background and workplace/organizations to make the learning experience more practically relevant.
- 6h. **Additional information**

7. Student Feedback

All students enrolled in this unit will have an opportunity to provide anonymous feedback on the unit at the end of the Term via the MBM, PA, which will be presented to the concerned lecturer and other administrative or academic staff. Your lecturer or tutor may also invite you to provide more detailed feedback on their teaching through an anonymous in-class questionnaire administered through the Institute's Course Feedback Form.

8. Authority of this Unit Outline

Any change to the information contained in Section 2 (Academic content), and Section 5 (Assessment) of this document, will only be made by the Unit Convener if the written agreement of Head of Department, Department of ICT, RIM and a majority of students has been obtained; and if written advice of the change is then forwarded to each student enrolled in the unit at their registered term address. Any individual student who believes himself/herself to be disadvantaged by a change is encouraged to discuss the matter with the Unit Convener.