

Management Information System

FOR BBA, BCA, BIT - TU & PU

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B U D D H A



P U B L I C A T I O N S

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Preface

Information systems have become integral, online, interactive tools deeply involved in the minute-to-minute operation and decision making of large organizations. Over the last decade, information systems have fundamentally altered the economics of organizations and greatly increased the possibilities for organizing work. Nowadays, most of the business firms are adapting to new information technology to manage business activities and assist in making decisions. They use information systems to collect data and process it according to the needs of the analyst, manager or business owner. Businesses operate more efficiently by using varied information systems to interact with customers, employees and partners, curtail costs and generate revenues. Thus information technology can have a significant impact on organizational flexibility. Information technology contributes to flexibility by changing the nature of organization boundaries and the time when work occurs, altering the nature and pace of work and helping firms respond to changing market conditions. The introduction of new information systems will affect organizational structure, goals, work design, values, and competitions between interest groups, decision making and day to day behavior.

This textbook has been prepared for BBA, BCA and BIT programs affiliated to Tribhuvan University, Pokhara University and Purvanchal University. Since the opening cases and interactive sessions prescribed in the syllabus have all been taken from the '*Management Information Systems: Managing The Digital Form*' by Laudon and Laudon, twelfth edition, we have included the same cases and interactive sessions. In addition to those cases, we have set questions in each case thinking that would help students to learn more about the cases. Answering to those questions would also help students to know about the IT infrastructures used, impact of information systems in business firms, input, process and output for the system, the way of doing business based on information systems and more. Apart from these, we also have included other cases at the end of the chapter. Furthermore, other case studies can be found online at <http://mymislab.info/cases>. We have developed this website to provide some online resources including case studies, Hands on MIS project, questions, and practice quizzes.

We have divided this book into thirteen chapters in order to cover each topic prescribed in the syllabus of all programs mentioned above. Chapter 1 is concerned with the information systems in global business today. It gives an introduction about information systems, information technology, the emerging digital firm, globalization challenges and opportunities and business objectives of information systems. Likewise chapter 2 provides information regarding the global e-business and collaboration. It also introduces about various types of information systems that are used in different organizational levels and in different functional areas of business. Similarly chapter 3 explains how information systems and business strategy have changed as a result of digital firm technology. Chapter 4 describes about ethical and social issues in information systems. Chapter 5 provides the technical foundation for understanding information systems describing the hardware, software, data storage, networking and telecommunication platforms that comprise the organization's information technology infrastructures. Chapter 6 illustrates the use and the role of database management systems on organization's information management. Chapter 7 introduces about information system's vulnerabilities and effective security mechanism on safeguarding information resources. Chapter 8 describes core activities in the systems development process, methodologies for modeling and designing systems and alternative ways to build information systems. Chapter 9 explains about the Strategic Information System, its characteristics and the strategies for developing and SIS. Chapter 10

is concerned about the principle, objectives and functions of Information Resource Management. Chapter 11 concerns the use of MIS to Achieving Operational Excellence and Customer Intimacy. Chapter 12 describes about the recent technologies in MIS such as e-Business, e-Learning, e-Medicine, e-Governance and virtual reality. Lastly, Chapter 13 is about the cyber law, cyber crime and cyber ethics.

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