THE CYPRUS INTERNATIONAL INSTITUTE OF MANAGEMENT

COURSE UNIT DESCRIPTION

Course Unit Title	**Management of Information Systems (MIS)**
Course Unit Code	BI400
Type of Unit	Core
Level of Course Unit	First cycle
Year of Study	First
Semester	Second
Number of ECTS Credits	6.0 ECTS
Class Contact Hours	28
Minimum Learning Effort (In Hours)	150
Course Unit Objectives	In this course, students will be informed about the fundamentals of information systems and how to manage them effectively. The general nature of computer hardware, software, systems, database management, as well as underlying security and performance implications will be discussed. Students will gain an understanding of the managerial issues in the development and operation of information systems. The main topics include: information systems planning, management of systems development and maintenance, implementation management, end-user computing, datacentre and warehouse operations, information systems control and evaluation. Case studies will be used to illustrate the issues and solutions. At the end the student will be introduced to concept of Business Intelligence and data-driven decision and how it helps business and organisations to improve their operations and business targets.

Learning Outcomes	The students completing the course should be able to	
	CILO 1	Understand fundamental and underlying notions associated with Information Systems (IS) as well as their historic evolution.
	CILO 2	Understand fundamental concepts in Information Systems such as Data Warehousing, Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP).
	CILO 3	Demonstrate understanding of the ERP and Data Warehouse implementation process and defining its critical success factors.
	CILO 4	Understand the ethical and security issues in IS and new technologies such as Cloud Computing.
	CILO 5	Understand the value of data and data-driven decision making used in the context of Business Intelligence and Data Analytics.
	CILO 6	Effectively visualise data using ready software

Name of Lecturer(s)	Prof. Sheizaf Rafaeli	
Mode of delivery	Face to Face	
Prerequisites or corequisites	None	
Course Content	1. Introduction to Information Systems and effective	CILO

	management	1
	2. Data Warehousing: Implementations and Challenges	CILO 2,3
	3. ERP and CRM solutions, implementations and critical success factors.	CILO 2,3
	4. Ethics and Security of Information Systems and new technologies such as Big Data, Blockchain, Social Media	CILO 4
	5. Introduction to Business Intelligence; data, process, knowledge, data mining, data analytics, the role of Chief Information Officer and Chief Data Officers	CILO 5
	6. Visualization techniques using ready software (such as Microsoft Power BI, QlikView)	CILO 6
Recommended or required reading	**Required Reading** 1. Kenneth Laudon and Jane Laudon. *Management Information Systems*. Pearson (12th edition), 2012. 2. Paul Bojic, Andrew Greasley and Simon Hickie. *Business Information Systems: Technology, Development and Management for the E-business*. Perason (5th edition), 2014. **Recommended Reading** Research Articles 3. Jerry Luftman, Kalle Lyytinen and Tal ben Zvl. *Enhancing the measurement of information technology (IT) business alignment and its influence on company performance.* Journal of Information Technology, Vol 32(1), 2017. 4. Alexander Skorka: *Successful dashboard implementation in practice*. International Journal of Market Research, Vol. 59 (2), p239-262, 2017. 5. Francesco Di Tria, Ezio Lefons and Filippo Tangorra. *Cost-benefit analysis of data warehouse design methodologies.* Information Systems Vol. 63, 2017.	

	6. Oscar Avila and Kelly Garces. *Change Management Support to Preserve Business-Information Technology Alignment.* Journal of Computer Information Systems, Vol 57 (3), 2017.	
Planned learning activities and teaching methods	lectures, group work, lab work, role playing, project-based learning, homework	
Assessment methods and criteria	Class participation: 20% In-class examination: 80%	
Language of Instruction	English	
Work Placement(s)	Not applicable	