MANAGING INFORMATION SYSTEMS & E-BUSINESS

INTRODUCTION

This module is designed to develop the students' computing skills so that they can deliver business solutions through information technology. It is essential they fully understand the tasks involved in directing software development teams or through using end user applications themselves to meet the needs of organisations within the international hospitality industry. The module covers a variety of stages in the development process and examines the use of common tools and models used in system development and design. It is important that students are exposed to developments in e-business and the linkage between business function/processes and the process/effort required to deliver automated business solutions.

AIMS

To provided students with in-depth knowledge in relation to:

- The contribution which different types of information systems can make to the management decision-making process
- Applying structured and object-oriented software development
- Using system data models to facilitate communications with others
- Using appropriate tools and techniques to different stages of the software life cycle
- The development tools and models for systems analysis and design
- The principles and use of e-business technologies in the workplace and as control/competitive tool

LEARNING OUTCOMES

On completion of this module successful students will be able to:

- Define the objectives and scope of needed systems
- Provide advice on the development, introduction and use of computer based information systems
- Use tools and techniques necessary to do business, implementation, and cost-benefit analysis of systems work
- Demonstrate hands-on experience with software development tools for systems analysis and design
- Construct data flow diagrams, data models and structured specifications
- Use system data models to produce cost-effective communication with others
- Use e-business technologies in the workplace as a control/competitive tool

SYLLABUS

The nature and role of information systems

- The Need for Information
- Information Systems: Background & Theory
- Managing Information Systems
- Functional subsystems
- General purpose systems

Information Systems Development

- Organisational structures
- Information systems management
- Strategic decision areas in information systems development/operation
- Primary characteristics of the digital age

Structured Systems Analysis and Design

- Problems and structured solutions
- SDLC phase boundaries
- Measurable end products
- Communicating with users
- Managing complex systems and detail

Systems Analysis Techniques

- Logical business systems modelling

Structured Systems Development

- The generic systems development life cycle (SDLC)
- An introduction to propriety systems development methodologies (eg SSADM and CASE* Method) and how these methodologies are used to support a Quality systems development environment

System Justification

- Cost-benefit analysis, flexibility and business justification of technology including the "make or buy" decision

Systems Design Techniques

- Physical business systems modelling

Systems Building

- The physical building of a defined business system for hospitality as part of the project for this module (using a PC database package such as Dbase or Database)

The Building Blocks of E-Commerce

- Networks
- File Transfer Protocol
- WWW
- Electronic mail
- URL's

Applications of Internet Commerce

- Intra-company
- Business to Business
- Business to Consumer

Systems Implementation Issues

- Planning for transition/cut-over and user acceptance criteria and procedures

Control, Privacy and Security Issues

- Administrative controls
- Operational controls
- Privacy and data protection
- Computer audit techniques

E-Business Technology in the workplace

- Trends in E-business
- E-business design
- Constructing the E-business architecture
- Integrating processes to build relationships