

MODULE: Management Support Systems

SEMESTER	II (Spring)
STAGE	II
Number of Credits:	4 semester credits/6 quarter units
STATUS	CORE
THEMES	Management Studies
ASSESSMENT	Continuous Assessment 30% Examination 70%

Aims

This module extends the students’ understanding of both computer and organisational systems, by highlighting the many interdependent issues involved in the successful implementation of Information Technology solutions to business.

Learning Outcomes

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

- Discuss information system types and explain the characteristics of information.
- Recognise different models of managerial decision-making, and the ways in which IT can support such models.
- 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

Topic	Description
Managerial Roles and Information Systems	Mintzberg’s traditional managerial roles; Characteristics of information; Hierarchy of information system types; Traditional versus contemporary (computer-aided) management; Management Support Technologies
Decision Making	Decision making processes; Herbert’s decision making process – intelligence, design, choice, implementation

Management Information Systems	Characteristics and Benefits of MIS; Online Analytical Processing (OLAP)
---	---

Decision Support Systems	Benefits of DSS; Components of DSS; Characteristics of DSS; DSS Hierarchy; DSS Packages; Web-based DSS
Executive Information Systems	Benefits of EIS; Characteristics of EIS decisions; Hard versus Soft Information; Development Success Factors; EIS Packages
Group Support Systems	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
Make vs Buy	Reasons for making; Reasons for buying; Current trends; Financial Modelling – spreadsheet, Present Value, Return on Investment, Break-even analysis; Outsourcing: Trends in sourcing; when outsourcing makes sense; Risks of outsourcing; Current trends.
Trend Analysis	Time Series; Regression and Correlation; Moving Averages; Deseasonalisation; Forecasting
Presentation of Data	Histograms, Bar Charts, Pie Charts; Frequency, Cumulative Frequency Distributions; Effective Tabulation; Application of statistical data analysis

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 include 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

Title	Author	Publisher
Management Information Systems	Laudon, Kenneth and Laudon, Jane	Prentice Hall
Quantitative Approaches in Business Studies	Clare Morris	Pitman
Statistics	Frank Owen & Ron Jones	Pitman

Recommended Reading List

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