

IS1105 Lecture 1

3. Organisational Decision Making Levels

Operational Level: routine day to day business process and transactions

Transaction: anything that occurs as a part of your daily business cycles of which u must keep a record

Structured decisions --> straightforward --> needs little human intervention --> can be left to systems

use of IS increases efficiency at operational level

managerial/tactical level

focus on monitoring and controlling operational level activities

provide info to higher levels of organisation

semi-structured decisions

Executive/Strategic Level

focus on long term strategic questions facing the organisation

unstructured decisions

IS can provide KPI

1. Information Systems: combinations of hardware, software, and telecommunications networks to collect, create and distribute useful data.

Data: raw symbols, such as words and numbers, have no meaning in and of themselves --> of little value

Information: data that is formatted, organised or processed to be useful

Knowledge: ability to understand information, form opinions and make decisions/predictions about them

IS professional: technical + business + systems competencies

2. Types of Information Systems

Transaction Processing Systems (TPS): processes customer transactions and generates a lot of data

Management Information Systems (MIS): TPS data sorted and organised to support managerial decisions. TPS data is also used for other systems most common of which is MIS

Office Automation Systems

System Integration, Inter-networking

4. Organisational Functional Areas

Accounting and Finance

HR

Marketing

Production and operations