

COURSE OUTLINE

(1) GENERAL

SCHOOL	ECONOMICS AND POLITICAL STUDIES		
ACADEMIC UNIT	DEPARTMENT OF ECONOMICS		
LEVEL OF STUDIES	UNDERGRADUATE STUDIES PROGRAM		
COURSE CODE	CSC403	SEMESTER	8th
COURSE TITLE	BUSINESS INFORMATION SYSTEMS		
INDEPENDENT TEACHING ACTIVITIES <i>if credits are awarded for separate components of the course, e.g. lectures, laboratory exercises, etc. If the credits are awarded for the whole of the course, give the weekly teaching hours and the total credits</i>		WEEKLY TEACHING HOURS	CREDITS
Lectures		3	3
Laboratory lessons		3	4
Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (d).		6	7
COURSE TYPE <i>general background, special background, specialised general knowledge, skills development</i>	Special background		
PREREQUISITE COURSES:	CSC201 - Introduction to Computer Science and Information Processing		
LANGUAGE OF INSTRUCTION and EXAMINATIONS:	Greek		
IS THE COURSE OFFERED TO ERASMUS STUDENTS	No		
COURSE WEBSITE (URL)	https://eclass.uoa.gr/courses/ECON571/		

(2) LEARNING OUTCOMES

Learning outcomes

The course learning outcomes, specific knowledge, skills and competences of an appropriate level, which the students will acquire with the successful completion of the course are described.

Consult Appendix A

- Description of the level of learning outcomes for each qualifications cycle, according to the Qualifications Framework of the European Higher Education Area
- Descriptors for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and Appendix B
- Guidelines for writing Learning Outcomes

After successfully completing the course, the students will be able to:

- Know what an Information System (IS) is, what are the basic components of Information Systems, what are their functions and how they relate to business activities.
- Know the technological background required to support an IS.
- Describe how administrative, organizational and technological elements are interrelated.
- Understand issues related to Supply Chain Management, Customer Relationship Management, Enterprise Systems and Enterprise-wide Services.
- Describe the use of Knowledge Management Systems for the retrieval, distribution and application of organizational knowledge to achieve improved organizational performance and management decision-making.

- Explain the business value of Information Systems, the competitive advantage that Information Systems provide to an organization and the necessity of their strategic exploitation to improve the organization's performance and decision-making process.
- Know different types of IS and innovative technologies such as Semantic Web, Web services and Enterprise Application Integration and Business Process Management.
- Design business process models and E-Commerce projects
- Become familiar with the Joomla Content Management System through laboratory courses and use it for website development.

General Competences

Taking into consideration the general competences that the degree-holder must acquire (as these appear in the Diploma Supplement and appear below), at which of the following does the course aim?

Search for, analysis and synthesis of data and information, with the use of the necessary technology
Adapting to new situations
Decision-making
Working independently
Team work
Working in an international environment
Working in an interdisciplinary environment
Production of new research ideas

Project planning and management
Respect for difference and multiculturalism
Respect for the natural environment
Showing social, professional and ethical responsibility and sensitivity to gender issues
Criticism and self-criticism
Production of free, creative and inductive thinking
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Others...
.....

Search for, analysis and synthesis of data and information, with the use of the necessary technology

Decision-making

Autonomous work

Production of new research ideas

Promotion of free, creative and inductive thinking

(3) SYLLABUS

1. Introduction to Information Systems (IS): Definition of IS and their important role for businesses.
2. Basic components of IS. Types of IS, functionality within and between organizations.
3. Information flow and information usage for business management. Correlation between IS concepts and business issues. Business process redesign using IS.
4. IS and business strategy. Information systems as competitive weapons.
5. Data and knowledge management: databases, data mining and knowledge management (Knowledge Management Systems), data warehouses and data stores.
6. IS usage to support functional and management activities (Decision Support Systems - DSS, Management Information Systems - MIS, knowledge mining, customer service systems). Strategic exploitation of IS for management.
7. Supply Chain Management, Customer Relationship Management, Enterprise Systems, Enterprise-wide Services.

8. The changing role of IS in organizations. Business value of IS and change management. Developing an IS and business reorganization.
9. Ethical and social issues in digital business.
10. Telecommunications and networks: Features of a modern corporate telecommunications system. Applications for e-business, e-commerce, and mobile commerce (m-commerce).
11. Innovative technologies: Semantic Web, Web services and Enterprise Application Integration, Business Process Management.

Laboratory Courses: The course "CSC403 Business Information Systems" is accompanied by "LAB403". Students are divided into groups for mandatory laboratory training regarding website development in the Joomla Content Management System and the HTML language.

(4) TEACHING and LEARNING METHODS - EVALUATION

DELIVERY <i>Face-to-face, Distance learning, etc.</i>	Face-to-face																							
USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY <i>Use of ICT in teaching, laboratory education, communication with students</i>	Use of projector and interactive whiteboard in teaching. Use of e-class platform for posting learning material and announcements. Use of email to communicate with students. Joomla CMS environment in laboratory courses																							
TEACHING METHODS <i>The manner and methods of teaching are described in detail.</i> <i>Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, placements, clinical practice, art workshop, interactive teaching, educational visits, project, essay writing, artistic creativity, etc.</i> <i>The student's study hours for each learning activity are given as well as the hours of non-directed study according to the principles of the ECTS</i>	<table><tr><th>Activity</th><th>Semester workload</th></tr><tr><td>Lectures</td><td>39</td></tr><tr><td>Laboratory practice</td><td>33</td></tr><tr><td>Website preparation</td><td>35</td></tr><tr><td>Study and analysis of bibliography</td><td>68</td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td>Course total</td><td>175</td></tr></table>		Activity	Semester workload	Lectures	39	Laboratory practice	33	Website preparation	35	Study and analysis of bibliography	68											Course total	175
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STUDENT PERFORMANCE EVALUATION <i>Description of the evaluation procedure</i> <i>Language of evaluation, methods of evaluation, summative or conclusive, multiple choice questionnaires, short-answer questions, open-ended questions, problem solving, written work, essay/report, oral examination, public presentation, laboratory work, clinical examination of patient, art interpretation, other</i>	The course evaluation is done in the Greek language. 1. Final written exam (80%), which includes a combination of questions: - short answer - problem solving																							

Specifically-defined evaluation criteria are given, and if and where they are accessible to students.	- multiple choice - knowledge organization and synthesis 2. Website in the Joomla environment (20%) The evaluation criteria are made known in the first lecture and are posted on the course's e-class electronic platform.
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(5) ATTACHED BIBLIOGRAPHY

- Suggested bibliography:

1. Πληροφοριακά Συστήματα, 10η Έκδοση Έκδοση: 10η/2025. Συγγραφείς: Valacich Joseph, George Joey. Πετράκη Ευαγγελία, Τιάκας Ελευθέριος (Επιστ. Επιμέλεια). ΕΚΔΟΣΕΙΣ Α. ΤΖΙΟΛΑ & ΥΙΟΙ Α.Ε, 2025
2. Πληροφοριακά Συστήματα Διοίκησης, Συγγραφείς: Wallace Patricia (Συγγρ.) - Χατζόγλου Πρόδρομος, Τσιάκης Θεοδόσιος (Επιμ.). Έκδοση: 2η έκδ./2022. ΕΚΔΟΣΕΙΣ ΚΡΙΤΙΚΗ ΑΝΩΝΥΜΗ ΕΤΑΙΡΕΙΑ ΕΠΙΣΤΗΜΟΝΙΚΩΝ ΛΟΓΟΤΕΧΝΙΚΩΝ ΚΑΙ ΚΑΛΛΙΤΕΧΝΙΚΩΝ ΕΚΔΟΣΕΩΝ
3. Πληροφοριακά Συστήματα Διοίκησης, Συγγραφείς: KENNETH C. LAUDON, JANE P. LAUDON. Έκδοση: 14η Αμερικανική/2021. ΕΚΔΟΣΕΙΣ ΚΛΕΙΔΑΡΙΘΜΟΣ ΕΠΕ

For Joomla lab:

1. Μαθαίνετε εύκολα Joomla! 4.x, Κ. Ξαρχάκος - Μ. Μαρκατσέλας
2. Οπτικός Οδηγός του Ελληνικού JOOMLA, Derr Marni, Symes Tanya, Χ. ΓΚΙΟΥΡΔΑ & ΣΙΑ ΕΕ
3. ΗΛΕΚΤΡΟΝΙΚΟ ΕΜΠΟΡΙΟ ΚΑΙ ΕΦΑΡΜΟΓΕΣ ΔΙΑΔΙΚΤΥΟΥ (2η έκδοση), ΒΑΛΣΑΜΙΔΗΣ ΣΤΑΥΡΟΣ, ΚΑΖΑΝΙΔΗΣ ΙΩΑΝΝΗΣ, ΕΚΔΟΣΕΙΣ ΔΙΣΙΓΜΑ ΙΚΕ

- Related academic journals:

Information Systems Journal, Elsevier

Journal of Intelligent Information Systems, Springer

International Journal of Information Management, Elsevier