

Quizlet

Week 2: Enterprise Systems

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Key concepts:

Batch Processing System Knowledge Management System...

Online Transaction Processing

Terms in this set (37)

Effectiveness of
Enterprise Systems

- raises productivity
- improves customer service
- enables better decision making

Transaction Processing System (TPS)	<ul style="list-style-type: none">- captures and processes detailed data in order to update the organisations records and business operations- provides input to MIS, DDS and KM systems
MIS	Management Information Systems
DSS	Decision Support Systems
KM Systems	Knowledge Management Systems
Traditional Transaction Processing Methods	Batch Processing System
Batch Processing System	<ul style="list-style-type: none">- business transactions are accumulated over a period of time and prepared for processing as a single unit or batch- essential but negative characteristic: there is a delay between an event and processing of the transaction to update the records
Online Transaction Processing (OLTP)	<ul style="list-style-type: none">- transactions are processed immediately- data on the online system reflects the current status in real time- faster and more efficient service
Organisations Expectations of TPS	<ul style="list-style-type: none">- capture, process and update the database- ensure data is processed accurately and completely- avoid fraudulent transactions- improve customer service

	- achieve competitive advantage
TPS Benefits	<ul style="list-style-type: none">- better supplier relationships- reduced costs- customer loyalty- reduced inventory levels= superior information gathering
TPS Systems	TPS includes order processing, accounting and purchasing systems
TPS Solutions for Small and Medium-Size Enterprises	<p>Solutions for SMEs are software packages because they provide:</p> <ul style="list-style-type: none">- integrated transaction processes- are easy to install and operate at low costs
Transaction Processing Cycle	<p>Has various phases including:</p> <ul style="list-style-type: none">- data collection- data editing- data correction- data manipulation- data processing- data storage- document production
TPC - Data Collection	Captures and gathers all necessary data to complete the transaction where it can be automated or manual
Source Data Automation	Capturing data at its source and recoding it accurately in a timely fashion with minimal manual effort, and in a digital form so it can be directly entered into the computer

TPC - Data Editing	Checking data for validity and completeness to detect any problems
TPC - Data Correction	Reentering data that was not typed or scanned properly
TPC - Data Manipulation	Performing calculations and other data transformations
TPC - Data Processing	CRUD processes
TPC - Storage	Updating databases in a new transaction
TPC - Document production	Generating output records, documents and reports
Enterprise Systems	Ensures information can be shared across all business functions and all levels of management to support the running and managing of a business
Enterprise Resource Planning (ERP)	A set of integrated programs that manage a company's vital business operations for an entire organisation
Enterprise System Value Chains	The system of activities that transform inputs into outputs where the goal of an organisation is to add the greatest value at the lowest cost and resulting in competitive advantages
Supply Chain Management (SCM)	System that plans, executes and controls all activities involved in resource procurement, conversion of raw materials

	and warehousing/delivery
Customer Relationship Management (CRM)	Helps a company manage all aspects of customer encounters, which include marketing, sales, distribution, accounting and customer service
CRM Goal	Understand and anticipate the needs of current and potential customers where they capture and view data to do so
CRM Software	Automates and integrates the functions of sales, marketing and service in an organisation
Product Lifecycle Management (PLM)	Enterprise business strategy that creates a common repository of product information and processes (supporting collaboration)
PLM Benefits	<ul style="list-style-type: none">- reduces time- reduces cost- ensures regulatory compliance
Advantages of ERP	<ul style="list-style-type: none">- improved access to quality data for decision making- elimination of inefficient systems
Pros of ERP	<ul style="list-style-type: none">- single db- timely information- faster and more efficient business process
Cons of ERP	<ul style="list-style-type: none">- complex and inflexible- difficult to configure

	- can't meet all requirements
Avoiding FAILED ERP implementations	<ul style="list-style-type: none">- assign full-time executive to manage the project- spend time and money to train people- define metrics- keep scope well defined- be wary of modifications
Hosted Software	Allows SMEs to experiment with powerful softwares without making major financial investments and avoid employing full-time IT person
Hosted Software: Advantages	<ul style="list-style-type: none">- decreased cost of ownership= faster start-up- lower implementation risk
Hosted Software: Disadvantages	<ul style="list-style-type: none">- availability and reliability issues- data security issues- integration problems

THIS SET IS OFTEN IN FOLDERS WITH...

**Week 1: Introduction to
BIS**

18 terms



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**Week 3: Business Process
Design and Data Flow
Diag...**

15 terms



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**Week 4: Business Process
Design and System Flow
Ch...**

15 terms



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**Week 6: Lean Operations
and Quality**

37 terms



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