

## UGCBCS 601: BUSINESS INFORMATION SYSTEMS (3-1-0)

Credit: 4

Marks: 100 (Theory)

### UNIT –WISE SYLLABUS

- 1 **e-Business Systems:** System and Models; Need for Framework and Models; Work System Framework; Work System Principles; Relationship between Work Systems and Information Systems; Need for Balanced View of a System; Business Operation Through Systems; Phases of Building and Maintaining Systems; Information Technology as Driving Force for Innovations: Greater Miniaturization, Speed and Portability, Greater Connectivity and Continuing Convergence of Computing and Communication Technologies, Greater Use of Digitization and Multimedia, Better Software Techniques and Interface with People; and Obstacles in Applying IT in Real World.
- 2 **Business Processes:** Business Processes; Process Modeling: DFD, Flowcharts and Structured English; Process Characteristics: Degree of Structure, Range of Involvement, Level of Integration, Rhythm, Complexity, Degree of Reliance on Machines etc; Communication and Decision Making; Evaluating Business Process Performance: Activity Rate and Output, Consistency, Productivity, Cycle Time, Downtime and Security; Basic Communication and Decision Making Concepts.
- 3 **Typical Information Systems:** Information System Categories related to Specific Functional Areas of Business, IS Categories applicable Functional Areas; Office Automation Systems; Communication Systems: Teleconferencing, E-Mail, Fax., SMS, Groupware, Internet, Intranets, Extranets, Knowledge Management, and Group Support Systems; Transaction Processing Systems; MIS and Executive Information Systems; Decision Support Systems: Simulation and Optimization, OLAP and Data Mining, Expert Systems.
- 4 **Customer, Product and IT:** Customer's View of Product and services; The Customers' Experience; Evaluating Products and Services – Cost, quality, responsiveness, Reliability and Conformance to standards; Performance Variables of IT – Functional Capabilities and Limitations, Ease of use, Compatibility and Maintainability; Units of Measurement – Amount of Data, Time etc; Overview of Computer systems- Basic Model and types; Approaches of Organizational Computing-Centralized, Personal, Distributed, Networked and Client-Server.

### Text Books

- Alter Steven: Information Systems – The Foundations of E-Business, 4th Ed, Pearson Education

\*Reference Books:

1. Haag & Cummings: Information Systems Essentials, 3ed; Tata McGraw Hill
2. Simha & Magal: Business Information Systems – Analysis and Design and Practice, 6ed, AW
3. Nickeson : Business Information Systems, 2<sup>nd</sup> ed, Prentice Hall of India

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