Management Information Systems and Information Systems Management

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Miguel Mira da Silva

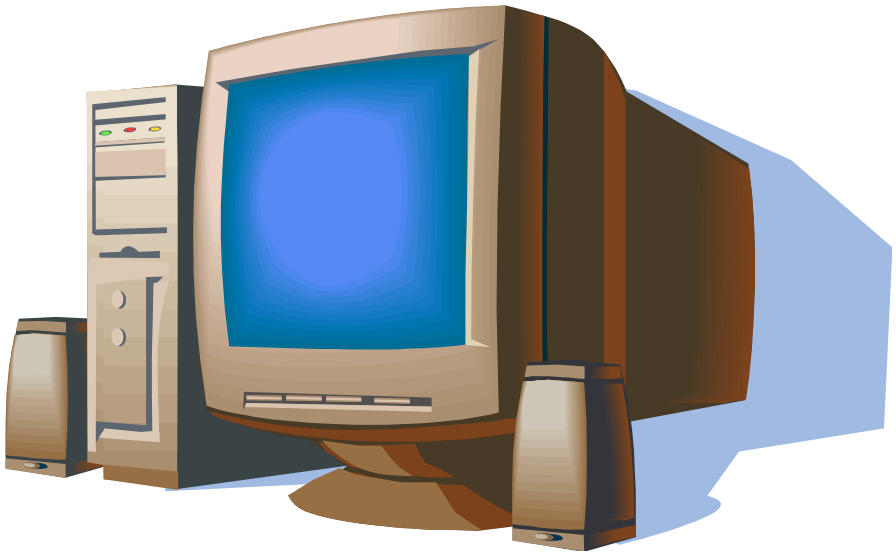
- Instituto Superior Técnico
  - Professor of Information Systems
    - Teaching, research, innovation, training
- INOV – INESC Inovação
  - Director IT Governance
    - Inovation projects with companies
    - Software factory in Leiria

Henry

Manager

Caravel

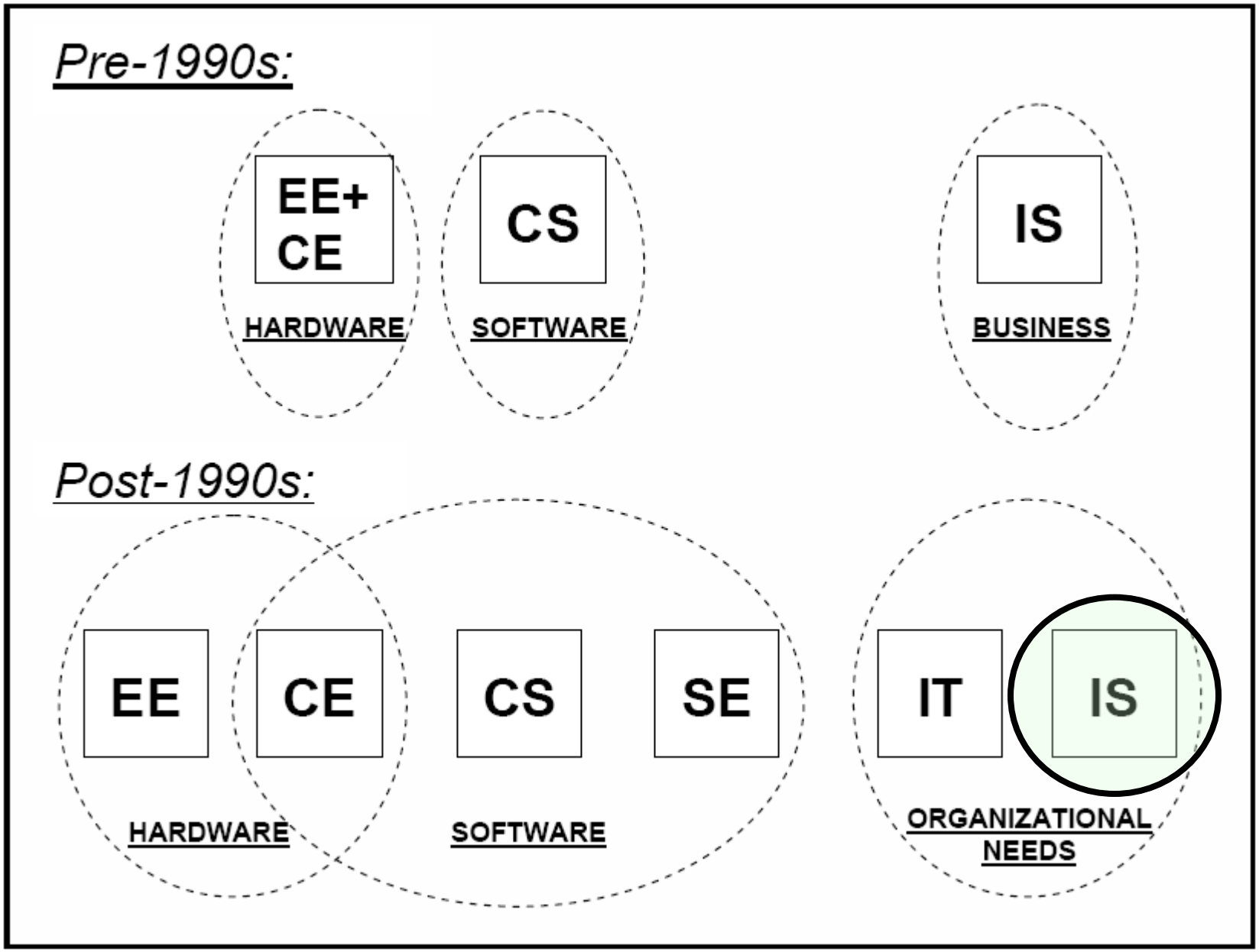
IT

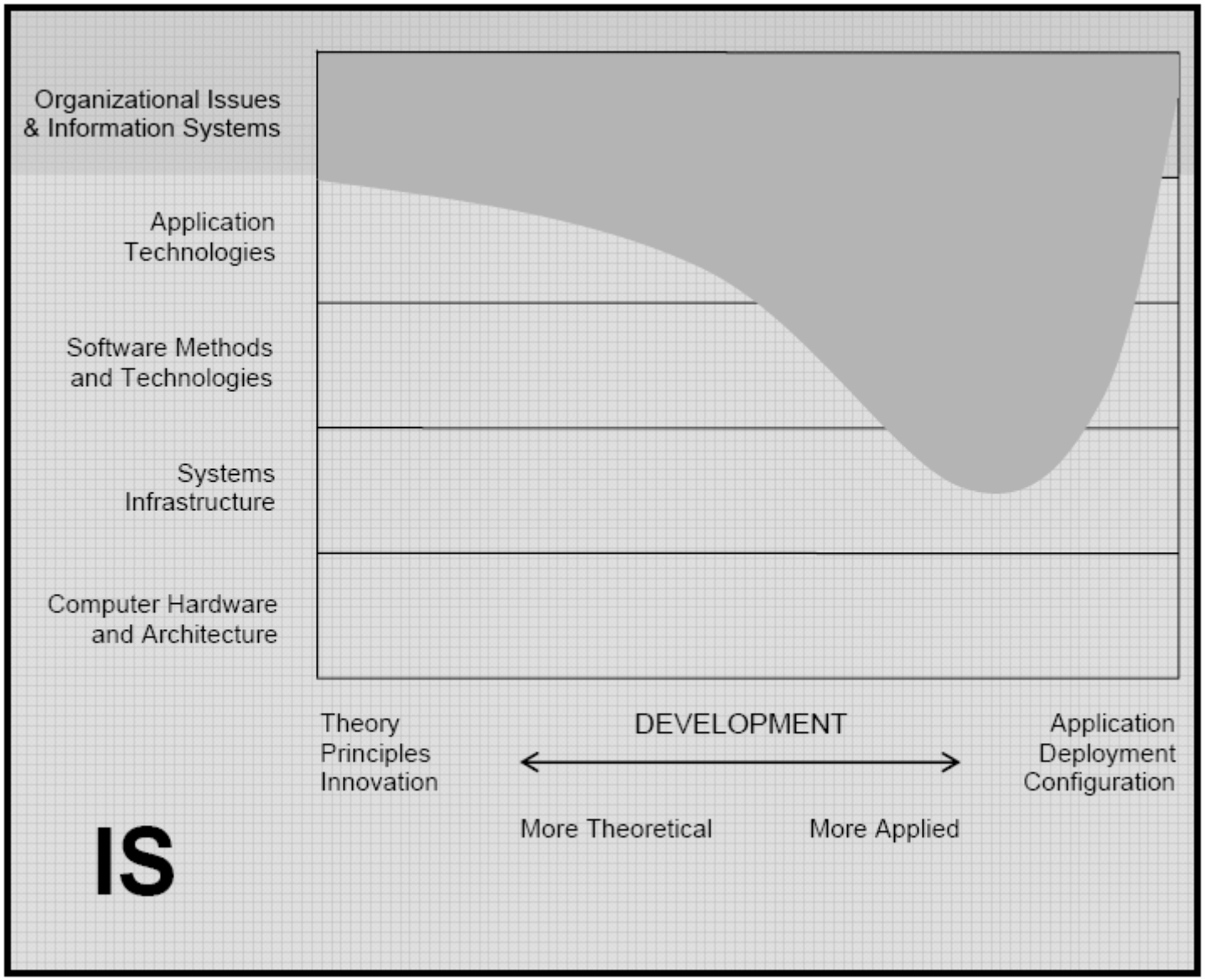


ACM

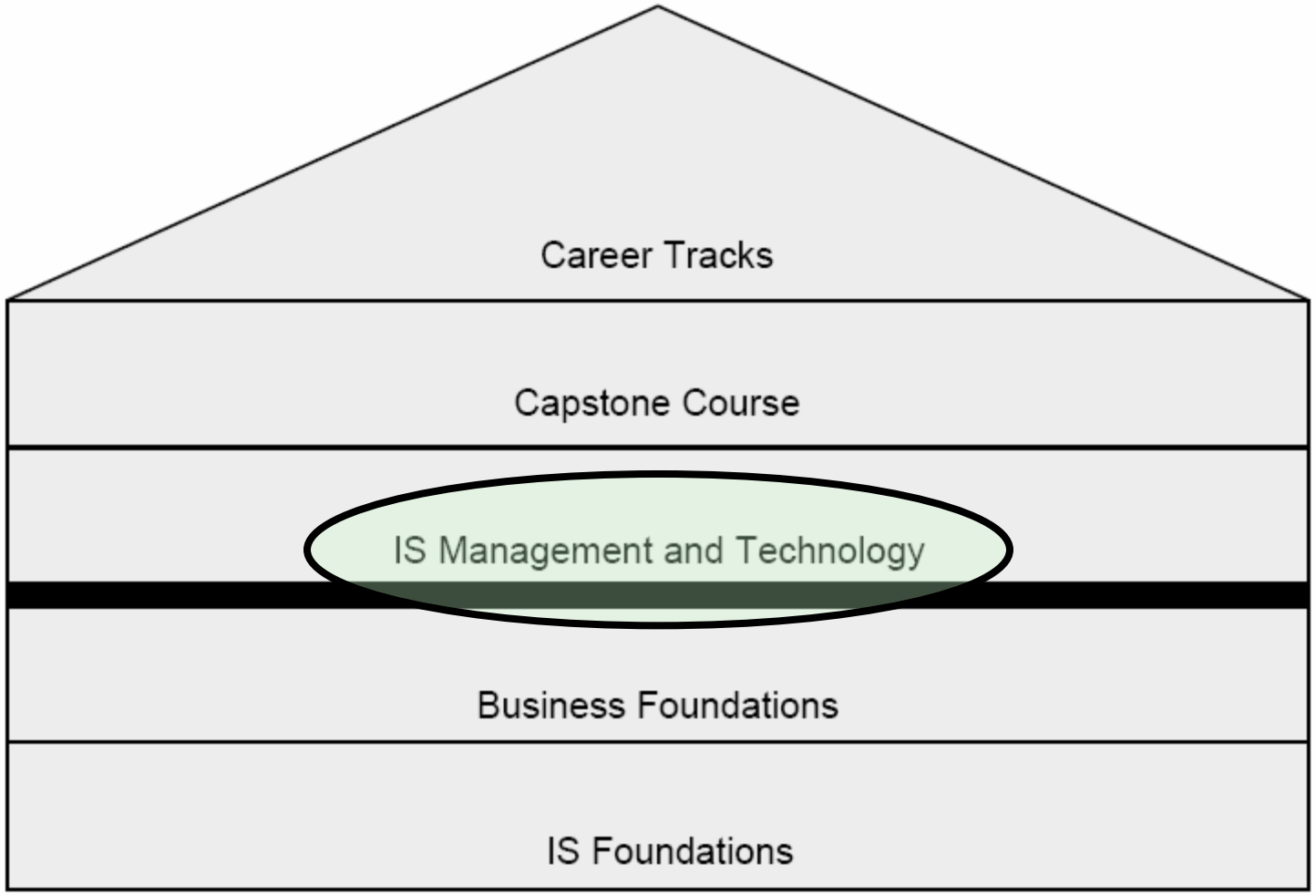
- Computing Curricula 2005
  - Computer Science
  - Computer Engineering
  - **Information Systems**
  - Information Technology
  - Software Engineering

http://www.acm.org/education/curricula-recommendations


Pre-1990s:
EE+ CE
HARDWARE
CS
SOFTWARE
IS
BUSINESS
Post-1990s:
EE
CE
CS
SE
HARDWARE
SOFTWARE
IT
IS
ORGANIZATIONAL NEEDS


Organizational Issues & Information Systems
Application Technologies
Software Methods and Technologies
Systems Infrastructure
Computer Hardware and Architecture
Theory
Principles
Innovation
DEVELOPMENT
Application
Deployment
Configuration
More Theoretical
More Applied
IS

ACM Curriculum
Information Systems



Information Systems Core

IS Technology

- IT Infrastructure (includes networking)
- Analysis, Modeling, and Design
- Enterprise Models – BPM, ERP, CRM, etc.
- Emerging Technologies and Issues

Management IS

IS Management

- Project and Change Management
- Strategy and Policy
- Integrated Capstone
- Implications of Digitization

IS Management

Management Information Systems, Laudon

Organizations, Management, and the Networked Enterprise

1: Information Systems in Global Business Today
2: Global E-Business: How Businesses Use Information Systems
3: Information System, Organizations, and Strategy
4: Ethical and Social Issue in Information Systems

Information Technology Infrastructure

5: IT Infrastructure and Emerging Technologies
6: Foundations of Business Intelligence: Databases and Information Management
7: Telecommunications, the Internet, and Wireless Technology
8: Securing Information Systems

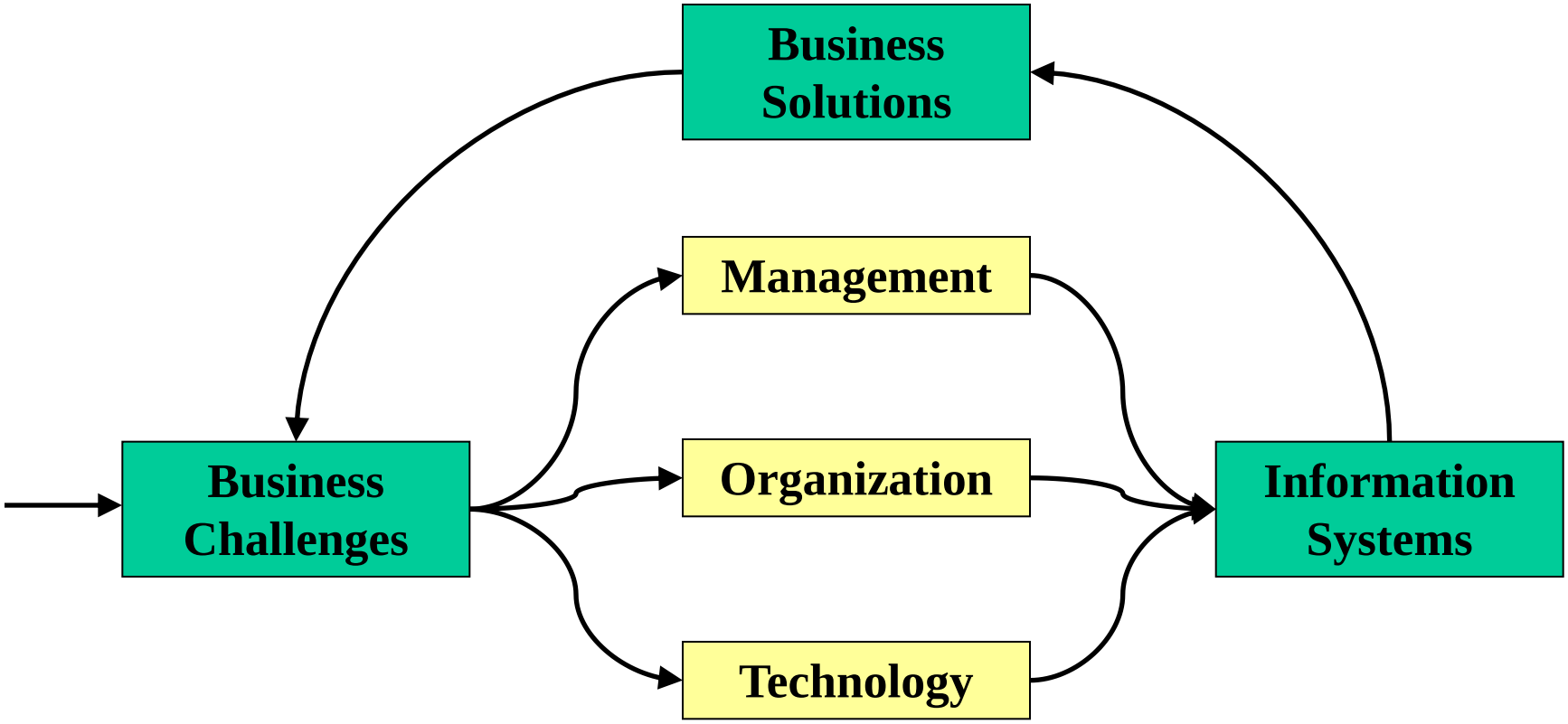
Key System Applications for the Digital Age

9: Achieving Operational Excellence and Customer Intimacy: Enterprise Applications
10: E-Commerce: Digital Markets, Digital Goods
11: Managing Knowledge and Collaboration
12: Enhancing Decision Making

Building and Managing Systems

13: Building Information Systems
14: Managing Projects
15: Managing Global Systems

Framework de Laudon



http://www.pearsonhighered.com/laudon/

Run IT Like A Business

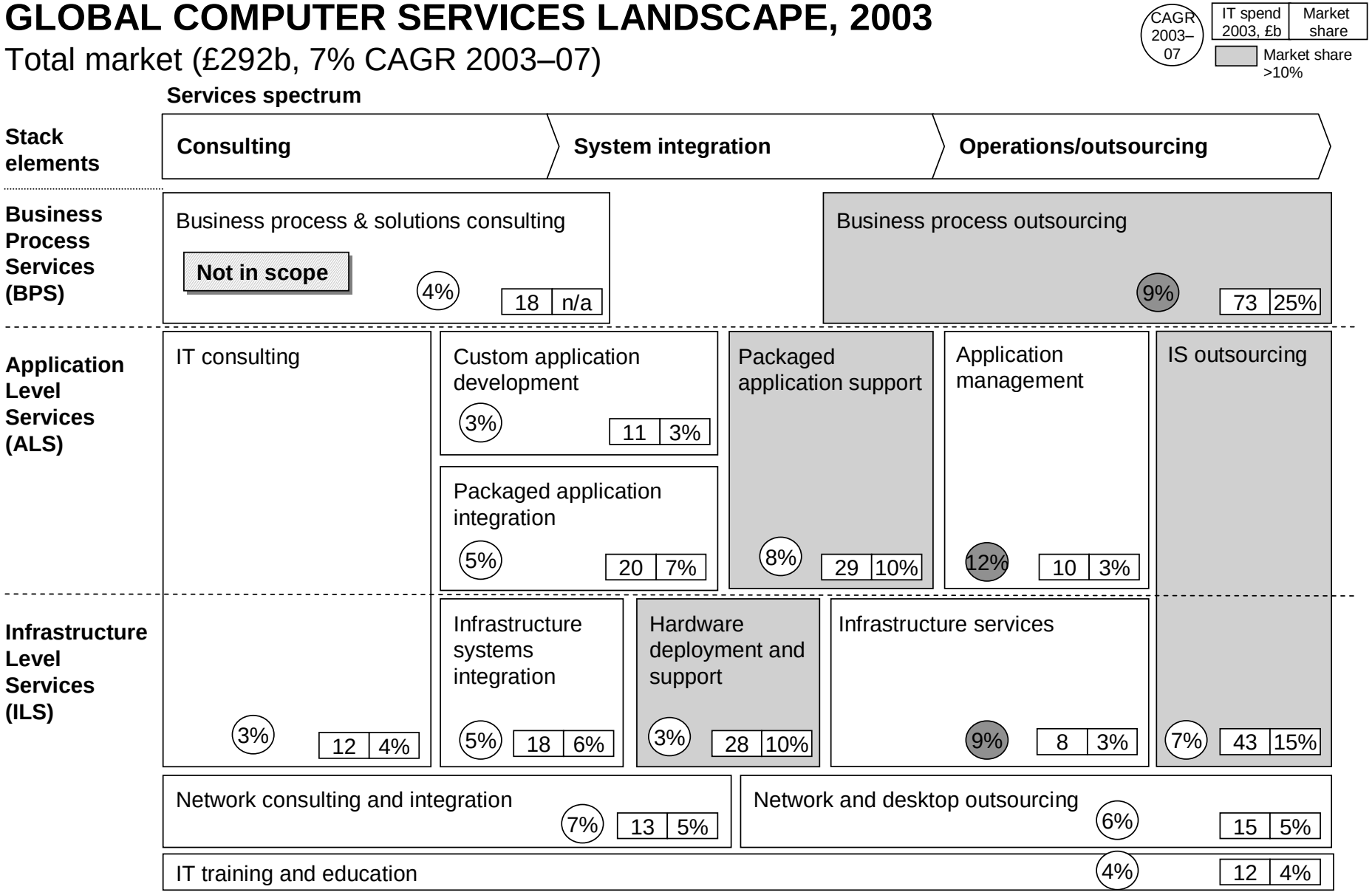
CIO.com, Maio 2004

Exemplo: Service Desk

- IT Crowd: truest moment ever!
  - http://www.youtube.com/watch?v=gt9j80Jkc_A

GLOBAL COMPUTER SERVICES LANDSCAPE, 2003

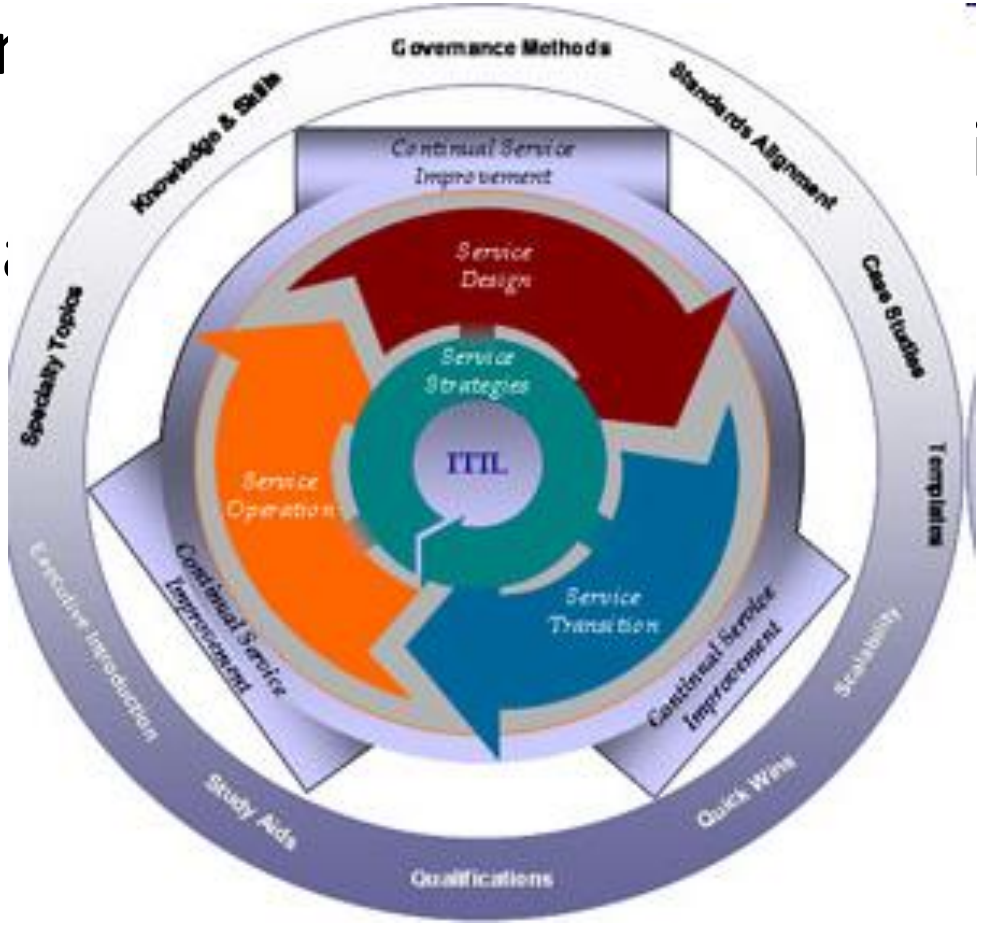
Total market (£292b, 7% CAGR 2003–07)



Source: IDC July 2003; Gartner January 2004 for BPO

Framework ITIL

- Um cor facilitar a provi as de inform



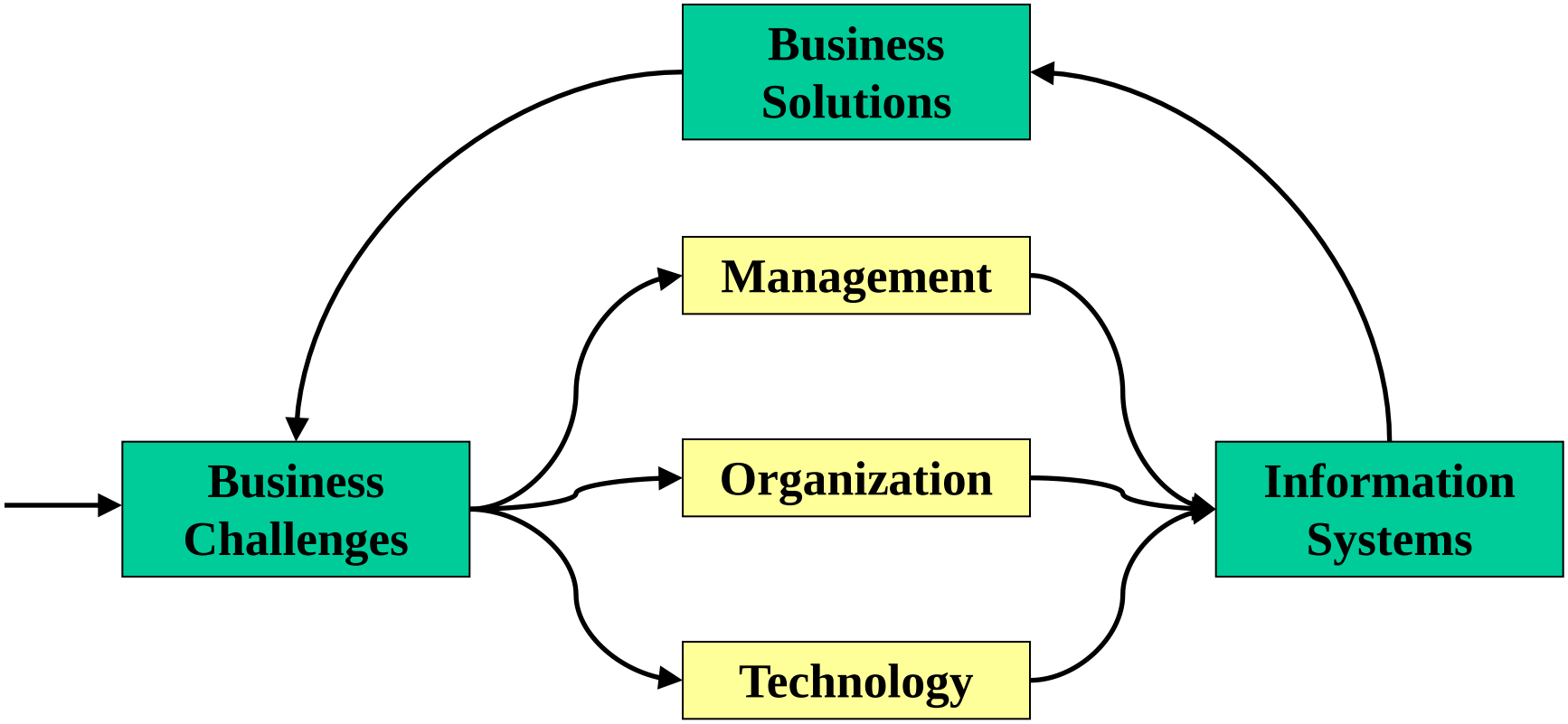
IT Service Example

- Mail Service
  - Benefits
  - Availability - 95% during support hours
  - Operational - 24 hours 7 days a week
  - Service Provided To <XXX>
  - Charging Summary
  - More Information

CHAOS Summary 2009
Standish Group

- This year's results show a marked decrease in project success rates
  - **32% of all projects succeeding** which are delivered on time, on budget, with required features and functions“
  - **44% were challenged** which are late, over budget, and/or with less than the required features and functions
  - **24% failed** which are cancelled prior to completion or delivered and never used

Framework de Laudon



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B-17

Twelve O'Clock High

Twelve O'Clock High

- “You're already dead”
  - http://www.youtube.com/watch?v=yVbnDBBtg3I

Joseph Schumpeter

"capitalist economic systems depend on the creativity of entrepreneurs"