

INFORMATION TECHNOLOGY FOR MANAGEMENT OF ENTERPRISES				
CLASS T.E. (INFORMATION TECHNOLOGY)			SEMESTER VI	
HOURS PER WEEK	LECTURES	:		04
	TUTORIALS	:		01
	PRACTICALS	:		--
			HOURS	MARKS
EVALUATION SYSTEM:	THEORY		3	100
	PRACTICAL		--	--
	ORAL		--	25
	TERM WORK		--	25

1. Organizational Performance: IT support and Applications.

Doing Business in the Digital Economy, Business pressures, organizational performance and responses and IT support, Information Systems and Information Technology, the adaptive, Agile, Real time Enterprise, Information Technology Development and Trends.

2. IT Support Systems: Concepts and Management

Information Systems Concepts and Definitions, Classifications and Types of Information Systems, How IT supports People and Organizational Activities, How It supports Supply Chains and Enterprise Systems, Information Systems Infrastructure and Architecture, Emerging Computing Environments: SaaS, SOA and more, Managerial issues.

3. E Commerce and E Business:

Overview of E Business and E commerce, Major EC Mechanisms, Business to Consumer applications, B2B Applications, Major models of E Business : From E-Government to C2C, e Commerce Support Services : Advertising Payments and order Fulfillment, Ethical and legal issues in E Business, Managerial Issues.

4. IT Compliance: Functional Applications and Transaction Processing

Functional informational Systems, transaction processing Information systems, Managing Production / Operations and Logistics, Managing Marketing and Sales Systems, Managing the accounting and Finance Systems, Managing human Resource Systems, Integrating Functional Information Systems, How IT supports compliance, Managerial Issues.

5. Understanding Enterprise Systems: Supply Chain

Essentials of Enterprise systems and supply chains, supply chain challenges, supply chain opportunities, Business value of Enterprise systems, Enterprise resource planning systems, Business Process Management, Product life cycle Management, Customer Relationship Management, Managerial Issues

6. Global and Interorganizational Information Systems:

Interorganizational Activities and order fulfillment, Interorganizational information Systems and Virtual Corporations, Global Information Systems, Facilitating IOS and Global Systems from Demand driven Networks to RFID, Interorganizational

Information Integration, Partner relationship Management and collaborative commerce, Managerial issues.

7. Managing Knowledge

Introduction to Knowledge Management, Organizational Learning and Memory, knowledge management activities, Approaches to Knowledge management, Information Technology in Knowledge Management, knowledge Management Systems implementation, Roles of people in knowledge management, Ensuring Success of KM Efforts, Managerial Issues.

8. Corporate Performance Management and Business Intelligence:

A framework of Business Intelligence: concepts and Benefits, Business Analytics: Online analytical processing reporting and querying, Data Text Web mining and Predictive Analytics, Data Visualization, Geographical Information Systems and virtual reality, real time business intelligence, and competitive Intelligence, Business Performance Management Scorecards and Dashboards, Managerial Issues.

9. Managerial Decision making and IT support systems

Managers and Decision making, Decision support systems,: for Individuals groups and Enterprise, Intelligent Support Systems : The basics, Expert Systems, Other intelligent systems, Automated Decision Support (ADS), Managerial Issues.

10. IT: Strategic objectives and Planning

IT Strategic Alignment, Competitive Forces Model, Value Chain Model, Strategic Resources and Capabilities, IT Planning, Interorganizational and international IT planning, Managing the IS department, Managerial issues.

14. Economics of IT

Financial and Economic Trends and the productivity paradox, Evaluating IT investment: Benefits Costs and Issues, Methods for evaluating and justifying IT Investment, IT Economics strategies: Chargeback and Outsourcing, Economic aspects of IT and Web Based Systems, Managerial Issues.

11. IT Application Acquisitions and Options

The landscape and framework of IT Application Acquisition, Identifying Justifying and planning IT systems applications, Acquiring IT applications: available options, Outsourcing, application service providers and utility computing, selecting an acquisition approach and other implementation issues, Connecting to Databases, Enterprise systems and Business Partners, Business Process Redesign, Managerial Issues.

12. IT Infrastructure

Overview of Databases, Warehouses, Network Computing, Wireless Devices and application. Case study on the above topics.

Text Book

1. Efrain Turban, Dorothy Leidner, Ephrain McLean, James Wetherbe “Information Technology for Management: Transforming Organizations in the Digital Economy”, 6th edition. ISBN: 978-8126-514410

2. Kenneth C. Laudon & Jane P. Laudon, "Management Information Systems: Managing the Digital Firm" 7th Ed.; Prentice Hall, Publisher. ISBN: 0-13-033066-3.
3. V. K. Narayanan, "Managing Technology and Innovation for Competitive Advantage", 1/e, Pearson Education.
4. Rainer, Turban, "Introduction to Information Systems: Supporting and Transforming Business", 2nd Edition
5. David M. Kroenke, "Using MIS", Prentice Hall.
6. William Stallings, "Business Data Communications", 5e

Term Work

Term work shall consist of at least 10 practical experiments covering all topics and one written test.

Marks

Distribution of marks for term work shall be as follows:

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| 1. Attendance (Theory and Practical) | 05 Marks |
| 2. Laboratory work (Experiments and Journal) | 10 Marks |
| 3. Test (at least one) | 10 Marks |

The final certification and acceptance of Term Work ensures the satisfactory Performance of laboratory Work and Minimum Passing in the term work.

Suggested tutorial exercises

1. UML for modeling scenarios in Microsoft Visio or similar to model a solution to business model.
2. Workflow management in CRM, Procurement process.
3. Basic IT project management such as cost and schedule management.
4. Case studies in access. Design various schema and tables and generate reports as applicable.
5. Using Excel solver as decision support tool.
6. Data communications and technology.
 - LAN
 - ETHERNET
 - How wiFi works.
 - How routers work.
 - Web hosting.
7. Data base processing.
 - Oracle.
 - SQL.
 - IBM DB2.
8. E-Commerce and supply chain
 - HTML tutorial.
 - XHTML tutorial.
 - Study B2B, C2C, B2C business.
 - M-commerce
9. Business intelligence and knowledge management.
 - Decision Support System (EXCEL solver for model driven DSS ,scenario manager for Knowledge driven DSS, Microsoft Netmeeting for communication driven DSS)

- Integrating EXCEL with WWW for web based and inter organizational DSS
 - Using EXCEL macros.
 - Data warehouse support in MS SQL
 - Data mining and OLAP.
10. ERP,CRM development using open source frameworks like OF biz /JBseam, EBI neutrino for distribution, inventory, Ecommerce and workflow support
 11. Information Security Management.