Module 16 Managing Information Systems for Business (5 credits)

Assessment Techniques – percentage contribution			
Continuous Assessment	**30%**	**Exam – in person**	**70%**

On completion of this module a learner will be able to:
1. Examine the role of Artificial Intelligence (AI), automation, and digital transformation in business systems
2. Discuss current trends in information management systems, data driven decision making and how collaboration and enterprise systems play a huge role in global communications
3. Assess the strategic significance of information systems for business and define best practice in information systems for business service management
4. Evaluate the critical importance of best practice in relation to information systems for business development projects
5. Assess the role of ethical, social responsibility and security issues in information systems, automation and Artificial Intelligence systems

Indicative Module Content, Organisation and Structure

This module is designed so that learners develop an understanding of the relationship between business and the modern information systems used in business. Learners are introduced to the system types, how systems are acquired, security issues and current information systems for business trends with a strong focus on AI tools/systems. The module also seeks to engender an appreciation of the importance of business information systems in the day-to-day workplace as it looks at case studies which illustrate the benefits and challenges of the use and implementation of these systems. Careers that have a business and information systems aspects overlap are discussed as some may want to pursue project management, business analyst or even be an end user developer.

Content includes:

Introduction

- Definition and role of Business Systems
- Types of systems and hierarchy of management in Business Systems
- Enterprise systems/applications (CRMS/ERPS/SCMS/KMS)
- Business value of enterprise systems

Global eBusiness and Collaboration

- Changing nature of work and technology
- Requirements and Challenges for collaboration
- Collaboration Tools and Systems
- Microsoft Teams, Slack, Miro, Notion, and emerging productivity AI tools
- Role of AI in automating workplace tasks (AI copilots)

Foundations of Business Intelligence

- Role of databases and information management
- Big Data and data warehouses

- Data analytics, AI-driven analytics and real-time data processing
- Explainable AI (XAI) and its business applications
- Data Governance, data privacy and compliance (GDPR, CCPA)

Infrastructure and emerging technologies

- Global Networks
- Green computing and sustainability
- Open-Source software
- Internet of Things (IoT)
- Role of cloud and cloud-native platforms and serverless computing
- AI-driven business intelligence, predictive analytics, and decision support systems
- Generative AI (ChatGPT, Bard, Claude) and its impact on automation
- Blockchain technologies
- Smart contracts, decentralized finance (DeFi)
- Use cases in supply chain and digital identity management
- Digital Transformation & Low-Code/No-Code Development

Development/Acquisition

- Packaged software versus bespoke software
- Business process management
- Software options
- Systems development Options (Traditional and alternative)
- Role of AI in Software development

Service Management

- Procurement
- Outsourcing
- Business continuity plans and risk analysis

Security

- Why are business systems vulnerable?
- Security threats
- Security controls/solutions
- Risk assessment and management
- AI security cyber threats and solutions
- AI-enhanced security threats (deepfakes, phishing)
- Zero-trust architecture and AI in cybersecurity

Managing Information Systems for Business Ethics

- Ethical issues and moral dimensions
- Information rights and freedom of information
- Key technology trends raising ethical issues
- Challenges to privacy
- AI governance and ethical considerations
- Data ethics and bias in AI-driven analytics
- Societal Impact of emerging technologies

Application of programme teaching, learning and assessment strategies to this module
This module is delivered primarily through lectures which enables learners acquire the knowledge and understanding of course material. In the lectures, learners are presented with this knowledge and tasked with cases studies, groupwork, discussions, individual tasks, quizzes and short video analysis to develop their understanding. Tutorials will also be used to support activities which enhance or improve their understanding of the subject content. Learners are fully supported via lecturer formative feedback in completing all tasks. Group work facilitates peer learning and learners are expected to present their ideas to their fellow learners as a means of gaining valuable formative feedback. Moodle is used extensively to provide class notes, exercises, activities and real-life case studies. Learners are encouraged to participate in other online exercises and quizzes which the learner can continue outside the course class time. Learners are encouraged to view and contribute to blogs, wikis and forums and they are also guided to related websites. The summative assessment for this module comprises of two elements. The continuous assessment element entails a group report and presentation which will require learners to address key aspects of the module in a wholistic approach. The second aspect of the summative assessment strategy require learners to undertake and end of semester examination. In terms of reassessment/repeat assessment strategy, Griffith College regulations stipulate that learners must pass all component elements of the module to be deemed to have passed the module. In the event of a learner failing components of this module, the learner will be required to submit a new individual repeat assignment and/or will be required to take a re-sit examination at the next available sitting.

Summative Assessment Technique(s)	***Weighting***
<u>Continuous Assessment:</u> Part 1: Group Report (15%) Part 2: Group Presentation (15%)	30%
End of Semester Examination	70%

Indicative reading lists and other information resources
Primary Reading: Laudon, K. C, and Laudon, J. P, (2025). Management Information Systems: Managing the Digital Firm. 18th Edition. Pearson. Stair, R. M, (2025). Principles of Information Systems. 5th Edition. Cengage Learning **Secondary Reading** Baltzan, P. (2024). Business Driven Information Systems. 9th Edition. McGraw Hill **Web based:** LinkedIn Learning Information systems and AI sections

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