

University Of Macau
Faculty of Business Administration
First Semester 1997-1998

Course : CBIS 252- Information Management Concepts & Applications
Instructor : Professor Duarte Trigueiros
Office : L410

Course Description:

The course introduces ideas any business professional can use it to understand information systems from a business viewpoint. It presents a framework that can be used to create a system summary to start the analysis of any information system. It defines the term information systems and explains the relationship between information technology, information systems, and business processes.

Moreover, the applications and impacts of information systems are studied. We will look at applications and impacts related to communication and decision making. The roles information systems in business processes are examined further by focusing on ways information systems that can be used to improve efficiency and effectiveness of internal business operations within a firm. The competitive uses of information systems in customer and product will also be discussed.

Textbook:

Information Systems: a management perspective, Steven Alter, 2nd edition, The Benjamin/Cummings Publishing Company, Inc. 1996.

Course Outline:

- Chapter 1 System-Related Challenges for Business Professionals
- How Can We Improve Our Business Processes in Today's Competitive World?
 - How Can We Benefit From Technical Trends and Innovations?
 - How Can We Achieve Maximum Benefit from Information?
 - How Can We Extend our Human Skills and Motivate our People?
 - How Can We Make the Most of the Surrounding Infrastructure and Context?
 - How Can We Recognize and Respond to Common System-Related Risks?
 - What Methods Should We Use for Building and Maintaining Systems?

- Chapter 2 Framework and Method for Analyzing Systems in Business Terms
- The Need For Frameworks and Models
 - Viewing Businesses and Business Processes as Systems
 - Information Systems and Business Processes
 - Analyzing Information Systems from a Business Professional’s Viewpoint
 - Steps in Analyzing an Information System
 - Concluding Comments
- Chapter 3 Describing and Evaluating Business Processes
- Process Modeling: Documenting Business Process Architecture
 - Describing Business Process Architecture
 - Linking Business Process Performance and Product Performance
 - Evaluating Business Process Performance
 - Evaluating Product Performance from a Customer’s Viewpoint
- Chapter 4 Information and Databases
- Data Modeling
 - Database Management Systems
 - Evaluating Information Used in Business Processes
 - Models as Components of Information Systems
- Chapter 10 Software and Programming
- Types of Software
 - Programming Viewed as a Business Process
 - Four Generations of Programming Languages
 - Other Major Developments in Programming
 - Operating Systems
- Chapter 11 Telecommunications and Networks
- Applying Telecommunications in Business
 - Functions and Components of Telecommunications Networks
 - Types of Networks: A User’s Viewpoint
 - Telecommunications Standards
 - Telecommunications Policy

Evaluative Profile:

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| 1. Assignments + Tutorials | 40% |
| 2. Mid-term Examination | 20% |
| 3. Final Examination | 40% |