

<b>MODULE</b>	<b>MANAGEMENT SUPPORT SYSTEMS</b>	
<b>CODE</b>	BSCH-2-2-09	
<b>STAGE</b>	II	
<b>NUMBER OF CREDITS</b>	4 semester credits / 6 quarter units	
<b>STATUS</b>	CORE	
<b>THEMES</b>	Business Solutions & Design	
<b>ASSESSMENT</b>	Continuous Assessment	20%
	Examination	80%

### **Aims**

This module aims to build on a student's understanding of computer systems, with a particular emphasis on the general role of Information Technology in business. Students should also be provided with an awareness of the levels of management in an organisation and how IT can support management at all levels.

### **Learning Outcomes**

Upon completion of this module, a student will be able to:

- Discuss information system types and explain the characteristics of information.
- Discuss the general model of managerial decision-making, and the ways in which IT can support this model.
- Discuss how information systems can be applied within the strategic framework of an organisation.
- Identify and apply the relevant decision factors used in determining whether to make or buy appropriate software for a business.
- Discuss the situations in which outsourcing is a viable option for a business.
- Explain the situations in which management can delegate responsibility for IT developments to end-users.

### **Indicative Content**

<b>Topic</b>	<b>Description</b>
<b>Managerial Roles and Information Systems</b>	Mintzberg's traditional managerial roles; Characteristics of information; Hierarchy of information system types; Traditional versus contemporary (computer-aided)

	management; Management Support Technologies
<b>Decision Making</b>	Decision making processes; Herbert's decision making process – intelligence, design, choice, implementation
<b>Management Information Systems</b>	Characteristics and Benefits of MIS; Online Analytical Processing (OLAP)
<b>Decision Support Systems</b>	Benefits of DSS; Components of DSS; Characteristics of DSS; DSS Hierarchy; DSS Packages; Web-based DSS
<b>Executive Information Systems</b>	Benefits of EIS; Characteristics of EIS decisions; Hard versus Soft Information; Development Success Factors; EIS Packages
<b>Group Support Systems</b>	Characteristics of Group Decisions; Advantages and disadvantages of group decisions; Group Support Systems Design and Implementation; Approaches to GSS – Meetingware, Grouputer, Conference Room; GDSS Software
<b>Make vs Buy</b>	Reasons for making; Reasons for buying; Current trends; Financial Modelling – spreadsheet, Present Value, Return on Investment, Break-even analysis; Outsourcing: Trends in sourcing; Why does outsourcing make sense?; Risks of outsourcing; Current trends.
<b>Trend Analysis</b>	Time Series; Regression and Correlation; Moving Averages; Deseasonalisation; Forecasting
<b>Presentation of Data</b>	Histograms, Bar Charts, Pie Charts; Frequency, Cumulative Frequency Distributions; Effective Tabulation;
<b>Data Analysis</b>	Central Tendencies: Mean, Median, Mode; Dispersion: Standard and Mean Deviations; Quartiles; Percentiles; Skewness;

### Teaching and Learning Methods

Students will be taught using a combination of lectures and tutorials. Tutorials will focus on case studies and group work as a means of further developing the student's understanding of lecture material and illustrating the significance of management support systems in a business environment.

### **Assessment Methods**

Assessment will use both a continuous component and an end of semester examination. The continuous assessment component is used to illustrate the need for management support systems at all levels of managerial decision-making and will be based on graded assignments.

### **Primary Reading List**

<b>Title</b>	<b>Author</b>	<b>Publisher</b>
Management Information Systems	Laudon, Kenneth and Laudon, Jane	Prentice Hall, 2000
Quantitative Approaches in Business Studies	Clare Morris	Pitman 1989 (2 <sup>nd</sup> Edition)
Statistics	Frank Owen & Ron Jones	Pitman 1991 (3 <sup>rd</sup> Edition)

### **Recommended Reading List**

<b>Title</b>	<b>Author</b>	<b>Publisher</b>
Management Information Systems: Managing Information Technology in the e-business enterprise	O'Brien, James A	Prentice Hall, 2002
Basic Business Statistics Concepts & Applications	Berenson & Levine	Prentice Hall (4 <sup>th</sup> Edition)
Management Mathematics	Peter Sprent	Penguin