ICT292 Information Systems Management

# Workshop 03: The Role of Information Technology in Managing Information

Each of the topics in this unit has elements of a running case study that involves either Bright Spark Amy’s Candles, or Match Lighting. These three organisations are all involved in the lighting industry in some way. Bright Spark is a retailer that sells light fittings. Amy’s Candles is a small business that grew out of Amy’s hobby of making candles for her friends and family. Match Lighting is a manufacturer of light fittings. We will follow these three businesses as we move through the unit. In each topic, we will use them to further examine how the theory is applied in a real-world scenario.

## Aims:

At the completion of this Workshop, you should be able to:

* Explain how IT and IS support the management of information in a given organisation.

This Workshop contributes to the following Topic Learning Outcome:

* Explain how information technology supports the management of information
* Critically assess the business value of information technology in organisations.

## To be prepared for this Workshop, you will need to have:

* Read Chapter 3 of Cox
* Prepared some answers for the questions below so you are in a position to contribute to the class/group discussion.

## Introduction

In this Workshop, you will be discussing Match Lighting. In order to complete the activities below, you should ensure that you have read the various sections of the text that refer to Match Lighting: Scenario 3.1 p53, Scenario 3.2 p61, and Scenario 3.3 p77.

### Activity 1

1. Having read the various scenarios, you note that Mr. Cook needs a monthly report providing information on the computer equipment purchased on Match Lighting. Using the characteristics of data you met in the last topic, and again in Table 3.2, produce a specification of the requirements of this monthly report.
2. Develop an information life cycle for information relating to IT equipment purchased by Match Lighting. Map the use of IT to each event in the life cycle to show how IT can be used to manage the information.
3. Section 3.7.2 listed a number of ways that IS and IT can contribute to establishing competitive advantage. Provide an example of each to show Mr. Alvis the potential value of IT to Match Lighting.
4. Map the example IS’s identified in the previous question to the appropriate rungs in the IS evaluation ladder shown in Figure 3.17.