SARDAR PATEL UNIVERSITY
BBA (ISM) (3 Years) Semester - 4
Syllabus with Effect from: 2019-20
UM04CBBS21 Management Information System – II

Total – 100 Marks
Credit – 3

Unit 1	**Controlling**	25%
	• **C**oncepts of Controlling Management	
	• Control Cycle	
	• Different feedback Loops	
	• Principles of Controlling	
	• Multiple control feedback	
	• Quality control	
	Total Quality Control	
	Total Quality MGT	
Unit 2	**Ethical and Social Issues in Information Systems**	**25%**
	• Understanding Ethical and Social Issues Related to Systems	
	• Ethics in an Information Society	
	• The Moral Dimensions of Information Systems	
Unit 3	**Managing Knowledge**	**25%**
	• The Knowledge Management Landscape	
	• Enterprise-Wide knowledge Management Systems	
	• Knowledge Work Systems	
	• Intelligent Techniques	
Unit 4	**Basic System Approach**	**25%**
	• Introduction to Information System Development	
	• What is System?	
	• System development strategies	
	• Tools for system Development	
	• System approach to management	
	• An introduction to Information Security(IS)	
	• Importance of IS	
	• Need for IS	
	• Principles of IS	
	• Standards for Information Security Management	

References:
1) Management Information Systems by T.Lucey
2) Management Information Systems (Tenth Edition)
   Kenneth C. Laudon and Jane P. Laudon

Evaluation: Internal (Theory) = 40 Marks   External (Theory) = 60 Mark