

Contents

Preface to the Second Edition	vii
Preface to the First Edition	ix
	xix
PART I	
Introduction to Management Information Systems	
1. Introduction	3
1.1 Management Information System (MIS): Concept 3 1.2 MIS: Definition 6	
1.3 Role of the Management Information System 7	
1.4 Impact of the Management Information System 8	
1.5 Management Information System and Computer 9	
1.6 Management Information System and Academics 10	
1.7 MIS and the User 11	
Review Questions 12	
2. Role and Importance of Management	14
2.1 Introduction to Management 14	
2.2 Approaches to Management 15 2.3 Functions of the Manager 17	
2.3 Functions of the Manager 17 2.4 Managers and the Environment 18	
2.5 Management as a Control System 20	
2.6 Management by Exception 22	
2.7 MIS: A Support to the Management 23	
Review Questions 25	
3. Process of Management	24
J. Process of Management	26
3.1 Management Effectiveness 26	
3.2 Planning 28	
3.3 Organising 30	
3.4 Staffing 32	
3.5 Coordinating and Directing 33 3.6 Controlling 34	
3.7 MIS: A Tool for Management Process 35	
Review Questions 36	

Organisation Structure and Theory	
4.1 Basic Model of Organisation Structure 37 4.2 Modifications to the Basic Model of Organisation Structure 39 4.3 Organisational Behaviour 42 4.4 Organisation as a System 45 4.5 MIS: Organisation 46 Review Questions 49	3
Strategic Management of Business	50
5.1 The Concept of Corporate Planning 50 5.2 Essentiality of Strategic Planning 52 5.3 Development of the Business Strategies 55 5.4 Types of Strategies 56 5.5 Short-Range Planning 59 5.6 Tools of Planning 61 5.7 MIS: Business Planning 64 Review Questions 67 Exercises (Part I) 68	
PART II	
Decision Making	
	73
6.1 Decision Making Concepts 73 6.2 Decision Methods, Tools and Procedures 76 6.3 Behavioural Concepts in Decision Making 83 6.4 Organisational Decision Making 84 6.5 MIS and Decision Making Concepts 86 Review Questions 87	73
 6.2 Decision Methods, Tools and Procedures 76 6.3 Behavioural Concepts in Decision Making 83 6.4 Organisational Decision Making 84 6.5 MIS and Decision Making Concepts 86 	73
	4.1 Basic Model of Organisation Structure 37 4.2 Modifications to the Basic Model of Organisation Structure 39 4.3 Organisational Behaviour 42 4.4 Organisation as a System 45 4.5 MIS: Organisation 46 Review Questions 49 Strategic Management of Business 5.1 The Concept of Corporate Planning 50 5.2 Essentiality of Strategic Planning 52 5.3 Development of the Business Strategies 55 5.4 Types of Strategies 56 5.5 Short-Range Planning 59 5.6 Tools of Planning 61 5.7 MIS: Business Planning 64 Review Questions 67 Exercises (Part 1) 68 PART II Basics of Management Information Systems

XII

Contents

	Co	ntents xiii
8.	Systems	108
	 8.1 System Concepts 108 8.2 Systems Control 110 8.3 Types of System 113 8.4 Handling System Complexity 116 8.5 Post Implementation Problems in a System 119 8.6 MIS and System Concepts 121 Review Questions 122 	
9.	Systems Analysis and Design	124
	9.1 Introduction 124 9.2 The Need for System Analysis 126 9.3 System Analysis of the Existing System 129 9.4 System Analysis of a New Requirement 130 9.5 System Development Model 133 9.6 Structured Systems Analysis and Design (SSAD) 137 9.7 Computer System Design 140 9.8 MIS and the Systems Analysis 144 Review Questions 146	
10.	Development of MIS	148
	10.1 Development of Long Range Plans of the MIS 148 10.2 Ascertaining the Class of Information 152 10.3 Determining the Information Requirement 157 10.4 Development and Implementation of the MIS 159 10.5 Management of Quality in the MIS 164 10.6 Organisation for Development of the MIS 166 10.7 MIS: The Factors of Success and Failure 167 Review Questions 170	
11.	Choice of Information Technology	171
	11.1 Nature of IT Decision 171 11.2 Strategic Decision 174 11.3 Configuration Design 176 11.4 Evaluation 178 11.5 Information Technology Implementation Plan 181 11.6 Choice of the 'Information Technology' and the 'Management Information System' 184 Review Questions 184 Exercises (Part II) 186	

Applications of Management Information Systems

12.	Appl	ications in Manufacturing Sector	193
	12.1	Introduction 193	
	12.2	Personnel Management (PM) 194	
	12.3	Financial Management (FM) 197	
	12.4	Production Management (PM) 202	
	12.5	Materials Management (MM) 206	
	12.6	Marketing Management (MM) 212	
	12.7	Corporate Overview 216	
	Revie	w Questions 218	
13.	Appl	ications in Service Sector	219
	13.1	Introduction to Service Sector 219	
	13.2	Creating a Distinctive Service 220	
	13.3	MIS Applications in Service Industry 222	
	13.4	MIS: Service Industry 239	
		w Questions 240	
14.	Deci	sion Support Systems	242
	14.1	Decision Support Systems (DSS): Concept and Philosophy 242	
	14.2	DSS: Deterministic Systems 245	
	14.3	Artificial Intelligence (AI) System 264	
	14.4	Knowledge Based Expert System (KBES) 265	
	14.5	MIS and the Role of DSS 269	
	Review	v Questions 270	
15.	Enter	prise Management Systems	271
	15.1	Enterprise Management Systems (EMS) 271	
	15.2	Enterprise Resource Planning (ERP) System 274	
	15.3	ERP Basic Features 283	
	15.4	Benefits of the ERP 286	
	15.5	ERP Selection 287	
	15.6	ERP Implementation 290	
	15.7	EMS and MIS 293	
	Revieu	Questions 294	
	Exercis	ses (Part III) 296	

PART IV Technology in Management Information Systems

16. Technology of Information Systems	303
16.1 Introduction 303 16.2 Data Processing 304 16.3 Transaction Processing 305 16.4 Application Processing 307 16.5 Information System Processing 308 16.6 TQM of Information Systems 310 16.7 Human Factors and User Interface 315 16.8 Real Time Systems and Design 317 16.9 Programming Languages for System Coding 320 16.10 Case Tools and I-Case 322 Review Questions 325	
17. Database Management Systems	326
17.1 Database Concepts 326 17.2 Database Models 331 17.3 Data Models 337 17.4 Database Design 339 17.5 Conceptual Model and Physical Model 347 17.6 Performance Monitoring and Tuning 350 17.7 Security in the Database Environment 351 17.8 RDBMS 353 17.9 MIS and RDBMS 357 Review Questions 358	
18. Object-Oriented Technology (OOT): Conceptual Presentation	360
18.1 Introduction 360 18.2 What is Object Orientation 361 18.3 Object-Oriented Analysis (OOA) 369 18.4 System Development Through OOT: A Use Case Model 371 18.5 Object-Oriented Languages 377 18.6 OOSAD Development Life Cycle 380 18.7 OOT and MIS 396 Review Questions 397	
19. Client-Server Architecture	398
19.1 Introduction 398 19.2 Client-Server Architecture 400	

xvi	Cont	Contents			
	19.3 19.4 Rev	The first this is the strategies 40/			
2	0. Net	hworks	412		
	20.6	Network Topology 413 Features of the Local Area Network 416 Data Communication 419 ATM Technology 421 Examples of Network Usage 421 iew Questions 423			
21	I. Bus	iness Process Re-engineering (BPR)	425		
		Business Process 429 Process Model of the Organisation 432 Value Stream Model of the Organisation 433 What Delays the Business Process? 436 Relevance of Information Technology (IT) 440			
22	. Data	Warehouse: Architecture to Implementation	446		
		Introduction 446 Data in Data Warehouse 449 Architecture of Data Warehouse 454 Data Warehouse Design 457 Justifying the Data Warehouse 459 Organisation and Management of Data Warehouse 461 Implementation of Data Warehouse 464 GIC Mutual Fund: An Illustration 471 w Questions 476			
23.	Elect	ronic Business Technology	477		
	23.3 23.4	Introduction to E-Business 477 Models of E-Business 481 Intranet/Extranet 486 Internet 493			

511

24.		Electronic Payment Systems 504 Security in E-Business 505 MIS and E-Business 508 **V Questions 509 **A Tool for Business Management Internet and Web and Process of Management 511 Strategic Management Under Web 513 Web Enabled Business Management 514
	24.4 24.5 Revie	Application System Architecture in Web 518 MIS in Web Environment 518 w Questions 521
		PART V Case Studies
	2. Mu 3. For 4. Sor 6. Un 7. 8. Al 9. Inf 1. Pro 2. So 4. So 4. So 4. So 7. Sa 9. Mi 2. So 1. Co 1. So 1. So	the Home Finance Ltd 525 thand Limited (MKL) 549 thune Consultants Limited (FCL) 552 tan Medicals (A&B) 558 thern Mopeds Limited (SML) 561 tiversal Foods and Drinks Limited (UFDL) 564 teline Bearings Limited (BBL) 566 licks Kulkarni Combine (KKC) 569 to K Marketing Company (AMC) 573 tormatics Consultants Limited (ICL) 577 temier Automative Services Limited (PAS) 583 lecon Limited (ENL) 586 tubhagya Cosmetics Limited (SCL) 590 tentury Finance Limited (CFL) 592 thyani Motors Limited (KML) 595 telta Sales Corporation (DSC) 599 tesociated Cement & Constructions Limited (ACCL) 605 tational Institute of Research & Studies (NIRS) 608 tultitec Engineers Limited (MEL) 611 tentral Finance & Reconstruction Company (CFRC) 62 turable Financing Limited (DFL) 622 A-OpenROAD 625 A-OpenIngres 631 tright Paints Limited (BPL) 640 fachine Tool Tensile Limited (MTTL) 644

30. On the RDBMS	estment Power Company 655	
Appendix 1: Internet I Appendix 2: Knowled Appendix 3: Lab Exer Glossary Bibliography Index	lge Management	680 687 698 702 718 721
		Card Card Card Card Card Card Card Card