Miami Dade College

GENERAL INFORMATION	
Name: Morris Knapp	Phone 305-237-3158
Course Prefix/Number: ISM 4011	Course Title: Introduction to Management Information Systems
Number of Credits: 4	
Degree Type	☐ B.A. ☐ B.S. ☒ B.A.S ☐ A.A. ☐ A.S. ☐ A.A.S. ☐ C.C.C. ☐ A.T.C. ☐ V.C.C
Date Submitted/Revised: 3/3/2008	Effective Year/Term: 2009-2
☒ New Course Competency ☐ Revised Course Competency	
Course to be designated as a General Education course (part of the 36 hours of A.A. Gen. Ed. coursework): ☐ Yes ☒ No	
The above course links to the following General Education Outcomes: ☐ Communication ☐ Social Responsibility ☒ Numbers / Data ☒ Ethical Issues ☒ Critical thinking ☒ Computer / Technology Usage ☐ Information Literacy ☐ Aesthetic / Creative Activities ☐ Cultural / Global Perspective ☐ Environmental Responsibility	
This course will examine the use of computer systems and information technology and their applications to make more effective business decisions. The student will use information technology software to assist in making decisions of a business nature. The course will include the latest terminology, techniques and applications of information systems in a business organization. Prerequisites: CGS 1060 and MAN 3340.	

1. Defining MIS

> Competency 1: The student will be able to understand the general principles of Management Information Systems and demonstrate this understanding by:

2. Describing how MIS pertains to decision making, problem solving and management.
3. Identifying the basic theories, concepts, methods, and terminology used in information systems
4. Describing reasons why organizations use information systems
5. Discussing the relationship between information and knowledge in terms of an organization's mission, goals, and strategies

> Competency 2: The student will be able to apply information systems practices strategically and tactically and demonstrate this by:

1. Identifying, analyzing, and proposing possible information systems solutions to organizational problems
2. Gathering, using, and critically evaluating electronic and other information
3. Using critical thinking skills to solve real or hypothetical business problems, including the design of a database to analyze business data
4. Using critical thinking and software application skills to create spreadsheets to support decision making

> Competency 3: The student will be able to demonstrate an understanding of Business Intelligence Systems by:

1. Distinguishing between business intelligence tools, applications and systems
2. Searching for patterns and relationships using data mining techniques
3. Demonstrating proper use of reporting applications and selection of appropriate reporting technique
4. Performing a decision tree analysis as a method of prediction

Competency 4: The student will demonstrate an understanding of e-commerce and supply chain systems by:

1. Defining e-commerce and assessing the economic factors that favor and hamper e-commerce.
2. Describing the structure and characteristics of supply chains and explaining significant supply chain problems
3. Describing how information systems can enhance supply chain performance
4. Explaining the role of information systems in supplier relationship management (SRM) and comparing the features and functions of various SRM software
5. Explaining the role of information systems in customer relationship management (CRM) and comparing the features and functions of various CRM software
6. Participating in a real world C2C e-commerce market space

Competency 5: The student will demonstrate an understanding of purpose and importance of databases by

1. Explaining the important components of database systems
2. Planning and preparing the structure and content of a database system based on business needs
3. Creating, interpreting, and validating entity-relationship models
4. Classifying data tables into various normal forms
5. Creating a database and summarizing employee roles as users of this system

Competency 6: The student will demonstrate an understanding of the threats to information systems and the necessity of information security by:

1. Identifying common threats to information systems and how these threats can impact business
2. Discussing the types of security problems, including those created by employees
3. Explaining the role of the manager in addressing security threats and drafting policies to address the issues
4. Planning organizational response to security incidents
5. Describing the governance structure of the MIS functional area for an organization

Competency 7: The student will demonstrate an understanding and appreciation of ethical principles as applied to management information systems by:

1. Conducting an ethical analysis of an information systems issue and writing a responsible action plan
2. Comparing the effects that industry standards, government regulations, and laws have on an MIS functional area's governance, processes, and services