This module is designed for those candidates who are, or will be, in a position to make or influence decisions related to the selection, design and support of management information systems (MIS).

**Aims**
- To understand MIS in both the wider managerial context and in the narrower confines of the selection, support, design and development of computer applications
- To focus on the concepts a manager needs to understand in order to make effective use of computerised information systems

**Objectives**
- A knowledge of MIS, and the application of telecommunication, office automation, decision support and executive information systems
- The application of MIS knowledge to the selection and design of systems appropriate to a management requirement
- An awareness of how MIS may make a contribution to the strategic management of an organisation both now and in the future

**Prior knowledge Expected**
Candidates are expected to be familiar with the following material from the Diploma: the core module on Professional Issues in Information Systems Practice, the Systems Analysis and System Design modules, and the material on Management Information Systems included in the IT Service Management module.

**Content**
**Management Within Organisations**
- Management activities, roles and levels.
- Management Planning and Control: how planning and control systems interrelate.
- Strategic Planning within an organisation: activities, techniques and results.
- The nature of decision-making: decision-making models and classification of decision-making situations.

- The nature of information: classifications and characteristics. The nature of information and decision-making at different management levels, and the MIS subtypes typically implemented at each level of management to support these information/decision-making requirements.
- Management as the direct user of an MIS vs. Intermediary use.
- Measurement of MIS performance and capabilities.

**MIS Applications And Relationships**
The definition, role and capabilities of the various MIS applications that may be found within organisations:
- Management Reporting Systems (MRS)
- Decision Support Systems (DSS)
- Group Decision Support Systems (GDSS)
- Executive Information Systems (EIS) and Executive Support Systems (ESS)
- Office Information Systems (OIS) – including videoconferencing and e-mail
- Knowledge Based Systems that support management such as Expert Systems (ES) and Neural Network (NN) systems
- The application of On-Line Analytical Processing (OLAP)/Business Intelligence (BI) tools in supporting management decision making
- Data warehouses and data mining facilities: the relationship between data warehousing and other MIS facilities.
- The relationships of MIS to other enterprise applications, such as:
  - Transaction Processing Systems (TPS)
  - Enterprise Resource Planning (ERP) systems
  - IS within functional areas such as Human Resources, Marketing & Sales, Production, Accounting & Finance, Customer Relationships Management (CRM), Product Supply Chain Management systems.
  - The Internet and MIS provisions: Internet and the linkages to legacy MIS, payment applications, Internet customer interfaces, security issues.
Development Of MIS
The role of Strategic Planning and Strategic IS Planning (SISP) in identifying MIS requirements, and the MIS role in supporting Strategic Planning/SISP.

Managing MIS projects:
• Project management methodologies
• MIS feasibility study
• Assessment of economic, technical, social and political issues from an MIS perspective
• Cost-Benefit Analysis
• Overall approaches to MIS development: traditional vs. other approaches such as evolutionary and phased.

Techniques and methodologies for supporting MIS development:
• data warehouse development methodologies and techniques
• fact finding techniques (e.g. SQIRO)
• database design techniques
• OO methodologies and associated techniques
• techniques particular to MIS developments such as Value Analysis, ROMC and CSF/KPI hierarchy diagramming.

The use of CASE tools to aid MIS development.
The suitability of packages vs. bespoke systems development.
End-user development of MIS and its implications.
Outsourcing vs. insourcing of MIS development and/or operational activities.
Application Service Providers for MIS solutions.

Future Trends
Trends in hardware, software, Internet and communications capabilities and their implication for MIS.
Trends in management and organisations, for example the possible movement towards flexible, virtual organisations and the role of MIS may have in this scenario.
MIS and mobile computing.

Primary texts

Other texts