



University “Ukshin Hoti” Prizren
Faculty of Economics
Program: Business Administration (MSc)

CURRICULUM - SYLLABUS							
Study level	Master	Program	Business	Academic year	2023/24		
Course	Management information system						
Year	I	Course status	Mandatory	Code	/	ECTS credits	6
Semester	I						
Teaching weeks	15		Teaching hours			Lectures	Exercises
						2	2
Teaching methodology	Interactive lectures, discussions, seminar papers, case studies, assignments, etc.						
Consultation	Wednesday 14:00 – 16:00 and Fridays 12:00-14:00						
Lecturer	Prof. Asoc. Dr. Vehbi Ramaj			e-mail	vehbi.ramaj@unhz.eu		
				Mob.	044278990		
Assistant	Ass. PhDc. Isuf Qabrati			e-mail	Isuf.qabrati@uni-prizren.com		
				Mob.	049351168		
The study purpose of the course				Expected results			
<p>- This course provides a current and thorough understanding of the information systems currently used by various organizations. The purpose of this course is to provide master's students with knowledge of how modern businesses manage information systems and technology to meet organizational goals. The use of information systems by businesses around the world is highlighted in case studies and examples. Information systems are one of the main instruments available to company managers for achieving operational excellence, creating innovative goods and services, improving decision-making and gaining competitive advantages. Business firms when interviewing potential employees often look for new hires who know how to use information systems and technologies to achieve business results. The knowledge and information gained in this course will be valuable throughout your business and academic career.</p>				<p>By completing of this course, students will be able to demonstrate business knowledge, application software skills, Internet and problem-solving skills to future employers, such as:</p> <ul style="list-style-type: none"> - Business Application skills: Use of both business and software skills in real-world business applications. Demonstrates both business knowledge and proficiency in spreadsheet, database, and Web page/blog creation tools. - Internet skills: Ability to use Internet tools to access information, conduct research, or perform online calculations and analysis. - Analytical, writing and presentation skills: Ability to research a specific topic, analyze a problem, think creatively, suggest a solution, and prepare a clear written or oral presentation of the solution, working either individually or with others in a group. 			
Methodology for the implementation of learning topics:							
Interactive lectures, discussions, seminar papers, case studies, assignments, etc.							
Conditions for the realization of learning topics:							
It is necessary that the lecture hall be equipped with technology: internet, computer and projector.							

Assessment methods and passing criteria			
<p>The assessment is done through a test, and the final grade consists of four components:</p> <ul style="list-style-type: none"> Regular attendance and active participation in debates..... 10% Test 1 (Mid-season test)..... 30 % Project, presentation, seminar ... 30 % Test 2 30 % Final exam 0 - 100% 	Evaluation in %	Final Grade	
	91 - 100	10 (ECTS - A)	
	81 - 90	9 (ECTS - B)	
	71 - 80	8 (ECTS - C)	
	61 - 70	7 (ECTS - D)	
	51 - 60	6 (ECTS - E)	
	40 - 50	5* (ECTS - FX)	
Student obligations:			
Lectures <ul style="list-style-type: none"> Regular attendance of lectures; Active participation in debates; Realization of the project, presentation, seminar Adherence to the code of conduct, etc. 		Exercises <ul style="list-style-type: none"> Regular attendance of exercises; Adherence to the code of conduct, etc. 	
Student load for the course			
Activity	Hours / weeks	Day / year	Total:
Lectures	2	15	30
Practical work (Exercises)	2	15	30
Contacts with the teacher / consultations	1	15	15
Field work visit	/	/	/
Seminars	1	10	10
Self-study time	1	15	15
Personal task	1	6	6
Final preparation for the exam	4	5	20
Time spent in assessment (tests, final exam)	5	3	15
Projects, presentations, etc	1	9	9
<i>Note: 1 ECTS credit = 25 hours of engagement, eg if the course has 6 ECTS credits a student must have an engagement of 150 hours during the semester</i>		Total load:	150
Week	Lecture	Exercise	
	Topic	Hours	Topic
			Hours
1.	Business Information Systems in Your Career - How Much Does IT Matter? The Changing Business Environment for IT, the Business Information Value Chain, the Mobile Digital Platform Occupational and Career Outlook for Information Systems Majors 2014-2020.	2	Case study - PCL Construction: The New Digital Firm; UPS Competes Globally with Information Technology; Will AI Kill Jobs? New Technology at UPS Clashes with Outdated Ways of Working.
2.	Global E-business and Collaboration - Systems from a Functional Perspective; IT Enables Collaboration and Teamwork; Challenges of Using Business Information Systems; Challenges of Knowledge Management Systems; Organizing the Information Systems Function.	2	Case study - Enterprise Social Networking Transforms Sharp Corporation into a More Innovative; Connected Organization Japan Embraces E-governance Tools for Tokyo 2020; Videoconferencing: Something for Everyone; Should Companies Embrace Social Business?

3.	Global E-business and Collaboration - <i>Challenges of Using Information Systems for Competitive Advantage; Primer on Business Process Design and Documentation; Primer on Business Process Management.</i>	2	Case study - <i>N26: A Bank Without Branches; Singapore as a Smart Nation; Strategic Information Systems at Hong Kong Disneyland; Offline, Online, and Back: The Evolution of the UK Grocery Market.</i>	2
4.	Ethical and Social Issues in Information Systems - <i>Developing a Corporate Code of Ethics for IT.</i>	2	Case study - <i>Are Cars Becoming Big Brother on Wheels? The Boeing 737 MAX Crashes: What Happened and Why? How Harmful Are Smartphones? Facebook Privacy: Your Life for Sale.</i>	2
5.	IT Infrastructure: Hardware and Software - <i>How Computer Hardware and Software Work; Service Level Agreements; Cloud Computing; The Open Source Software Initiative; The Evolution of IT Infrastructure; Technology Drivers of IT Infrastructure; Fourth Generation Languages.</i>	2	Case study - <i>American Airlines Heads for the Cloud; Open Source Innovation: The New Competitive Advantage; Look to the Cloud; What Should Firms Do About BYOD?</i>	2
6.	Foundations of Business Intelligence: Databases and Information Management - <i>Database Design, Normalization, and Entity-Relationship Diagramming; Introduction to SQL; Hierarchical and Network Data Models.</i>	2	Case study - <i>Astro: Leveraging Data for Customer-driven Service; The Paradise Papers and Big Data Journalism; DEWA: Evolving Utilities for a Smart City; Does Big Data Provide the Answer?</i>	2
7.	Telecommunications, the Internet, and Wireless Technology - <i>Broadband Network Services and Technologies; Cellular System Generations; Wireless Applications for Customer Relationship Management, Supply Chain; Management, and Healthcare; Introduction to Web 2.0; LAN Topologies.</i>	2	Case study - <i>Tour de France Wins with Wireless Technology; Singapore Shuts Down 2G Network; Talking Cars Make for Better Road Safety; Google, Apple, and Facebook Battle for Your Internet Experience.</i>	2
8.	Colloquium - Exam I	2	Colloquium - Exam I	2
9.	Securing Information Systems - <i>The Booming Job Market in IT Security; The Sarbanes-Oxley Act; Computer Forensics; General and Application Controls for Information Systems; Management Challenges of Security and Control; Software Vulnerability and Reliability.</i>	2	Case study - <i>The Electric Power Grid Becomes a Cyberwarfare Battleground; Meltdown and Spectre Haunt the World's Computers; Phishing for Money: Dangerous Emails; Bulgaria: A Whole Nation Hacked.</i>	2
10.	Achieving Operational Excellence and Customer Intimacy: Enterprise	2	Case study - <i>Warehouse Management at Norauto:</i>	2

	Applications - SAP Business Process Map; Business Processes in Supply Chain Management and Supply Chain Metrics; Best-Practice Business Processes in CRM Software.		Conversational Commerce; Soma Bay Prospers with ERP in the Cloud; CRM Helps Adidas Know Its Customers One Shoe Buyer at a Time; Fast Fashion, Big Data, and Zara.	
11.	E-commerce: Digital Markets, Digital Goods - E-commerce Challenges: The Story of Online Groceries; Build an E-commerce Business Plan; Hot New Careers in E-Commerce; E-commerce Payment Systems; Building an E-commerce Website.	2	Case study - E-commerce Comes to the Dashboard: The Battle for the "Fourth Screen"; Small Business Loans from a FinTech App Engaging "Socially" with Customers; Can Uber Be the Uber of Everything?	2
12.	Improving Decision Making - Building and Using Pivot Tables;	2	Case study - Machine Learning Helps Akershus University Hospital Make Better Treatment Decisions;	2
13.	Managing Artificial Intelligence - The Expert Systems Inference Engine; Case-Based Reasoning; Fuzzy Logic.	2	Case study - Siemens Makes Business Processes More Visible; Predictive Maintenance in the Oil and Gas Industry; Can Cars Drive Themselves-And Should They?	2
14.	Making the Business Case for Information Systems and Managing Projects - Capital Budgeting Methods for Information Systems Investments; Enterprise Analysis (Business Systems Planning) and Critical Success Factors; Information Technology Investments and Productivity; Unified Modeling Language Structured Methodologies and Object-Oriented Development.	2	Case study - Angostura Builds a Mobile Sales System; Systems Development Is Different for Mobile Apps; Arup Moves Project Management to the Cloud; Maersk's TradeLens: Digitizing the Global Supply Chain.	2
15.	Colloquium - Exam II	2	Colloquium - Exam II	2

LITERATURE

Basic literature:

- Laudon, K. C., & Laudon, J. P. (2021). *Essentials of Management Information Systems*. 14th Edition, Global Edition. Pearson.
- Laudon, K. C., & Laudon, J. P. (2018). *Management Information Systems: Managing the Digital Firm*. 13th Edition, Pearson Education Limited.
- Bourgeois, D., Smith, J. Wang, Sh. & Mortati, J. (2019). *Information Systems for Business and Beyond*. Open Textbook Challenge. Saylor Academy.
- Other books that are in line with the course syllabus can also be used.
- The literature can be even wider and according to the selection of the students themselves, but for the topics which are discussed in the syllabus.
- Preferred literature published in the last five years.
- Lectures elaborated by lecturer.

Additional literature:

- Buchmann, R., Polini, A., Johansson Björn, & Karagiannis, D. (2021). *Perspectives in Business Informatics Research: 20th International Conference on Business Informatics Research, Bir*

2021, Vienna, Austria, September 22-24, 2021, Proceedings. Springer. ISBN: 978-3-030-87205-2

- Weber, P., Gabriel, R., Lux, T., & Menke, K. (2021). *Basics in Business Informatics* (2nd Ed.). Springer Vieweg.
- O'Brien, J. A., & Marakas, G. (2011). *Management Information Systems* (10th ed., pp. 1-673). New York: McGraw-Hill.
- Stephen Haag, Paige Baltzan and Amy Phillips (2005). *Business Driven Technology* 1st Edition. McGraw-Hill/Irwin; 1st edition. ISBN-10: 0072983019; ISBN-13:978-0072983012

Note:

- For each learning topic, students will be provided with the necessary materials in Albanian language.
- At the end of each lesson, certain groups of students will be engaged with an assignment or case study related to the taught topic. The results achieved by the assignments should be presented to the student groups and discussed in the exercise class.
- Students have an obligation to respect the rights of staff and other students, to participate in academic activities, to attend lectures in accordance with the rules of the specific study program and to respect the rules of the code of ethics.