



Course Title	Management of Information Systems
Course Level	Graduate (M2)
Domain	Management
Language	English
Nb. Face to Face Hours	21 (3hrs. sessions)
E-learning Support	Mycourse No
ECTS	3

Course Title

Management of Information Systems

Professor

Pr. Christophe ELIE-DIT-COSAQUE

Contact Information

Email: christophe.elie-dit-cosaque@dauphine.fr

Language

English

Overview

Globalization, competition among firms, the development of new and powerful tools for processing and sharing information, together transform information management in organizations. In recent years, information systems (IS) evolved rapidly with the emergence of many integrated application suites or methods, and the maturing of Internet technologies (e-mail, intranet, e-commerce, Web 2.0., Cloud Computing, internet of things, etc.).

Managers should acknowledge these changes and develop understanding about how to leverage IS benefits and foster organizational performance. The key questions and issues addressed in this course are the following: What are the implications of information and information management around and within contemporaneous firms? How do information systems (IS) contribute to corporate strategy and strategic advantage? How to manage digital transformations? How is decision making formed about information technology? How do IS change work practices? Why should any company Department care about technologies? How to evaluate the performance and the value of an IS?

Prerequisites

The participants are expected to be knowledgeable of fundamental concepts from strategic management, organizational behavior, and introductory course of IS.

Course Objectives

The purpose of this course is to assist managers in becoming knowledgeable participants in IS strategic decisions. It is intended to provide a foundation of basic concepts relevant to using and managing information for leveraging firms' competitive advantage in a digital and globalized world. It helps forming a critical point of view about how IS will help, hinder, and create opportunities for their organizations. The approach of this course is a managerial, non-technical one.

Learning Outcomes

Upon successful completion of the course, the participant will be able to:

1. Understand the evolution of the IS-related competitive and strategic context of organizations;
2. Understand the opportunities of IS and information management for organizations;
3. Form critical thinking about digital transformation opportunities and its relevance for corporate strategy;
4. To understand how IS can be leveraged in order to contribute to an organization's competitive advantage.
5. Understand how IS can be used to reengineer business processes.

Mode of Assessment

The course comprises lessons, readings and team work. Class attendance is mandatory.

Readings and presentations

Articles (managerial and research articles) and case studies are associated to each class session and will be analyzed/presented. The participants are invited to read the articles / case studies indicated prior the beginning of the class and to present it. They are also expected participate and share their own experience (e.g., during internships, associative work etc.) during the course sessions.

Cases will be relevant, not only for the case they make about a company or so, but also for the concepts they apply. Research articles reflect important organizational and IS research topics and

issues and help better understand the challenges posed by IS. Students are expected to develop critical perspectives with respect to the concepts, so that we can link “with real company life” and business constraints.

Assignments are communicated to the class before its beginning. All the participants should arrive in class prepared to participate in the related discussions.

IS class project

Groups of 3-4 participants will participate in a class project that consists in the examination of a specific IT in an organization. The participants are encouraged to focus on real world cases illustrating the use and management of the IT, its contribution to operations and to organizational strategy. The participant will develop critical thinking about the IT and/or may make innovative suggestions about its management and its integration with organizational processes.

Information sources for completing the project can include interviews with IT users / business managers / project managers, internal or external document analyses, students' own professional experience (prior work positions, internships, etc.), questionnaires (e.g. evaluation of the IT from an end-user perspective) etc. The project will result in a presentation of the selected topic (as a work in progress) and a report of about 15-20 pages. The report is due by the date communicated by the professor. It will be sent as an email attachment. Further instructions about the project will be given during the first class.

Course Schedule

The schedule of the course is as follows.

Topic	Content	Texts and teaching Cases (evolving content)
Topic 1	Introduction to IS: reminders	<ul style="list-style-type: none"> • Reading: The FoxMeyer Drugs' Bankruptcy: Was it a Failure of ERP? (Judy Scott). URL: http://www.uta.edu/faculty/weltman/INSY5375/FoxMeyer.pdf • 6 IT Decisions your IT People Should'nt Make
Topic 2	Harmonizing and Standardizing Business Processes and IT	<ul style="list-style-type: none"> • Continuous Transformation at IBM: Addressing Disruption from New Technologies • Campbell Soup Company: Harmonizing Processes and Empowering Workers. • Building Enterprise Alignment: A case Study, MIS Quarterly Executive, Fonstad, N., Subramani, M., Vol. 8, No. 1, 2009.
Topic 3	Information Systems and digital transformations: IS, Business Transformations and Value Creation	<ul style="list-style-type: none"> • Hummel Case Study • Tesco Case Study • How DBS Bank Pursued a Digital Business Strategy (MISQE, 2016) • Options for Formulating a Digital

		Transformation Strategy (MISQE, 2016)
Topic 4	Social and behavioral Issues of Information Systems in Change Contexts Information Systems and the Work Design: Work Transformations and Collaboration	<ul style="list-style-type: none"> • Beaudry, A. and A. Pinsonneault (2005). "Understanding User Responses to Information Technology: A Coping Model of User Adaptation." <i>Mis Quarterly</i> 29(3): 493-524. • Vaast, E. and G. Walsham (2005). "Representations and Actions: the Transformation of Work Practices with IT Use." <i>Information and Organization</i> 15(1): 65-89.
Topic 5	Governance of the Information Systems Organization	<ul style="list-style-type: none"> • Ethical issues in the big data industry • Effective Information Security Requires a Balance of Social and Technology Factors • Measuring IT performance and communicating value

The participants are expected to be prepared to contribute to class discussion. They should read the cases and article before the beginning of the sessions. Cases will be assigned prior the beginning of classes.

Bibliography

- « *Management Information Systems: Managing the Digital Firm*», 13th Edition, Kenneth C. Laudon, Jane P. Laudon, (2014), Publisher: Prentice Hall.
- “Strategic Management of Information Systems” 4th Edition, Pearson and Saunders (2009).
- Publisher: John Wiley & Sons, Inc.
- Articles indicated by the professor.

MyCourse

This course is on MyCourse: **No**

Grading

The overall grading scale for the course is as follows:

Table 1. Grading		
Evaluation	Grading	Content
Contributions to the dynamics of the class	20 %	<ul style="list-style-type: none"> ▪ Individual contributions and teamwork made in-class. ▪ Class attendance and participation ▪ Presentations (PowerPoint)
IS class project Due date: TBC	30 %	<ul style="list-style-type: none"> ▪ Groups of 3-4 participants ▪ Topics will be assigned during class sessions.
Final exam	50%	<ul style="list-style-type: none"> ▪ Case study ▪ Questions

Overall, the evaluation will check: The quality of contributions during the class (relevance of analyses, critical view, experience sharing, etc.), the quality of the group project (depth of analyses, critical view, quality of information sources, etc.), and the quality of the analyses for the final exam. The participants are encouraged to share their experiences and practices according to the topic of the session.

Academic integrity

Be aware of the rules at Université Paris Dauphine regarding plagiarism and cheating during exams. All work completed for this course must be your own work, or that of your own group. Working as part of a group implies that you are an active participant and that you fully contribute to the output produced by that group.