Unit Outline
Faculty of Business, Government & Law

Management Information Systems G - Bhutan

9503

This Unit Outline must be read in conjunction with:

a) *UC Student Guide to Policies,* which sets out University-wide policies and procedures, including information on matters such as plagiarism, grade descriptors, moderation, feedback and deferred exams, and is available at *(scroll to bottom of page)* http://www.canberra.edu.au/student-services

b) *UC Guide to Student Services*, and is available at *(scroll to bottom of page)* http://www.canberra.edu.au/student-services

c) Any additional information specified in section 6h.

1: General Information

1.1 Unit title
Management Information Systems

1.2 Unit number
9503

1.3 Teaching Period and year offered
Term 2, May - 2016

1.4 Credit point value
3

1.5 Unit level
G

1.6 Unit Convenor
Karma Nidup
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1.7 Administrative contact details

Course Coordinator:
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Communication within this unit

> **The University provides you with a student e-mail address. The University uses this address for official correspondence and it is used for Moodle access. Use of non-student e-mail addresses to communicate will lead to delay or non-response they may be screened out by spam filters and not received. You are strongly advised to check your student email account regularly for new messages. Information on how to access your student e-mail and how to re-direct it to your private e-mail account is available at: http://www.canberra.edu.au/itm/student-support/communication/email**

2: Academic Content

2a   Unit description and learning outcomes

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.

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.

2b   Generic skills

This unit is just one component of your degree studies. Across the whole course leading to your degree you are expected to develop skills and attributes across five generic areas – see http://www.canberra.edu.au/learning-teaching/student-support/uc-graduate-attributes

It is not expected that all generic skills will be equally dealt with in the one unit.

This unit concentrates on particular generic skills as indicated below:

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

2c   Prerequisites and/or co-requisites
There are no prerequisites for this unit.

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/moodle

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 or announced through Moodle. 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 teaching aids such as MyMISLab will be used to enhance students learning experience and students must use online tools such as Open Source ERP (Odoo) to do individual or group assignments and projects.

3b   Timetable of activities

Day	Parts	Time	Topics	Pre-Reading
Monday, 23 May 2016.	**Part 1 :** Organizations, Management & the Networked Enterprise	9:00 AM – 12:30 PM	• Course Introduction, Pedagogy and Assessment • Information Systems in Global Business Today	• Unit Outline • Chapter 1
		1:30 PM – 3:00 PM	• How Businesses Use Information Systems	• Chapter 2
		3:00 PM – 4:30 PM	• Information Systems, Organizations, and Strategy	• Chapter 3
		5:00 PM – 6:30 PM	• Ethical and Social Issues in Information Systems	• Chapter 4
Tuesday, 24 May 2016	**Part 2:** Information Technology Infrastructure	9:00 AM – 12:30 PM	• IT Infrastructure and Platforms • Databases and Information Management	• Chapter 5 • Chapter 6
		1:30 PM – 4:30 PM	• Telecommunications, the Internet, and the Wireless Technology	• Chapter 7
		5:00 PM – 6:30 PM	• Securing Information Systems	• Chapter 8
Wednesday, 25 May 2016	**Part 3:** Key Systems Applications for the Digital Age	9:00 AM – 12:30 PM	• Enterprise Applications • E - Commerce	• Chapter 9 • Chapter 10
		1:30 PM – 4:30 PM	• Knowledge Management	• Chapter 11
		5:00 PM – 6:30 PM	• Decision Support Systems	• Chapter 12
Thursday, 26 May 2016	**Part 4:** Building and Managing Information Systems	9:00 AM – 12:30 PM	• Information Systems Development	• Chapter 13
		1:30 PM – 4:30 PM	• Modelling Information Systems	• Chapter 13
		5:00 PM – 6:30 PM	• IS Project Management	• Chapter 14
Friday, 27 May 2016	**Part 5:** Presentations, Discussions and Conclusion	9:00 AM – 12:30 PM	• Presentation of Individual ERP Application and Discussion	• Guidelines on Moodle
		1:30 PM – 4:30 PM	• Presentation of Case Study Proposals and Discussion	• Guidelines on Moodle
		5:00 PM – 6:30 PM	• Q&A on Exams and Case Study Report • Unit Conclusion	• Guidelines on Moodle

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

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. Senn, 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 student laptops will be required for tutorials and student assignments.

4c   Unit Moodle site

To find your unit site online, login to [RIM Moodle](#) with your student ID or credentials provided by Moodle Administartor.
Note that your unit site has a profiles page that displays your name and email address for the benefit of other students. If you prefer to hide your email address, contact the Moodle Administrator, RIM.

5:   Assessment

5a   Assessment overview

Sl. No.	Assessment	Due Date of Assignments/Remarks	Weighting (Total of 100)	Addresses Learning Outcome(s)	Addresses Generic Skill(s)
1	Class Participation	Participation throughout the unit.	5%	4,6,8	1,2,3
2	Assignment on ERP application	27th May 2016, 9:00 AM	10%	1,2,3	1,2,3
3	Proposal Presentation	27th May 2016, 1:30 PM	10%	5,6,7	1,2,3
4	Case Study Report	19th August 2016, 5:00 PM	25%	2,6,7,9	1,2,3
5	Exam	Exam Week : (22-26 August 2016)	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, it is recommended that students attend all the 40 hours of sessions. This assessment is aimed at encouraging active participation in the seminar sessions. 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:

1. Preparedness and active participation – 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 on 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 proposal presentation 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 Case Study Report 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:

       i. Relevance and currency of the selected case to the Unit and Bhutan
      ii. Originality of ideas and issues
     iii. Complexity and level of the issues and problems discussed
     iv. Volume of work – effort that has gone into the report
     v. 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 the scores will be determined by:

      i. ability to answer as many of the questions accurately;
     ii. clarity of the reasons and justifications of answers;
    iii. ability to apply the knowledge and skills to practical problems given
    iv. ability to demonstrate the achievement of the learning outcomes

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

Sections	Marks Allocated
6 Implementation Questions	10 each
TOTAL MARKS	60

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   Submission of assessment items

All assessment items will be submitted online via the unit Moodle site. The first page of each assessment submission should include the following information:

Student ID:
Assessment Name:
Word Count (if applicable):
Group Name/Number (if applicable):

5d   Special assessment requirements
Not applicable

5e   Supplementary assessment
Refer to the UC Supplementary Assessment Policy

5f   Academic Integrity
Students have a responsibility to uphold University 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 that contravene academic values. Please see UC's Academic Integrity Policy.

To enhance understanding of academic integrity, it is expected that all students will complete the LearnOnline Academic Integrity Module (AIM) at least once during their course of study. The module is automatically available as a listed site when students log into LearnOnline.

5g   Use of text-matching software
The University of Canberra has available, through LearnOnline (Moodle), text-matching software that helps students and staff reduce plagiarism and improve understandings of academic integrity. Known as URKUND, the software matches submitted text in student assignments against material from various sources: the internet, published books and journals, and previously submitted student texts. Click here for further information on the URKUND text-matching software.

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 3cp unit the total notional workload over the semester or 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 for this unit, 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. For example, for a 6cp unit the total notional workload over a semester or term is assumed to be 300 hours.

6b   Inclusion and Welfare
Students who need assistance in undertaking the unit because of disability or other circumstances should inform their Unit Convener or Inclusion and Welfare as soon as possible so the necessary arrangements can be made.

6c   Participation requirements
In order to gain optimally from the knowledge and skills of the resource person and the discussions in class on the topics, students are encouraged to attend as many of the face to face sessions scheduled for this unit.

6d   Withdrawal
If you are planning to withdraw please discuss with your unit convener. Please see Withdrawal of Units for further information on deadlines.

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   In-Unit Costs
(Note: To calculate your unit fees see: How do I calculate my fees?.
The online UC Co-op Textbook Search is available for purchasing text books.)

6g   Work placements, internships or practicums

Not specifically applicable 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
N/A

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 Semester via the Unit Satisfaction Survey (USS) which you can access by logging into MyUC via the UC homepage: http://www.canberra.edu.au/home/. Your lecturer or tutor may also invite you to provide more detailed feedback on their teaching through an anonymous questionnaire.

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 Discipline and a majority of students has been obtained; and if written advice of the change is then provided on the unit site in the learning management system. If this is not possible, written advice of the change must be then forwarded to each student enrolled in the unit at their registered term address. Any individual student who believes him/herself to be disadvantaged by a change is encouraged to discuss the matter with the Unit Convener.