

MIS

How does building new systems produce organizational change?

- Describe each of the four kinds of organizational change that can be promoted with information technology

1. Automation

- Increases efficiency
- Replaces manual tasks

2. Rationalization of procedures

- Streamlines standard operating procedures
- Often found in programs for making continuous quality improvements

3. Business process redesign

- Analyze, simplify, and redesign business processes
- Reorganize workflow, combine steps, eliminate repetition

4. Paradigm shifts

- Rethink nature of business
- Define new business model
- Change nature of organization

- Define business process management and describe the steps required to carry it out.

- Business process management (BPM)

Variety of tools, methodologies to analyze, design, optimize processes

Used by firms to manage business process redesign

MIS

- Steps in BPM
 - Identify processes for change.
 - Analyze existing processes.
 - Design the new process.
 - Implement the new process.
 - Continuous measurement.
- Explain how information systems support process changes that promote quality in an organization

Because information systems do:

1. Organized data
2. Avoid any form of crisis
3. Storage of information
4. Easy decision making
5. get a better perspective on the future of your business