UNIVERSIDADE LUSÍADA
LISBOA

Course Unit Program
Management Information Systems Applied to Tourism

Academic Year 2025/2026

1. Organic Unit

Faculty of Business and Economic Sciences

2. Course

Tourism Management

3. Cycle

1st

4. Course Unit

Management Information Systems Applied to Tourism (V2123)

5. Scientific Area

6. Curricular Year

3rd

7. Type of Curricular Unit / Semester

2nd Semester

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8. Class type and workload (work time)

Theoretical classes:	
Practical classes:	
Theoretical-Practical Classes	30,00
Tutorial Guidance:	20,00

9. ECTS Credits

6,00

10. Scientific Area Coordinator

11. Regent

Prof. Doutor NUNO SOTERO ALVES DA SILVA

12. Assistants

13. Teaching Language

Portuguese

14. General Objectives

This course aims to prepare students, from a theoretical and practical point of view, for using Information and Communication Technologies as a tool for Management in Turism.

15. Specific Objectives

Provide the basic concepts about Information Systems, inserted in the framework of the Information and Communication Technologies and the Theories and Practices of Management. Ensure the understanding of the theoretical bases and their practical application for exercising the Turism management. To make known the existing software in the market, the methodology of building an Information System, and the acquisition and implementation of measurement systems in Turism area.

16. Skills to be acquired

To enable students to participate in the design, implementation and operation of an Information System for Turism Management. Prepare students for using Information and Communication Technologies in the present and the future. Prepare them for the definition of systems for measuring collective performance in the Turism area and their insertion in the global system of organizations.

17. Teaching Methodology

A combination of methodologies is applied: explanation and debate of the theoretical bases on Information Systems and their management applications, complementing these bases with the demonstration and discussion of practical cases of systems used in actual companies.

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18. Course Unit Program

1. The Turism Management function, organisational strategy and information systems.
2. Introduction to Information Systems. Information in organisations: data, information, knowledge, decision and action. Information as a strategic resource. The value of information. Characteristics and requirements of an Information System. Data requirements and databases. The role of Information Systems in supporting organisational decision-making.
3. Formal and informal information in organisational processes and internal communication.
4. Tourism Management Information Systems (TMIS): elements, functionalities and modules. Integration with the organisation?s other systems (ERP, financial and operational systems).
5. Information Systems (IS) Management: strategic planning of IS, strategic analysis, strategic definition and strategic implementation. Development of Information Systems, analysis, design, construction, implementation and maintenance. Operation of Information Systems, system operation, administration of digital technologies, Tourism management issues and special projects. Quality of Information Systems. Human and organisational context in IS management. Critical success and failure factors of IS.
6. Information, measurement and management control in Tourism: performance indicators at different levels. Analytics and data-driven decision support. Dashboards and information visualisation. Balanced Scorecard.
7. Information Systems and Tourism Planning: strategic workforce planning and budgeting.
8. Information Systems and Information and Communication Technologies (ICT) applied to TMIS: digital platforms, cloud and SaaS solutions. Integration between applications. Software solutions available in the Portuguese market.
9. The process of acquiring and implementing information systems: preparation of technical specifications. Tendering procedures. Building of the project team. Project management and implementation. Organisational change management and internal communication. Key considerations.
10. Basic concepts of Information Systems project management.
11. External consultancy in Information Systems. Insourcing and outsourcing.
12. Information security in a Tourism context: cybersecurity, social engineering, access control and risk management.
13. Legal and ethical aspects of Information Systems: protection of personal data and GDPR. Responsible use of Artificial Intelligence. Corporate social responsibility and organisational ethics.
14. Digital transformation, hybrid work, the knowledge society and business management in the twenty-first century.

19. Assessment Methods

During the semester, students will be assessed under the assessment regulation. The evaluation qualifies the work developed in the different activities carried out and is based on two written tests.

20. Didactic Resources

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Documents and audiovisual media will be used, exploiting new technologies, multimedia supports, and the development of interactive presentations, namely: Specific books and digital formats of documents published by organizations; digital presentations (PowerPoint).
The following equipment and services will be used:
Computer, video projector, and interactive whiteboard;
Microsoft Excel and specific software for human resources management. Online research topics and links.

21. Sustainability Objectives

The curricular unit contributes to the following Sustainable Development Goals within the framework and definition of the United Nations:
SDG 4 - Quality Education - Through the acquisition of technical skills related to information systems and their infrastructure.
SDG 5 - Gender Equality - By promoting inclusive and gender-sensitive pedagogical practices.
SDG 9 - Industry, Innovation and Infrastructure - Through the application of innovative tools in the design and management of computer sy

22. Keywords

Human resources
Data
Information
Systems

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23. Main Bibliography

Author(s):	Laudon, Kenneth C., e Laudon, Jane P.		
Title:	Management Information Systems: Managing the Digital Firm		
Edition:	17ª	Year:	2021
Local:	New York		
Publisher:	Pearson		
ISBN Code:	9781292403281		

Author(s):	Rascão, José		
Title:	Sistemas de Informação para as Organizações		
Edition:	2ª	Year:	2004
Local:	Lisboa		
Publisher:	Editora Sílabo		
ISBN Code:	972-618-330-8		

Author(s):	Benckendorff, P. J., Xiang, Z., and Sheldon, P. J.		
Title:	Tourism Information Technology		
Edition:	3ª	Year:	2019
Local:	Londres		
Publisher:	Cabi		
ISBN Code:	978-1-78639-343-2		

24. Complementary Bibliography

Author(s):	Johnson, Richard D., Carlson, Kevin D., e Kavanagh, Michael J.		
Title:	Human Resource Information Systems: Basics, Applications, and Future Directions		
Edition:	5ª	Year:	2020
Local:	Los Angeles		
Publisher:	SAGE Publications		
ISBN Code:	1544396740		

Author(s):	Leatherbarrow, Charles, e Fletcher, Janet		
Title:	Introduction to Human Resource Management: A Guide to HR in Practice		
Edition:	4ª	Year:	2018
Local:	New York		
Publisher:	CIPD - Kogan Page		

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Autor / Author	Prof. Doutor NUNO SOTERO ALVES DA SILVA
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