



## Professional Education Programs

### Course Management of Information Systems (MIS)

**Overview** This course aims at providing the information and skill required to exploit information systems in creating business value and improving business results. Attendees will be able to make sound business decisions relating to information systems (IS), as well as to collaborate with senior managers in IS issues.

**Objectives** In supporting these decisions the course will illustrate:

- The importance of information systems management in modern firms.
- The various types of information systems from both a functional and managerial perspective.
- Major issues relating to enterprise-wide systems and applications (ERP, CRM, Knowledge Management).
- How information systems relate to organizational structures and corporate strategies.
- Key ethical and social issues relating to IT systems.
- Legacy and emerging technologies that are or will be part of corporate IS infrastructures.
- Issues relating to systems development and deployment include management of change.
- Ways to calculate and assess the business value of information systems.

**Who should attend**

- Middle (or even senior-level) managers wishing to improve their IT-related decision making.
- Engineers dealing with Information Systems Management and Organizational tasks.
- IT Project Managers and Systems Analysis pursuing a broader understanding of IT systems in contemporary firms

**Prerequisites**

- No mandatory prerequisites.
- Experience in related fields is recommended.

**Duration** 3 days (6 hours per day)

**Dates** April 26-28, 2010

9:30- 15:30

**Instructor** Dr. J. Soldatos, AIT Associate Professor

**Course outline** Session 1: Information Systems: Organizational and Management Dimensions (4 hours)

- Management Challenges and Information Systems
- Major Enterprise Systems (ESS, DSS, Sales, MIS,...)
- Major Enterprise Applications (ERP, CRM, SCM,...)
- Organizations and Information Systems
- Decision Making and Information Systems
- Information Systems and Business Strategy
- E-Business in the emerging digital firm
- New Business Models and Value Propositions





## Professional Education Programs

- Internet Business Models
- Ethics, Social and Politics Issues – Moral Dimensions
- Responsibility, Accountability, Liability
- Internet and Privacy
- Quality of Life
- Health Issues

### Session 2: Information Technology Infrastructure – Organizational and Management Support Systems (4 hours)

- Managing Hardware and Software Assets
- Primary, Secondary Storage / SAN
- Grid, Autonomic, On-Demand, Utility and Edge Computing
- Types of Software & Middleware
- Managing Enterprise Data
- Multidimensional Data, Data Warehousing and Data Mining
- Databases and Web / Internet
- Telecom Systems – Components & Functions
- LAN, MAN, WAN, Broadband Networks
- Network Convergence and Internetworking
- Intranets & Extranets
- Wireless Internet, M-Commerce
- Security and Control
- Enterprise systems
- Customer Relationship Management Systems
- Knowledge Management
- Artificial Intelligence / Expert Systems
- Environment properties.
- EJB-QL.
- EJB Transactions (ACID properties, transaction models, declarative/ programmatic transactions, ejb isolation, ejb transactional attributes).

### Session 3: Building and Managing Information Systems (4 hours)

- Redesign the Organization based on IS
- IS to Business Plan Linking
- Systems as planned organizational change
- Business Process Re-engineering
- IS and Total Quality Management
- Systems Development
- Lifecycle Processes
- Systems Business Value and Change Management
- IT Investments and Productivity
- IT Change Management
- Managing Complexity and Risk





## Professional Education Programs

**Tuition Fee** Single Participation: 700,00€  
Discount Policy  
Cancellation Policy

**Program Registration** [www.ait.edu.gr/profPrograms/reg\\_form/admission\\_form.asp](http://www.ait.edu.gr/profPrograms/reg_form/admission_form.asp)

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