

**SREENIVASA INSTITUTE of TECHNOLOGY and MANAGEMENT STUDIES**

**I MCA - I Semester**

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**16MCA 112 MANAGEMENT FOR COMPUTER PROFESSIONALS**

**Course Objectives:**

- Students will be able to have a clear understanding of the managerial functions.
- To familiarize themselves with the practice of management, to develop an understanding of behavioral process of the organizations as a whole, and to cultivate an insight into the individual behavior at work place.
- Students will also gain some basic knowledge on international aspect of management.
- Conceptualize supply chain designs, which are aligned with business models for manufacturing and service companies
- Configure logistics networks and assess their performance impacts on efficiency and service levels
- Design supply chain contracts for effective governance of supply chain relationships.

**Syllabus:**

**UNIT I : Background of Modern Management**

Nature and Importance of Management, Development of Management Thought, Ethical and Environmental Foundations, Decision Making,

**UNIT II : Functions in the Management Process**

Organizing and Staffing, Planning and Strategic Management, Leadership, Communicating and Controlling.

**UNIT III : Applications of Managerial Functions**

Operations Management, Multinational Management, Managing Information.

**UNIT IV : E- Supply Chain Management**

Supply Chain Management: Introduction- Importance and Overview of Supply Chain Management ,Decision Phases in the Supply Chain, Process view of Supply Chain, Nature and Scope of Supply Chain.

Integrated Supply Chains, Integrated Supply Chain Management, Supply Chains and Competitive performance, Evolution of Supply Chain Management, Focus areas in Supply Chain Management.

#### **UNIT V: ITIL Process**

Incident Management. Change Management. Problem Management, Configuration Management, Release Management, Service Level Management, Continuity Management, Security Management, Capacity Management

#### **Course Outcome:**

- Completing this course will make the students knowledgeable on the historical, current, and future issues in management.
- Ability to build and manage a competitive supply chain using Strategies, models, techniques and information technology.
- Ability to understand the real process of software industry management by ITIL process

#### **TEXT BOOKS:**

1. Essentials of Management, 4/e, 2007, Joseph L. Massie, PHI, New Delhi.
2. Logistics and Supply Chain Management, 1/e, 2007, K. Shridhara Bhat, Himalaya Publishing House, New Delhi.
3. TechExcel ITIL Guide, Pink Certified.

#### **REFERENCE BOOKS:**

1. Principles of Management, 2007, M Govindarajan & S Natarajan, PHI, New Delhi.
2. Personnel Management, 2/e, 2007, Arun Monappa & Mirza, Tata McGraw-Hill, New Delhi.
3. The ITIL Foundation Exam Study Guide, 3<sup>rd</sup> Edition, 2005, Scott Braden, Briarcove Drive, Richardson, USA
4. Production & Operation Management, 2/e, 2007, R Panneerselvam, PHI, India.