



Management Information Systems and Business Data Processing CIP Code 52.1201

Introduction – Program of Study

Individuals who work in Management Information Systems careers assist in keeping business computers, information systems and personal computers functioning. Technical work in the field of Management Information Systems ranges from performing the most basic entry level skills to working independently as a technician. Computer support technicians must keep their skills current. Continuing education programs are offered by employers, hardware and software vendors, computing services, community colleges and private training institutions. Advancement opportunities demand improving and updating one's skills.

The support technician must understand data processing by mastering the principles, tools and techniques used in the design, programming, administration and security of database management systems. After identifying the data needs of an organization or company, the support technician determines the proper manner to organize and store the data. The support technician must help solve challenging computer related problems, integrate data systems, and process and retrieve information to improve efficiency and effectiveness.

Solving problems could involve hands on computer work with individuals who use personal computers. Many support specialists answer questions over the phone or by email. To answer a problem over the phone, the specialist takes the person through the necessary steps to fix the problem using their own computer. Computer support specialists may also install printers, software and other computer tools and then teach people the correct manner in which to use them.

Small companies use desktop applications and often need helpdesk technicians to support a business or company. These technicians field telephone calls and email messages from employees or customers seeking guidance on technical problems. These technicians are consulted for information about frequent customer issues, as well as other customer concerns. Most computer technicians start out at the helpdesk.

Business and industry use computers to store, transfer and analyze data, to communicate with employees and prepare documents and printouts. Information technology companies, medical and health fields, administrative or service organizations, financial and governmental institutions, schools, and scientific businesses all rely heavily on technology and computer systems. Their business operations rely on an accurate stream of data and its analysis from computer support specialists.

Employees in these occupations usually need several years of work related experience, on the job training, and/or vocational training.

Assumptions of this Program of Study

High quality programs should meet the following standards:

1. Promote positive working relationships.
2. Implement a curriculum that fosters all areas of skill development
3. Use appropriate and effective teaching approaches.
4. Provide ongoing assessments of student progress.
5. Employ and support qualified teaching staff.
6. Establish and maintain relationships and use resources of the community.
7. Provide a safe and healthy learning environment.
8. Implement strong program organization and supervision policies that result in high quality teaching and learning.
9. Integrate academic skills and aptitudes necessary for postsecondary education, gainful employment and a foundation of lifelong learning.

CIP Code

52.1201 Management Information Systems and Business Data Processing

This is an instructional program that prepares individuals to apply technical knowledge and skills to support the design and development of software applications, manage data systems and related mathematical statistics for analysis and forecasting of business data, process and retrieve business information, and prepare and interpret process and data models.

Students will create a relational database, receive instruction in a variety of computer programming languages including writing, testing and debugging code; writing related system user documentation; demonstrating an understanding of core computer concepts to include the internet and the basic functions of business desktop applications; and analyzing common hardware, software and network processes. Students will receive instruction in business ethics and law, economics, office procedures and communications. Students will learn office safety, computer fundamentals, database administration and computer maintenance/troubleshooting.

For more information, contact:

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