ICT292 Information Systems Management

# Workshop 02: The Role of Information Systems in Organisations

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:

* Discuss the characteristics of information in a given case study

This Workshop contributes to the following Topic Learning Outcome:

* Analyse, and be able to explain, the flows of information into, out of, within and

between organisations

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

* Read Chapter 2 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 the information needs of Amy’s Candles. In order to complete the activities below, you should ensure that you have read the various sections of the text that refer to Amy’s: Scenario 2.1, Scenario 2.2, and Scenario 2.3.

### Activity 1

1. Start by looking at the business model for Amy’s Candles in Figure 2.13. List the information that Amy may need to capture from customers in the market.
2. In order for Amy to be able to make sensible and correct decisions about purchasing materials to make candles, she will need a range of information about customer orders. In terms of the list of the characteristics of information listed in Section 2.1.1 (and the lecture slides), what characteristics do you think are important for Amy?
3. Draw the lifecycle for the entity *customer order*.