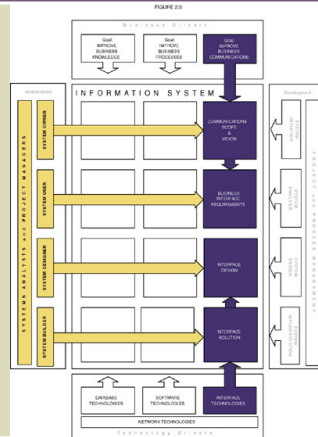


## COMMUNICATION Building Blocks



2-1

## Views of COMMUNICATION

- System owners' view
  - Who (which business units, employees, customers, and partners) must interact with the system?
  - Where are these business units, employees, customers, and partners located?
  - What other information systems will the system have to interface with?
- System users' view
  - Concerned with the information system's inputs and outputs.

2-2

## Views of COMMUNICATION (cont.)

- System designers' view
  - Concerned with the technical design of both the user and the system-to-system communication interfaces.
  - **Interface specifications** – technical designs that document how system users are to interact with a system and how a system interacts with other systems.
  - **User dialogue** – a specification of how the user moves from window to window or page to page, interacting with the application programs to perform useful work.

2-3

## Views of COMMUNICATION (cont.)

- System builders' view
  - Concerned with the construction, installation, testing and implementation of user and system-to-system interface solutions.
  - **Middleware** – utility software that allows application software and systems software that utilize differing technologies to interoperate.

2-4