UNIVERSITY OF MYSORE

D0S IN COMMERECE

CHOICE BASED CREDIT SYSTEM-2011-2012

MBI TECH COURSE STRUCTURE AND SYLLABUS

MINIMUM CREDITS REQUIRED FOR MBI TECH DEGREE

I to IV Semesters	HARD CORE COURSE		SOFT CORE COURSE		OPEN ELECTIVE COURSE		TOTAL	
	Numbers	Credits	Numbers	Credits	Numbers	Credits	Numbers	Credits
	11	48	5	20	2	8	18	76

MINIMUM CREDITS TO BE REGISTERED BY A STUDENT IN A NORMAL PHASE TO SUCESSFULLY COMPLETE M.B.I.TECH. DEGREE IN FOUR SEMESTERS

Semesters	HARD CORE COURSE		SOFT CORE COURSE		OPEN ELECTIVE COURSE		TOTAL	
	Numbers	Credits	Numbers	Credits	Numbers	Credits	Numbers	Credits
I	4	16	1	4	-	-	5	20
II	3	12	1	4	1	4	5	20
III	2	08	2	8	1	4	5	20
IV	2	12	1	4	-	-	3	16
TOTAL	11	48	5	20	2	8	18	76

MINIMUM CREDITS TO BE REGISTERED BY A STUDENT IN A NORMAL PHASE TO SUCESSFULLY COMPLETE M.B.I.TECH. DEGREE IN ODD AND EVEN SEMESTERS

Semesters	HARD CORE COURSE		SOFT CORE COURSE		OPEN ELECTIVE COURSE		TOTAL	
	Numbers	Credits	Numbers	Credits	Numbers	Credits	Numbers	Credits
ODD	6	24	3	12	1	4	10	40
EVEN	5	24	2	08	1	4	08	36
TOTAL	11	48	5	20	2	8	18	76

ODD SEMESTERS- MBI TECH

Sl. No.	Title of the Course	Hard Core/ Soft Core/ Open Elective	Number of Credits			
			L	T	P	Total
HC01	Financial Management	HC	3	1	0	4
HC02	Foundations of Information Systems and Technology	HC	3	1	0	4
HC03	Industrial and Business Management	HC	3	1	0	4
HC04	Organizational Behavior	SC	3	1	0	4
HC05	Business Process Outsourcing and Virtual Enterprise Management	HC	3	1	0	4
HC06	Business Research Methods	HC	3	1	0	4
SC01	Business Policy and Environment	SC	3	1	0	4
SC02	Statistics for Business Decisions	SC	3	1	0	4
SC03	Enterprise Resource Planning	SC	2	1	1	4
SC04	Total Quality Management	SC	3	1	0	4
SC05	Elective Group A: Banking Technology Paper-1 - Banking Technology	SC	2	1	1	4
SC06	Elective Group B: Global Information Technology Management Paper-1-. Global Information Management	SC	2	1	1	4
OE01	Personal Financial Planning	OE	3	1	0	4

EVEN SEMESTER M.B.I. (TECH)

Sl. No.	Title of the Course	Hard Core/ Soft Core/ Open Elective	Number of Credits			
			L	T	P	Total
HC01	Advanced Programming Concepts	HC	2	1	1	4
HC02	Data Warehousing and Business Intelligence System	HC	2	1	1	4
HC03	Software Management	HC	3	1	0	4
HC04	Internet Technology and E-Commerce	SC	2	1	1	4
HC05	Major Project Work	HC	0	2	6	8
SC01	Capital Market Instruments	SC	3	1	0	4
SC02	Strategic Management	SC	3	1	0	4
SC03	Elective Group A: Banking Technology Paper-2: Banking and E-security	SC	2	1	1	4
SC04	Elective Group B: Global Information Technology Management Paper-2: Knowledge Management: Technologies and Practices	SC	2	1	1	4
OE01	Retail Banking	OE	3	1	0	4
OE02	Financial Accounting	OE	3	1	0	4

Elective Groups:

Any one *group* from the available electives shall be selected by a student at the commencement of III Semester. Once a group has been selected, no change in the selected group will be allowed later. The Department will announce at the end of the second semester, any one or more elective groups which will be offered during III and IV semesters depending upon the availability of faculty members and the demand for electives.

Major Project Work:

A student in the fourth semester shall register for a Major Project Work which carries 8 credits. The guide for the Major Project Work shall be allotted to the students in the third semester. Work load for Major Project Work tutorial class is 2 hours per batch of 8 students per week for the teacher. The student shall do field work and library work in the remaining 6 hours per week. Continuous assessment criteria for major project work include:

Component-I(C_1): Periodic Progress and Progress Reports (25%)

Component- II (C_2): Results of Work and Draft Report (25%)

Component-III (C3): Final Viva-voce and evaluation (50%). The report evaluation is for 30% and the Viva –Voce examination is for 20%

Continuous Assessment:

Continuous assessment shall be conducted by the course teacher for the course he/she is teaching according to the following schedule

C_1					
Week	2^{nd}	4^{th}	6^{th}	8^{th}	Total
Marks	10	15	10	15	50

50% of the marks scored out of 50 marks assessed is the marks of C_1

C_2					
Week	10^{th}	12^{th}	14^{th}	16^{th}	Total
Marks	10	15	10	15	50

50% of the marks scored out of 50 marks assessed is the marks of C_2

Continuous Assessment Criteria:

Continuous Assessment Criteria shall be decided by the course teacher at the beginning of the semester and shall be informed to the students in advance. Continuous Assessment Criteria include the following:

Case study design, analysis and presentation; assignment writing; seminar presentation, group discussion and panel discussion on contemporary issues; review of research articles and its presentation; review of reports submitted by committees, expert groups to RBI, SEBI, Government etc; Review of implementation of regulations and guidelines issued by regulatory agencies; reading and analysis of annual reports , exercise problem solving, tests and any other criterion to be chosen by the course teacher.

MBI (TECH) SYLLABUS

HC01: FINANCIAL MANAGEMENT

1. Course Description:

Financial management is a functional area in general management. This subject is focusing on introduction, scope and importance of financial management, investment decisions, capital structure decisions, dividend decisions and working capital management.

2. Course Objectives:

Candidates will be able to understand financial management concepts and its important functions taking into account other relevant financial issues.

3. Pedagogy:

Students must work out assigned individual topics, present seminars and participate in case studies or group discussions.

4. Course Contents:

Module 1: Introduction, Scope, Objectives and functions of Financial Management - Role of Financial Management in the organization - Risk-Return relationship- Time value of money concepts

Module 2: Investment decisions; importance, and its scope, determining cash flows, Appraisal criteria for investment decisions, Conflict in criteria for evaluation – Capital Rationing. Risk analysis in investment decisions and investment decisions under uncertainty

Module 3: Capital Structure decisions – determinants of capital structure - financial and operating leverages - capital structure theories-NI, NOI, traditional and M-M theories; EBIT -EPS Analysis - Cost of Capital - Computation for each source of finance - weighted average cost of capital – weighted marginal cost of capital – case study.

Module 4: Dividend decisions - Determinants of dividend policy – types of dividends - dividend models – Walter's model – Gordon's model – Modigliani and Miller's model - Working Capital – meaning, need, determinants; estimation of working capital need; management of cash; inventory management; receivable management.

References:

1. Pandey, I.M. financial Management, Vikas Publishing House, New Delhi.
2. Khan M.Y. and Jain P.K. Financial Management, Tata McGraw Hill, New Delhi.
3. Kishore, R., Financial Management, Taxmans Publishing House, New Delhi.
4. Chandra, Prasanna; Financial Management TMH, New Delhi.
5. Horn, Van; Financial management and Policy, Prentice Hall of India.
6. Brigaham & Houston, Fundamentals of Financial Management, Thomson Learning, Bombay.
7. Richard Brealey and Stewart Myers, Principles of Corporate Finance, Tata McGraw Hill, 2000.
8. 5. V K Bhalla, Financial Management and Policy: Text and Cases, Annual Publishers, 2002.

HC02: FOUNDATIONS OF INFORMATION SYSTEMS AND TECHNOLOGY

1. **Course Description:** This course provides the coverage of computer hardware, software , importance of information system and business reengineering

2. Course Objectives: To Explain

a. the relationships among management, information, and systems;
b. the relationship between a manager's need for information and his/her position in the organization;
c. how hardware, software, data, people, and procedures are combined to form an information system;
d. how information technology can be used by a business organization to gain a competitive advantage; and
e. Why knowledge of information systems is crucial to anyone who plans a career in business.

To Understand

f. the evolution of computer-based information systems;
g. basic computer hardware, software, and data concepts;
h. the types of information systems that are needed to support the various levels of a business enterprise; and
i. The process of analyzing, designing, and developing an information system.

3. Pedagogy:

Lectures, presentation (individual and group) case analysis and computer practical sessions and E-assignments.

4. Course Contents:

Module 1: Information Technology – 1: Computer Hardware-Computer System Concept-Computer Peripherals-Input-Output and Storage Technologies-Case Studies.

Module 2: Information Technology-2: Computer Software-System Software-Operating Systems-Network Management Systems-Database Management Systems-Programming Language-Programming Packages-Case Studies.

Module 3: Introduction – Importance of Information Systems-A Global Information Society-Fundamental Roles of Information Systems-Business Process Reengineering-Case Studies.

Module 4: Fundamentals of Information Systems: System Concepts-Components of an Information Systems-Information Systems Resources and Activities-Recognizing Information Systems-Case Studies. Overview of Information Systems: A Expanding Roles of Information Systems-Corporations Support Systems-Transactions Processing-Process control and Enterprise Collaboration System-Management Support System-DSS and EIS-Expert Systems-Knowledge Management System-Strategic Information Systems-Case Studies.

References:

1. Management Information Systems by James O'Brean (Galgotia)
2. Laudon, Kenneth C., and Jane P. Laudon. 2007. Management Information Systems: Managing the Digital Firm, 10th
3. Edition, Upper Saddle River, New Jersey: Prentice-Hall, Incorporated. ISBN: 0132337746.
4. Information Technology for Management by Henry Lucas (Mc Graw Hill)
5. Corporate Information Systems Management by Applegate, Mcfarlan & Makenny (Mc Graw Hill)
6. E-Commerce by C.S.V. Murthy (Himalaya Publishing House)
7. Carol V. Brown, Daniel W. DeHayes, Jeffrey A. Hoffer, Martin, E. Wainright, and William C. Perkins. 2008. Managing Information Technology, 6th edition. Upper Saddle River, New Jersey: Prentice-Hall, Incorporated.
8. Turban, Efraim, Ephraim McLean, and James Wetherbe. 2007. Information Technology for Management: Transforming Organizations in the Digital Economy. New York, New York: John Wiley & Sons.

HC03: INDUSTRIAL AND BUSINESS MANAGEMENT

1. Course description:

Industrial and business management is base course in management. This subject is focusing on concept, nature, process of management and the major functions like planning, organizing, motivating, leading and controlling

2. Course objectives:

Candidates will be able to understand basic management concepts and its important functions taking into account other relevant management issues.

3. Pedagogy:

Students must work out assigned individual topics, present seminars and participate in case studies or group discussions.

4. Course contents:

Module 1: **Introduction**: Concept, nature, process and significance of management; Managerial levels, skills, functions and roles; Management vs. Administration; Coordination as essence of management; Development of management thought: classical, neo-classical, behavioral, systems and contingency approaches.

Module 2: **Planning**: Nature, scope and objectives of planning; Types of plans; Planning process: Business forecasting; MBO; Concept, types, process and techniques of decision-making; Bounded Rationality.

Module 3: **Organizing**: Concept, nature, process and significance; Principles of an organization: Span of Control; Departmentation; Types of an organization; Authority-Responsibility; Delegation and Decentralization; Formal and Informal Organization. Staffing: Concept, Nature and Importance of Staffing.

Module 4: **Motivating and Leading**: Nature and Importance of motivation; Types of motivation: Theories of motivation-Maslow, Herzberg, X, Y and Z; Leadership – meaning and importance; Traits of a leader; Leadership Styles – Likert's Systems of Management, Tannenbaum & Schmidt Model and Managerial Grid. Controlling: Nature and Scope of control; Types of Control; Control process; Control techniques – traditional and modern; Effective Control System.

References:

1. Stoner, Freeman and Gilbert Jr.; Management, Prentice Hall of India, New Delhi, 2003.
2. Gupta, C.B.; Management Concepts and Practices, Sultan Chand and Sons, New Delhi, 2003.
3. Koontz. O Donnel and Weirich-"Management", Tata McGraw Hill Publishing Company, New Delhi, 2001.
4. R.K.Chopra-"Principles&Pracitices of Management", Sun India Publication.

HC04- ORGANIZATIONAL BEHAVIOUR

1. **Course description:** This course provides the coverage of scope of OB, different contributing discipline to OB, foundational of individual behavior, motivational theories and foundations of group behavior

2. Course Objective:

The objective of this course is to provide the student the knowledge about organizations, their constitution and the behaviour of people in organizations.

2. Pedagogy:

Teaching method comprises of lecture sessions and tutorials. Lecture sessions focus on providing conceptual understanding and analytical setting for select aspects of the course content.

3. Course Contents

Module1: Introduction: Meaning-Definitions and scope of organizational behaviour-people- Organizational structure-technology and environment-OB as a Behavioral science-Contributing Discipline to OB-Psychology-Sociology-social psychology-Anthropology-Political science-OB and Management-Comparative roles in organization-Case studies.

Module 2: Foundations of Individual Behaviour: Biological Characteristics-Age-Sex-Marital Status-Number of Dependents-Tenure-Ability-Intellectual Abilities-Physical Abilities-The Ability-Job fit personality-personality determinants-Personality Traits-Major Personality Attributes influencing OB-Matching personality and Jobs-learning –Theories of learning shaping-Values, attitudes, and Job satisfaction: Importance of Values-Sources of Value system-Sources and types of Attitudes-case studies.

Module 3: Motivation: The concept of Motivation-Early Theories of Motivation-Hierarchy of Needs theory-theory X and Theory Y-Hygiene theory-contemporary theories of motivation-ERG Theory-three needs theory-cognitive evaluation theory and others –case studies.

Module 4: Foundation of group behaviour: Defining and classifying groups-group process-group tasks-cohesive groups-group dynamics-leadership-nature and importance-functions-styles-communications-nature and types-effective communication-Roles of Formal and informal communication-Conflict management-The process of conflict-types of conflict-functional and dysfunctional conflict-resolution of conflict-case studies.

References:

1. Organizational Behaviour: Concept, Theory and Practice-Nirmal Singh
2. Organizational Behaviour - Fred Luthans
3. Organization Theory and Behaviour - V S P Rao and PS Narayana
4. Organizational Behaviour - Niraj Kumar
5. Organizational Behaviour – K. Aswathappa
6. Management of organisational change –Harigopal

HC05: BUSINESS PROCESS OUTSOURCING AND VIRTUAL ENTERPRISE MANAGEMENT

1. Course Description:

Business process outsourcing and virtual enterprise management is very important to study in the management course. This subject is focusing on BPO, political and social issues of BPO and the concept of virtual enterprises.

2. Course Objectives:

Candidates will be able to understand BPO and its importance with respect to virtual enterprise and taking into account other relevant related issues.

3. Pedagogy:

Students must work out assigned individual topics, present seminars and participate in case studies or group discussions.

4. Course Contents:

Module 1: **Business Process Outsourcing:** Meaning, scope and importance - Methodologies - Transition Management - BPO Best Practices -Case Studies.

Module 2: **BPO Political and Social Issues:** BPO Social Issues - BPO Political Issues - Outsourcing And Cultural Differences - Job loss due to BPO - BPO helping Economic development -Case Studies. - BPO Jobs - Making a Career in Outsourcing -Case Studies.

Module 3: **BPO News and Media:** BPO News Clips - BPO Press Releases - BPO Links - BPO Certifications-Case Studies.

Module 4: **Virtual Enterprise Management**: Meaning, scope and importance - Virtual Funding and venture capital-Case Studies.

References:

1. Architectural support for the advanced virtual enterprise - H. T. Goranson

2. Determining the anatomy of business systems for a virtual enterprise Ronald C. Beckett

3. Elements of a base VE infrastructure - Luis M. Camarinha-Matos, Hamideh Afsarmanesh

4. A planning and management infrastructure for large, complex, distributed

5. projects: beyond ERP and SCM - George L. Kovács, Paolo Paganelli

6. Virtual Reality Systems for Business by Robert J Thierauf

7. Strategic Outsourcing: A Structured Approach to Outsourcing Decisions and Initiatives by Maurice F. Greaver -ISBN: 0814404340 Publisher: American Management Association; (February 1, 1999)

8. Business Process Outsourcing: Process, Strategies, and Contracts (with disk) by John K. Halvey, Barbara Murphy Melby

Web sites

www.outsourceking.com - http://www.vcfodder.com/ - http://www.capitalvector.com/ - http://www.tsjmedia.com/

HC06: BUSINESS RESEARCH METHODS

1. Course Description:

This course provides the coverage of business research methods, ethical issues in business research methods, research process, data collection methods, designing of questionnaire and various statistical tools like univariate and bivariate analysis

2. Course Objective:

The course is envisaged to provide the student the knowledge and skill related to conduct of research related to business. This basic course familiarizes the student with the technicalities of executing a research assignment, in particular the applied research domain.

3. Pedagogy:

The lecture sessions focus on providing conceptual understanding and analytical setting for select aspects of the course content. This session focuses on student involved and student driven content study. Identified groups of students make presentations and interact with both the faculty and the other students. The aspects reinforced through lecture and tutorial is taken up for practical study. Here the students would undertake field exercises related to different aspects of the course content.

4. Course Content:

Module 1: **Introduction:** Objectives and Role of Business Research–Distinct Features of Business Research-Theoretical Setting for Business Research–Ethical Issues in Business Research.

Module 2: **Research Process:** Developing a Research Proposal–Exploratory Research and Qualitative Analysis–Sources of Data- Methods of data collection–Techniques of Communicating with Respondents.

Module 3: **Managing Research Assignment:** Questionnaire Design-Sampling and Fieldwork Techniques-Measurement and Scaling Concepts-Attitude Measurement.

Module 4: **Analysis and Presentation:** Application of Univariate, Bivariate and Multivariate methods of Statistical Analysis-Methods of Business Research Report Writing–Language- Referencing-Bibliography.

References:

1. Business Research Methods, William G. Zikmund, The Dryden Press
2. Research for Development: A Practical Guide, Sophie Laws, VISTAAR Publications
3. Methodology in Social Research, Partha Nath Mukherjee, Sage Publications

SC01: BUSINESS POLICY AND ENVIRONMENT

1. Course Description: This course provides the coverage of business as a social system, internal and external environment, business ethics, social responsibility and business policy**.**

2. Course objective:

The objective of this course is to provide the student the knowledge about human resources, their significance and managing them in organizations.

3. Pedagogy:

Teaching method comprises of lecture sessions and tutorials. Lecture sessions focus on providing conceptual understanding and analytical setting for select aspects of the course content.

4. Course Contents:

Module 1: Introduction: Business in a social system; business and economic system; Business objectives; internal environment and external environment.

Module 2: Business Ethics: Principles of Business Ethics; Doctrine of trusteeship; unethical practices; good ethics and good business. Social responsibility of business; Doctrine of social responsibility: Rationale of social responsibility; control of monopoly and restrictive and unfair trade practices.

Module 3: Business Environment: Business in a social system-internal environment or business-externalenvironment-Economic-political-socio-cultural-technological environment –case studies.

Module 4: Business Policy: Importance of business policy-essentials of business policy-classification or business policy-Production policy-personnel policy- Financial policy-Marketing Policy-case studies.

References:

1. A concept of corporate planning-, Russel Ackoff, Newyork wiley
2. Business policy and strategic management- Tokyo, McGraw hill
3. Strategic Management-Text and Cases- V.S.P. Rao and V. Harikrishna
4. Strategic Management-Azar Kazmi
5. Strategic Management-Francis Cherunillam

6. Strategic Management-Subba Rao.

SC02: STATISTICS FOR BUSINESS DECISIONS

1. Course Description:

The course comprises of probability theories, sampling techniques, time series analysis and multivariate analysis.

2. Course Objectives: The aim of this course is to enable a student to have knowledge about application of probability theory and sampling in different areas of commerce, time series analysis and application of multiple correlation and regression analysis.

3. Pedagogy:

Class room teaching of basic statistical models shall be followed by solving problems involving business applications. Assigned problems are to be worked on an individual basis, followed by group discussion of case problems.

4. Course Contents:

Module 1: **Probability:** Meaning, terminology, types and rules. Random variables and use of expected value in decision making. Binomial, Poisson and Normal probability distributions- their characteristics and applications in business decisions.

Module 2: **Sampling**: Meaning of sample and population. Probability and non-probability methods of sampling. Use of random digits to choose random samples. Sampling from normal and non-normal populations. The Central limit theorem. Use of sampling in business decisions

Module 3: **Time Series Analysis**: Variations in time series. Cyclical, seasonal and irregular variations. Trend analysis. Application of time series analysis in forecasting.

Module 4: **Multivariate Analysis:** Multiple regression and correlation analysis. Analysis of Variance. Application of multivariate analysis in business decisions. Using Statistical Package for Social Sciences (SPSS) to solve problems.

References:

1. Wonnacott and Wonnacott: “Statistics for Business and Economics” Wiley Publications
2. Wonnacott and Wonnacott: “Econometrics” Wiley Publications
3. Sanchetti and Kapoor: “Statistics”
4. Morris Hamber: “Statistical Analysis for Decision Making”
5. Richard Livin and David Robin: “Statistics for Management”

SC03: ENTERPRISE RESOURCE PLANNING

1. **Course Description:** This course provides the coverage of ERP system, ERP and related technology, Vendors, Consultants and users, In-House Implementation

2. Course Objectives:

Students will understand the scope of ERP systems and corporate motivation for implementing ERP. Students will appreciate the challenge associated with implementing such large-scale systems and the dramatic impact these systems have on key business processes. Students will learn how to develop work plans for an ERP implementation. Students will gain an understanding of process integration inherent in ERP. Students will experience the SAP software system through computer-based training materials and hands on experience.

3. Pedagogy:

The Course will be taught by a mixture of lectures, laboratory and tutorial sessions, and self-study exercises. The lectures will normally be used to introduce the various concepts and principles of the course's topics. Each lecture will normally be followed by a laboratory session. During the laboratory sessions students will gain practical experience by applying ERP concepts; they will use material that will encourage each student to work at his/her own speed. For the self-study exercises and assessment, students are expected to spend time on unsupervised work in the computer laboratories and in private study

4. Course Contents:

Module 1: : Evolution of ERP, What is ERP? Reasons for the growth of ERP, Scenario and Justification of ERP in India, Evaluation of ERP, Various Modules of ERP, Advantage of ERP. An overview of Enterprise, Integrated Management Information, Business Modeling, ERP for Small Business, ERP for make to order companies, Business Process Mapping for ERP Module Design, Hardware Environment and its Selection for ERP Implementation.

Module 2: ERP and Related Technologies, Business Process Reengineering (BPR), Management Information System (MIS), Executive Information System (EIS), Decision support System (DSS), Supply Chain Management (SCM), ERP Modules, Introduction, Finance, Plant Maintenance, Quality Management, Materials Management

Module 3: ERP Market, Introduction, SAP AG, Baan Company, Oracle Corporation, People Soft, JD Edwards World Solutions Company, System Software Associates, Inc. (SSA), QAD, A Comparative Assessment and Selection of ERP Packages and Modules. ERP implementation lifecycle, issues in implementing ERP packages, pre-evaluation screening, package evaluation, project planning phase, gap analysis, reengineering, configuration, implementation, team training, testing, going live, end-user training, post implementation (Maintenance mode).

Module 4: Vendors, Consultants and users, In-House Implementation - pros and cons, vendors, consultants, end user. Future Directions in ERP, New markets, new channels, faster implementation methodologies, business modules and BAPIs, convergence on windows NT, Application platform, new business segments, more features, web enabling, market snapshot.

References:

1. Alexis Leon, "ERP Demystified", Tata McGraw Hill, New Delhi, 2000

2. Joseph A Brady, Ellen F Monk, Bret Wagner, "Concepts in Enterprise Resource Planning", Thompson Course Technology, USA, 2001.

3. Vinod Kumar Garg and Venkitakrishnan N K, "Enterprise Resource Planning – Concepts and Practice", PHI, New Delhi, 2003

4. **Milestone Deliverables - The Hands-on Approach to Implementing ERP Systems- Peter gross- Pemeco Inc**

5. Network Resource Planning For SAP R/3, BAAN IV, and PEOPLESOFT: A Guide to Planning Enterprise Applications
by Annette Clewett, Dana Franklin, Ann Mc Cown

6. Business Process Oriented Implementation of Standard Software: How to Achieve Competitive Advantage Quickly and Efficiently Mathias Kirchmer

7. **Internet resource**: www.erpfans.com

Lab – VIII - ERP Laboratory

Why ERP, how to select ERP for SME, Implementation method, BPR, Use of RFID and Supply chain management module. E-Manufacturing. Check list for efficient ERP implementation life cycle; ISO 9000, TS and QS integration with ERP, How-and-Why of ERP failure, budgeting (TCO) for the ERP Importance's of the CRP run (Conference Room Pilot) -Case Studies.

SC04: TOTAL QUALITY MANAGEMENT

1. Course Description:

This course introduces the concept of total quality management. It focuses on meaning of quality, multiple dimension of quality and correlates of quality. It also presents principles of total quality management and multiple approaches to total quality management. It emphasizes on understanding special and common causes of unstable system and application of statistical methods to understand control and improve the system. It focuses on improvement of quality and productivity in financial services.

2. Course Objectives:

The aim of this course is to provide a deeper understanding of total quality management and its successful application in for-profit and not-for profit organizations.

3. Pedagogy:

Method of instruction consists of lectures, case study design and analysis, group discussions, seminar presentation, writing assignments and tests.

4. Course Contents:

Module 1: **The Concept of Quality:** History and Evolution. Definitions of Quality, Multiple Dimensions of Quality, and Correlates of Quality with cost, price, market share, productivity, and profitability.

Module 2: **The Concept of Total Quality Management:** Origin, Definitions and Core Principles of TQM. Approaches of W.A.Shewhart, W.E.Deming, J.M.Juran, Philip B.Crosby, Kaoru Ishikawa to TQM. Case studies on TQM practices in for-profit and not-for- profit organizations.

Module 3: **Improvement of the System:** Meaning of the System. Special Causes and Common Causes of an Unstable System. Requirements of a Stable System. Application of statistical methods to understand, control and improve the system of production and service.

Module 4: **Quality in Service Organizations:** Meaning of Service Quality and its characteristics. Differences and similarities between service and manufacturing organizations. Case studies on quality in service organizations.

References:

1. What Is Total Quality Control? The Japanese Way by, Kaoru Ishikawa, Prentice-Hall, Inc., Englewood Cliffs, New Jersey.
2. Out of the Crisis: Quality, Productivity and Competitive Position by W.Edwards Deming, Cambridge University Press, Cambridge.
3. 100 Methods for Total Quality Management, by Gopal K.Kanji & Mike Asher, Response Books, New Delhi.
4. Quality Planning and Analysis, By J.M.Juran & Frank M.Gryna, Tata McGraw-Hill Publishing Company Ltd., New Delhi.
5. ISO 9000 Quality Systems Handbook By David Hoyle, Butterworth Heinemann, Oxford.

ELECTIVE GROUPS

GROUP A: BANKING TECHNOLOGY

Paper-1
SC05: BANKING TECHNOLOGY -1

1. Course Description: This subject covers information technologies enabling tool in business, different approaches to bank mechanization, electronic payment system and electronic fund transfers system

2. Course Objective:

To provide necessary knowledge and skills to analyze the opportunities and threats facing banking industry due to the emergence and proliferation of new technology and also describe the consequences of these innovations on theory of banking .

3. Pedagogy:

Lectures, presentation (individual and group) case analysis and computer practical sessions.

4. Course Contents:

Module 1: Information Technology as enabling tool in Business: various types of information technology hardware and software in common use. The different hardware and application architecture (Centralized Distributed, Client Server) available and I.T required operating PCs, server's networks, peripherals. Network Data Processing, Data Communication and E- Business Models – Internet, Intranet and Web Server Technology, building a corporate Website, Multimedia.

Module 2: Different approaches to bank Mechanization: Core Banking solutions –

Stand alone computer systems, LAN and WAN, Local processing and batch Concepts; Online systems –minicomputers and mainframe networking Systems.

Module 3: Electronic payment systems: Teller machines at the bank counters, cash Dispensers, ATMs, Anywhere Anytime banking, Home banking (Corporate And Personal), online enquiry and update facilities personal Identification Numbers and their use in conjunction with magnetic cards of both credit and Debit cards, smart cards, signature storage and display by electronic means, cheque truncation, Microfiche, note and coin counting devices.

Module 4: Electronic fund transfers system-playing massages (telex or data Communication)-structured massages (SWIFT etc.), RTGS Information Technology: Current trends, Bank net RBI net, Demat, Nic net, I-net, Internet, E-mail etc, Role and use of technology up gradation, global developments in Banking technology, IT in finance and service delivery,

References:

1. Managing with information by H.Jerome Lenter
2. Computer information Technology Global business by Puri and Vipin Puri
3. Fundamentals of data base Systems by Jerome Lenter, Pearson
1. 4.Law of Information Technology, D.P.Mittal, Tax Man.

Core Banking –Practicals on Application Software (Any)

Using WAMP/LAMP create the following

Customer Master, accounts, Inventories and transactions, remittance and account closure, Clearing, Inquiries and reports

GROUP B: GLOBAL INFORMATION TECHNOLOGY MANAGEMENT

Paper-1
SC06: GLOBAL INFORMATION MANAGEMENT

1. **Course Description:** This paper provides the coverage of The Global Information Technology Management, global business and technology and global system development.

2. Course Objectives:

This course's main objective is for students to study how information culture may vary in different countries, how this variation may impact the adoption of information technologies, and how various information technologies can be used to strengthen the business competitiveness globally. Internet and World Wide Web are used as the vehicle to demonstrate the capabilities of these technologies. Students are expected to learn managerial issues pertaining to development of global information systems. The emphasis is placed upon the interaction of many technological, political, and cultural issues and on how advances in information technology might change the business conduct in the future.

3. Pedagogy:

Lectures, presentation (individual and group) case analysis and E-assignments.

4. Course Contents:

Module 1: The Global Information Technology Management – The International Dimension – Global Information Technology Environment – Cultural, Political and Geo-economic Challenges.

Module 2: The global company – Global Business concept – Decentralization – Fundamental Business Transformation – Economies of Scale – Long-Term View.

Module 3: Global Business and Information Strategies – Transnational Strategies – Virtual operations via Global Alliances – World Markets and Mass Customization – Global Sourcing and Logistics – Transnational Information Policies and Standards.

Module 4: Global Business and Information Technology Applications – Global Products and Customers – Global Collaboration – Global Information Technology Platforms – The Internet on a global Information Technology Platform.

Module 5: Global Data Issues – Transporter data flows – Global Systems Development – Systems Development Strategies.

References:

1. "Globalization, Technology and Management" - Stephen and others, Harward Business School Press.
2. "Global Issues of Information Technology Management" (ed) – Shailendra Palvia and Others, Idea Group Publishing.
3. "Managing Information Technology in MNCs" – E.Roche, Mc Millan
4. "Management Information Systems" – J.O' Brien, Galgotia.

OE 01 PERSONAL FINANICAL PLANNING

1. Course Description:

This course is designed to provide a deeper understanding of Personal Financial Management It focuses on basics of personal financial management, personal savings and investment plans, computation of return and risk factor of personal savings and investments, retirement savings plans.

2. Course Objectives:

The aim of the course to provide basic principles for managing personal finance.

3. Pedagogy:

Method of instruction consists of lectures, case study design and analysis, group discussions, seminar presentation, writing assignments and tests. Interaction individual investors with different profiles by age, income, sex, occupation, and region.

4. Course Contents:

Module 1: **Basics of Personal Financial Management:** The Personal Financial Planning Process, Preparation of Personal Budget, Personal Financial Statements, Personal Income Tax Planning. Case studies on personal financial planning of individuals.

Module 2: **Personal Savings & Investment:** Investment Criteria- liquidity, safety and profitability. Savings instruments of Post Office and Banks. Chit Funds. Investment in Shares, Debentures, Corporate and Government Bonds, Mutual Fund. Investment in Physical Assets – Real Estate, Gold and Silver. Risk and Return associated with these investments. Case studies on risk and return perception of retail investors on various investments.

Module 3: **Computation of Return and Risk of Personal Investment:** Present Value and Future Value of a Single Amount and an Annuity. Computation of interest, dividend and capital gains on personal investments. Impact of leverage on return. Personal tax planning,

Module 4: **Retirement Savings Plans:** Pension Plans- Defined Contribution Plan and Defined Benefit Plan. Provident Fund, Gratuity. Life Insurance Plans. General Insurance Plans. Reverse Mortgage Plans.

References:

1. Personal Finance by Jack R. Kapoor, Les R. Dlabay and Robert J. Hughes, Tat McGraw-Hill Publishing Company Ltd. New Delhi.
2. Financial Education by Reserve Bank of India – rbi.org.
3. Personal Finance columns in The Economic Times, The Business Line and Financial Express Daily News Papers.
4. Information Broachers of Post Offices, Banks, Mutual Funds, Insurance Companies
5. Internet Sources- BSE, NSE, SEBI, RBI, IRDA, AMFI etc.

EVEN SEMESTER SYLLABUS

HC01: ADVANCED PROGRAMMING CONCEPTS

1. Course Description: This course provides the coverage of OOPS concepts, C++ language, Java language and microprocessors

2. Course Objectives:

The course will teach students essential programming methodologies for designing and writing interactive, graphics-based applications. Topics will include object-oriented programming, graphical user interfaces, exception handling, multithreading, and networking along with concepts of microprocessor and assembly language

3. Pedagogy:

Lectures, presentation (individual and group) case analysis and computer practical sessions and E-assignments

4. Course Contents:

Module 1: OOPS concepts: Class Inheritance, Polymorphism, Overloading-Case Studies.

Module 2: C++ Language : C++ syntax and semantics and program development process, Arithmetic expressions, function calls and output, Program input and software design process, Conditions, logical expressions and selection control structures, Looping, Functions, Scope, lifetime and more on functions, Additional control statements, simple data types, arrays, list and strings, Records, classes, data abstraction and OO software development, Recursion-Case Studies.

Module 3: Java Language : Introduction to java, Overview of java language fundamentals, classes, arrays, strings and vectors, Interfaces, packages, and multithreaded programming, Managing exceptions and applet programming, graphics programming-Case Studies.

Module 4: Microprocessors: Introduction to Microprocessors, Micro based computer systems, architecture of 8086/8088-Case Studies. Assembly language, assemblers for the PC, addressing modes of 8086, data movement instructions, assembling, linking and executing programs, arithmetic and logic instructions-Case Studies.

References:

1. Programming in C++ - Nell Dale, Chip Weems and mark Headington-Narosa publishing House, 1999
2. Barry Brey- The Intel Microprocessor-4th ed-PHI
3. Michael Throne, computer Organization and assembly language
4. Java 2 Programming - Steven Holzner- dreamtech publications

Lab – II - Advanced Programming Concepts

Problems in C++ and Java language and Testing of Few Simple Programs using Microprocessor - Writing Programs Using Assembly Programs

HC02: DATA WAREHOUSING AND BUSINESS INTELLIGENCE SYSTEMS

1. Course Description:

This course provides the coverage of data warehousing, online analytical processing, data mining primitives, Improving Decision making effectiveness using BIS

2. Course Objectives:

The course will introduce concepts and techniques of data mining and data warehousing with emphasis on building business intelligence, including concept, principle, architecture, design, implementation, application of data warehousing and data mining. Some systems for data warehousing and/or data mining will also be introduced.

3. Pedagogy:

The Course will be taught by a mixture of lectures, laboratory and tutorial sessions, and self-study exercises. The lectures will normally be used to introduce the various concepts and principles of the course's topics. Each lecture will normally be followed by a laboratory session. During the laboratory sessions students will gain practical experience by applying data mining and data warehousing concepts; they will use material that will encourage each students to work at his/her own speed. For the self-study exercises and assessment, students are expected to spend time on unsupervised work in the computer laboratories and in private study

4. Course Contents:

Module 1: Introduction to data warehousing, multidimensional database, online analytical processing, and survey of data mining methods that extract useful information

from data warehouses: e.g., decision tree. Business applications emphasized-Case Studies.

Module 2 : Data mining primitives, languages and systems, Descriptive data mining: characterization and comparison, Association analysis, Classification and prediction, Cluster analysis, Mining complex types of data, Applications and trends in data mining

Module 3: Improving Decision making effectiveness using BIS

1. Introduction to effective BIS
2. Creativity underlies effective BIS-Case Studies.

Structure of Effective BIS

1. Effective decision making in BI environment
2. Effective system and software found in BIS
3. Data warehousing and computer networks found in BIS-Case Studies.

Module 4: Building effective BIS

1. Development and implementation Successful BIS-Case Studies. Effective BIS found in company's functional areas
2. Strategic Intelligence in corporate Planning
3. Tactical Intelligence in Marketing
4. Operational Intelligence in Manufacturing
5. Financial Intelligence in Accounts-Case Studies.

References:

1. Effective Business Intelligence Systems -by Robert J Thierauf –Greenwood Pub. Group
2. e-Business Intelligence: Turning Information into
3. Knowledge into Profit (Hardcover) - Bernard Liautaud
4. Business Intelligence Roadmap: The Complete Project
5. Lifecycle for Decision-Support Applications (Paperback) Larissa T. Moss, Shaku Atre
6. Jiawei Han and Micheline Kamber, Data Mining: Concepts and Techniques, Morgan Kaufmann Publishers
7. Margaret Dunham, Data Mining: Introductory and Advanced Topics, Prentice Hall
8. Oracle, http://www.oracle.com/
9. Weiss, Sholom M.. - Predictive data mining: a practical guide / Sholom M. Weiss, Nitin Indurkhy. - San Francisco, Calif.: Morgan Kaufmann Publishers, 1998. – 1558604030
10. Advances in knowledge discovery and data mining / edited by Usama M. Fayyad. - Menlo Park, Calif. : AAAI Press; Cambridge, Mass.; London : MIT, 1996. – 0262560976

11. Thomsen, Erik, 1959-. - OLAP solutions: building multidimensional information systems / Erik Thomse. - 2nd ed. - New York; Chichester : Wiley, 2002. - 0471400300

Lab – VII - DATA WAREHOUSING AND BUSINESS INTELLIGENCE SYSTEMS
Use of BI tools and Use of Data Mining Tools in Knowledge Discovery

HC03: SOFTWARE MANAGEMENT

1. **Course Description:** This paper covers managing software project, quality, configuration management, object-oriented software engineering

2. Course Objectives:

The aim of the course is to give students the opportunity to increase their knowledge and experience of the management of software projects within IT environments by creating a project proposal, taking into consideration task durations, resource constraints and risks; by monitoring the progress of a project involving a number of participants and taking action where necessary and possible to ensure that a project achieves it goals; by organizing a project in such a way that the quality of the final products are of the required standards and by identifying areas where project procedures can be improved and taking steps to introduce those improvements.

3. Pedagogy:
Lectures, presentation (individual and group) case analysis, E-assignments and computer practical sessions

4. Course Contents:

Module 1: Managing software projects-Case Studies.

Module 2: Quality, configuration management, technical metrics and formal methods-Case Studies**.**

Module 3: Object-oriented software engineering-Case Studies.

Module 4: Reuse, Reengineering, client/Server SE and CASE-Case Studies. Software testing process maturity and framework for test process improvement and testing methods-Case Studies.

Reference:

1. ED kit: software testing in the real world, AW,1995
2. William Perry: effective methods of software testing, John Wiley, 1999
3. Beizer B : Software Testing techniques(SECOND EDITION), Van Nostrand Reinold,1990
4. Myers G J, The art of software testing, John Wiley, 1979
5. Roger S pressman: software engineering- A Practitioner approach(4^{th} edition) Mcgraw-Hill,1997
6. Ian Sommerville: software engineering(5^{th} edition), Addison- Wesly,1996

Lab – IV - SOFTWARE MANAGEMENT

Using CASE Tools Designing of Information System.

HC04: INTERNET TECHNOLOGY AND E-COMMERCE

1. Course Description: This course provides the coverage of Internet structure and protocols, the internet and intranet, Electronic market, Electronic business,

2. Course Objectives:

To gain a working knowledge of the basic mechanisms, services and protocols of the global Internet; to master HTML, CSS and JavaScript; to learn how to configure and work with web servers and web server extensions; to understand the overall architecture of efficient, scalable and secure web sites. Students will gain a strong technical knowledge and also will expose to ecommerce, e-payment and e-security.

3. Pedagogy:

Lectures, presentation (individual and group) case analysis, e-assignments and computer practical sessions.

4. Course contents:

Module 1: Internet structure and protocols, Overview of HTML,HTTP, Web servers, web Access, Proxies, CGI- Perl, and JavaScript / Applets-Case Studies.

Module 2: Building a corporate web site ,Browsing systems, the internet and intranet-Case Studies.

Module 3: Over view of E-commerce, Internet security, E-commerce and Internet-Case Studies.

Module 4: Electronic market, Electronic business, B2B e-Commerce, Business models, WAP, EDI, Electronic payment system-Case Studies. CRM and SCM-Case Studies.

Reference:

1. e-commerce –concepts, Models, Strategies by CSV Murthy- Himalaya Publishing
2. The Executive's Guide to Supply Management Strategies : Building Supply Chain Thinking into All Business Processes
   by David A. Riggs, Sharon L. Robbins
3. Supply Chain Optimization : Building the Strongest Total Business Network by Charles C. Poirier, Stephen E. Reiter
4. Building the Customer-Centric Enterprise by Claudia Imhoff & Jeff Gentry
5. CRM at the Speed of Light: Capturing and Keeping Customers in Internet Real Time Author: Paul Greenberg

Lab – V - INTERNET TECHNOLOGY AND E-COMMERCE

Creating Website using HTML, PERL, JAVA Script and Applets

HC05: MAJORPROJECT WORK

Major Project Work would be commenced from the beginning of the fourth semester. Work load for Project Work guidance is 2 hours per batch of 8 students per week. Allotment of

Guides shall be made in the beginning of the third semester. Students should select the topic in consultation with the guide during the third semester.

SC01: CAPITAL MARKET INSTRUMENTS

1. Course Description:

Capital markets in recent times are flooded with new and innovative instruments enhancing vibrancy and volume of capital markets. Every advanced programme in commerce should consist of a course in analysis and evaluation of various instruments traded in capital markets today.

2. Course Objectives:

The course intended to equip students an opportunity to understand:

1.Comprehend the role of capital markets

2.Evaluate the various capital markets instruments like Stock, bonds, etc.

3. Understand the basics of new instruments like ETFs and derivatives.

3. Pedagogy:

Teaching method comprises of lecture sessions and tutorials. Lecture sessions focus on providing conceptual understanding and analytical setting for select aspects of the course content.

4. Course Contents:

Module 1: Origin, Nature and Role of Capital Markets -Globalization of Capital markets- Capital Markets in India - Stock exchanges.

Module 2: Stocks, Bonds, Debentures – convertible debentures – ADRs - GDRs – ETFs – Units of Mutual funds

Module 3: Derivatives- Basic features – Role of Derivatives markets - Forwards and Futures

- Commodity Futures – stock Futures and Index futures.

Module 4: Options - Stock options and Index options-Swaps – Currency Swaps and Interest Rate Swaps.

References:

1. Financial institutions and markets- by Bhole (TMH).
2. Financial markets- by M.Y.Khan (Vivek).
3. Financial Derivatives – Dr.G.Kotreshwar

SC02: STRATEGIC MANAGEMENT

1. **Course Description:** This course provides the coverage of concept of strategic management, vision, mission and purpose of business definition, strategic analysis and choice strategic implementation and evaluation.

2. Course objective:

Apart from general management, strategic management is acquiring importance in the business due to the increased competition. Students of commerce will have to have the knowledge of strategic management. With this objective of this course is introduced to the students at post-graduate level.

3. Pedagogy:

Teaching method comprises of lecture sessions and tutorials. Lecture sessions focus on providing conceptual understanding and analytical setting for select aspects of the course content.

4. Course Contents:

Module 1: Strategic Management - An Introduction - Concept of strategic management - Characteristics of strategic management - Defining strategy, Strategy formulation - Stakeholders in business - Vision, mission and purpose - Business definition, objectives and goals - Environmental appraisal - Types of strategies - Guidelines for crafting successful business strategies, Tailoring strategy to fit specific industry

Module 2: Strategic analysis and choice - Environmental Threat and Opportunity Profile(ETOP) - Organizational Capability Profile - Strategic Advantage Profile – Corporate Portfolio Analysis - SWOT Analysis - Synergy and Dysergy - GAP Analysis - Porter's Five Forces Model of competition - Mc Kinsey's 7s Framework - GE 9 Cell Model - Distinctive competitiveness - Selection of matrix

Module 3: Strategy implementation - Issues in implementation - Project implementation – Procedural implementation - Resource Allocation - Budgets - Organization Structure - Matching structure and strategy - Behavioural issues - Leadership style - Corporate culture - Values - Power - Social responsibilities – Ethics.

Module 4: Strategy Evaluation - Importance - Symptoms of malfunctioning of strategy - Organization anarchies - Operations Control and Strategic Control - Measurement of performance - Analyzing variances - Role of organizational systems in evaluation,. New Business Models and strategies for Internet Economy - Shaping characteristics of E-Commerce environment - E-Commerce Business Model and Strategies - Internet Strategies for Traditional Business - Key success factors in E-Commerce

References:

1. A concept of corporate planning-, Russel Ackoff, Newyork wiley
2. Business policy and strategic management- Tokyo, McGraw hill
3. Strategic Management-Text and Cases- V.S.P. Rao and V. Harikrishna
4. Strategic Management-Azar Kazmi
5. Strategic Management-Francis Cherunillam
6. Strategic Management-Subba Rao
7. Strategic Planning Formulation of Corporate Strategy - Ramaswamy

8. Strategic Management, 12th Ed. - Concepts and Cases - Arthur A. Thompson Jr. and A.J.Strickland
9. Management Policy and Strategic Management (Concepts, Skills and Practices) - R.M.Shrivastava
10. Strategic Management – Pearce
11. Strategy & Business Landscape - Pankaj Ghemawat

ELECTIVE GROUPS

GROUP A: BANKING TECHNOLOGY

Paper-2

SC03: E-BANKING AND E-SECURITY

1. **Course Description:** This provides the converge of Transaction websites components,

E Banking support services, Wireless Banking, Risk Management of E-Banking Activities, Laws relating to Internet credit cards, Secure Electronic Transitions.

2. Course Objectives:

The aims of this course are to enable the student to describe and analyze the strategic role of the tools and methodologies of ICT in bank management and to demonstrate the ways that new services are creating value and differentiation. The course will use case studies to examine topics including standards, differentiation, security, smart cards, alliances and acquisitions on bank performance.

3. Pedagogy:

Lectures, presentation (individual and group) case analysis and computer practical sessions

4. Course Contents:

Module 1: Introduction: Definition, Transaction websites components, E-Banking support services, Wireless Banking.
E-Banking Risk: Transaction/Operation Risk, Credit Risk, Liquidity/Internet Risk, Price Risk, Strategic Risk, Reputation Risk.

Module 2: Risk Management of E-Banking Activities: Board of Management oversight, Managing outsourcing relationship, Information security Program Administrative control, Legal and compliance Issue.

Module 3: Laws regulation and guidelines: Electronics money, Regulating e-transactions, Role of RBI and Legal issues, transnational transactions of E-Cash, Credit Card and Internet, Laws relating to Internet credit cards, Secure Electronic Transitions.

Module 4: E-security: Introduction to New Challenges and new Threats, Security, Legal consideration. Information security Standards

References:

1. Mark O' Neill "Web Services Security".
2. Nixon Brian "Teach yourself E-Banking".
3. E-Banking: Global Perspective by Vivek Gupta, Edition June 2000, ICFAI University Press.
4. P.H. Bassett - Computerized Accounting, NCC Blackwell Ltd. , Oxford, 1994
5. M.C Shukla & T.S.Grewal, Advanced Accounts- S.Chand & Co. , New Delhi

6. Ravi Kalkota,Andrew B. Whinston,Electronic Commerc A Manager's Guide -
7. Pearson Education 2006.
8. MJ Cronin, Banking and Finance on the Internet, Van Nostrand Reinhold, 1997
9. Euromoney, Internet Finance Review, 2001
10. J Shaw and J Sperry, e-Commerce for Banks Credit unions and Insurance Companies, Electronic Commerce Strategies, 2000
11. MJ Cronin, Unchained Value: The New Logic of Digital Business, Harvard Business School Press, 2000
12. DS Stamoulis, How Banks Fit in an Internet Commerce Business Activities Model, Jnl of Internet Banking June 2000
13. www.fininter.net

Practical's on E-BANKING

Creating a bank web site and e-banking software using WAMP/LAMP
Creating master, checking balance, creating reports, and other e-banking services

GROUP B: GLOBAL INFORMATION TECHNOLOGY MANAGEMENT

Paper-2

SC04: KNOWLEDGE MANAGEMENT: TECHNOLOGIES AND PRACTICES

1. **Course Description:** This course provides the coverage of Knowledge Management, Knowledge assets – databases, Human-computer interactions, Artificial intelligence

2. Course Objectives:

This is an advanced course intended to help students to develop a holistic and integrated approach towards knowledge management. The objective is to expose the students to latest advancements in IT including artificial intelligence, human interface, etc.

3. Pedagogy:

Lectures, presentation (individual and group) case analysis, E-assignments and computer practical sessions

4. Course Contents:

Module 1: Knowledge Management (KM) -an integrated approach to identifying, capturing, retrieving, sharing and evaluating an enterprises information and knowledge assets-Case Studies.

Module 2: Knowledge assets - databases, documents, policies, and procedures as well as the un-captured, tacit expertise and experience resident in individual workers-Case Studies.

Module 3: Artificial intelligence, information retrieval, groupware, data warehousing-Case Studies.

Module 4: Human-computer interactions and multimedia/multilingual systems-Case Studies. Collaboration Computing-computer supported cooperative work. The adoption, deployment and use of Groupware. Research and development of information technology to enhance team productivity-Case Studies.

References:

1. The New Knowledge Management: Complexity, Learning, and Sustainable Innovation by Mark W McElroy

Lab – X - Knowledge Management: Technologies and Practices

Using Knowledge Management Tolls – Capturing, Retrieving, Sharing & Evaluation.

OPEN ELECTIVE
OE 01: RETAIL BANKING

1. Course Description:

This course is designed to provide a basic understanding of Personal Banking. It focuses on functions of banks, banker and customer relationship, Opening of bank accounts and their operations, bank deposits and loans and banking technology.

2. Course Objectives:

The aim of this course is to acquire knowledge various functions associated with banking, principles and practices/procedures relating to deposits and loans, and banking technology.

3. Pedagogy:

Method of instruction consists of lectures, case study design and analysis, group discussions, seminar presentation, writing assignments and tests. Interaction with customers of banks, managers and employees of banks.

4. Course Contents:

Module 1: **Functions of Banks:** Functions of Reserve Bank of India, Commercial Banks, Private Sector Banks, and Grameena Banks.

Module 2: **Banker and Customer Relationship:** Know your Customer [KYC] guidelines- Opening of different bank accounts and procedures for their operations.

Module 3: **Bank Deposits and Loans:** Different Deposit and Loan Products of Banks, Rate of Interest- Fixed and Floating, Documentation Procedures.

Module 4: **Banking Technology:** Electronic Banking, Core Banking Technology, Debit and Credit Cards, ATMs.

References:

1. Machiraju, H.R., Indian Financial System, Vikas, New Delhi.
2. Verma, J.C. Merchant Banking, TMH, New Delhi.
3. Mithani and Gordeon, Banking Theory and Practice, Himalaya, Bombay.
4. Bhole, L.B., Financial Institutions and Markets, TMH, New Delhi.

OE 02 FINANICAL ACCOUNTING

1. Course Description:

This course is designed to provide a basic understanding of financial accounting. It focuses on financial accounting concepts, principles, and procedures. Specific attention is devoted to preparation of financial statements.

2. Course Objectives:

The aim of this course is to acquire knowledge about accounting, accounting cycle and Preparation of Financial Statements

3. Pedagogy:

Method of instruction consists of lectures, case study design and analysis, group discussions, seminar presentation, writing assignments and tests. Reading and analysis of annual reports of various business organizations.

4. Course Contents:

Module 1: **Introduction**: Meaning and purpose of financial accounting. Information needs of users. Basic principles and concepts of accounting.

Module 2: **The Accounting Cycle-1:** Analysis of business transactions, recording journal entries in the Journal, posting journal entries into the Ledger.

Module 3: **The Accounting Cycle-1:** Preparation of Unadjusted Trail Balance, recording adjustment and closing entries, and preparation of adjusted trail balance.

Module 4: **Final Accounts:** Preparation of Financial Statements- Profit and Loss Account, Balance Sheet.

References:

1. Financial Accounting by Narayana Swamy, Prentice-Hall of India
2. Accounting : Text and Cases by Robert N.Anthony, McGraw-Hill.