Information System

Qualitative, Quantitative, Primary, Secondary

Purpose of Information with at least two real world scenario

How does information vital for organizations to operate?

Operational support means that the company uses this information to monitor and control its daily or hourly activities. By analyzing information and understanding trends, the company can use that information to understand the highest-selling products and keep inventory to increase sales. This may also mean that the product is not selling well. One example is that MegaMedia is still selling iPhone 4, and as the latest version of the phone comes out and no one wants it anymore, sales have dropped sharply. This means that MegaMedia must stop the product before starting it. Loss.

Different types of information and sources to access

Business insights are provided by general research, data, articles, books, reference materials, search engines, and internal records, and companies can use them to guide their plans, operations, and activity evaluations. Friends, customers, employees and suppliers also provide this information.

Generally, there are three types of resources and sources: primary, secondary and tertiary. Before searching for information, it is important to understand the types that are suitable for these types of courses.

Primary

The main source of information is events, people, objects or artworks that provide direct or direct information. The basic information applies to the content described. This is the original material that the second child has not analyzed, compressed or considered.

Example: Here are some examples of information sources,

- Diaries
- Experiments
- Poems

Secondary

Auxiliary sources analyze, interpret or explain information from basic sources. After the main source is displayed, the content described when the second source is generated. The materials submitted by students usually include sources of help.

Example: Here are some examples of secondary information sources.

- Textbooks
- Biographies
- Magazine articles

Tertiary

Tertiary usually act as pointers to primary and secondary documents. A collection of indexes, catalogs, references and other classified information. You can link to this article to view other potentially relevant documents on specific topics. For example, checking the references in the book can help you get more research materials or display a list of related articles on news websites.

Example: Here are some examples of tertiary information sources.

- Manuals
- Handbooks
- Guidebooks

The specific types of primary, secondary, and tertiary sources used when creating the article depend on the topic of the article.

For example, when writing sentences about the Civil War, you can use the diaries of the soldiers of the Civil War as the main source, the books of the Civil War as the secondary source, and the list of battlefields in the Civil War as the source.

How organizations are organized (functional areas) and general flows of information between each functional area.

A functional area is a team of people with similar skills and expertise. A functional area is a team of people with similar skills and expertise.

For example, the sales department of a company is a common functional area, and employees in this area focus on selling products for all companies.

The three major business functions are finance, marketing and sale.

Finance

The financial department establishes financial and administrative accounting. They track purchases, sales and expenditures within the company. The finance team cooperates with all other departments. They are responsible for paying all employees and ensuring that the company is profitable.

Marketing

Scheduling is imperative to effective marketing, and to the growth of your brand. Marketing have to at least one month in advance to plan as much as possible, even ideas, rather than written or product marketing.

<u>Sales</u>

The sales team will provide the products that customers want to pay for and generate business revenue. The sales team also sets sales for specific groups, such as the number of hours and days for men and women. They need to work with other functions in the business (such as the finance team) because they need to know how much they can use to order new products in the warehouse. MegaMedia needs the sales team to organize the website into various categories, such as phones and cameras. The Megamedia sales team will sell products to customers and Megamedia at the best price for profit.

How to assess generated information?

1. Conduct Performance Reviews
2. Stay Current On The Market
3. Assess Your Own Expectation

General features and functions of Information Systems

When entering data into an information system, it needs to be entered so that it can be managed, managed, and processed. As the data is processed, it is converted into information and sent to the end user of the system. The data comes from different sources, including different departments of the company and external sources. The data is accurate. Otherwise, the information provided may be inaccurate or misleading.

There are various functions of information systems like the collection of input data, storage, processing, and producing the output information. The functions also control the information flow as well as the feedback loop. The systems can be also open and closed systems.

Identification of suitability of different business areas with Information Systems.

In today's business world, there are various information systems, including transaction processing systems (TPS), office automation systems (OAS), and management information systems (MIS).), Decision Support System (DSS) and Executive Information System (EIS), Expert System (ES), etc.

Business functional areas

- Sales and Marketing
- Production and Manufacturing
- Finance and Accounting
- Human Resource and Administration

Sale and marketing

Sales include "promotion of goods and services, and sales-related operations and activities."

Marketing includes "the process or technique of promoting, selling or distributing products or services".

These statements highlight two aspects of the business and marketing relationship.

-The responsibilities of each group are closely linked.

-Marketing plays an important role in supporting sales.

In fact, the marketing department is usually responsible for promoting products and generating high-quality leads for the sales team. "Qualified marketing potential customers" refer to potential customers who meet certain conditions defined by the marketing department. "Qualified Promotions" completed the first marketing guide to find the best leads.

Sometimes, in the sales department, you may complain that the marketing leads do not meet the conditions set by the sales team. But the possibility of conflict also provides the possibility of cooperation. The more efficiently the two teams share ideas, the more likely they are to reach consensus on the definition.

Example: Here are some examples of sales marketing that I know of.

1. You can find that someone is handling your business.
2. Definition of an ideal buyer
3. Establish a customized marketing automation program
4. Online sales strategy preparation
5. The final B2B sales strategy

Production and Manufacturing

Production is a method of converting raw materials in the manufacturing process into finished products and manufacturing. In other words, it means doing something with basic input.

Manufacturing is the process of converting raw materials and parts into finished products using tools, human resources, mechanical and chemical processing. Mass production can use

assembly line technology and advanced technology as basic resources to mass produce goods.

Example: An example of production is harvesting corn. We believe that bakeries, candy stores and custom clothing stores are manufacturers that make products into components. On the contrary, because of the publication, logging or mining activities have not yet transferred products to new products and are not considered manufacturing.

Finance and Accounting

The main function of financial accounting is to collect information and generate reports on the company's financial activities. They summarize the company's transactions and describe the company that you are trading with and the date and amount of each transaction. The company prepares the financial report of the transaction and has an in-depth understanding of the business value. Receiving feedback from stakeholders allows you to strategically plan your business growth model.

Example: Every business has an accountant who prepares accounts on a regular basis. Executives, creditors and shareholders use these statements to measure the company's performance and predict future results. The main financial reports are the income statement, balance sheet and cash flow statement.

Start with ABC Corp.'s financial data, Check what this sentence looks like:

- Net profits: $188,000
- Cash: $60,000
- Accounts receivable: $357,000
- Inventory: $530,000
- Fixed assets: $1,200,000
- Total assets: $2,147,000

Human Resource and Administration

Most business operations include personnel management, which includes various management tasks in the personnel department. The human resource manager plays an important role in managing the administrative management of the human resource department.

The roles and responsibilities of human resources managers vary by industry and organization, but the focus remains the same.

This article details the roles, responsibilities and skills of human resources administrators.

The Human Resources Department (HR) is a department of a company that is responsible for finding, considering, recruiting, educating and managing the employee benefit plan of candidates.

Example:

- Compensation and benefits.
- Recruiting and hiring employees.
- On boarding.
- Performance management.
- Training.
- Organization development and culture.

Characteristics of Good Information

This project uses information for various purposes, and good information is needed for use. The characteristics of good information are effective, reliable, timely, accessible, accurate, and digital information from a source that users can trust and understand. Some of these attributes are described below.

Effective

The definition of cost effective is something that is a good value where the benefits and usage are worth at least what is paid for them.

Example: An example of cost effective is using VOIP to talk on the phone long distance.

Reliable

Reliable is reliable information, including all information permitted by the US Constitution at the time of the conviction.

Reliable information comes from trusted sources. According to the UGA Library, reliable sources provide "theory, reasoning, etc." According to solid evidence, it has completely taken root. Reliable sources are: peer-reviewed scientific articles and books.

Example: If your scale is off by 5lbs, it reads your weight every day with an excess of 5lbs. The scale is reliable because it consistently reports the same weight every day.

Timely

This information has been implemented and should be used in a timely manner.

Example: For example, the manager of a large retailer often talks about how the company makes product that can be acted upon immediately, and which products are selling well or not selling well are information.

Accessible

Accessible information is information in a format that allows each user and learner to access the content of the "Equivalent Standard" (UNCRPD).

Accessibility means designing products and environments for people with disabilities.

Example: For example, wheelchairs, lights, hearing aids and Braille signs. In the IT world, accessibility usually refers to hardware and software designed to help people with disabilities.

Accurate

It is important to correct and without mistake in accuracy of the information. The quality of information measured by accuracy, timeliness, completeness, and relevance is easy for users to understand, but accuracy is important to information quality.

Freedom from mistake or error make accuracy confirms the historical accuracy of the novel. Compliance with the truth or standard or pattern by accurately or the accuracy of the victim cannot be accurately determined.

Example: I will try to explain my thoughts and feelings as accurately as possible. He must have held this position between 1160 and 1209. However, the date he was alive cannot be more accurately determined.

Digital information

Digital information is not just words or numbers. You can digitize everything you see and hear, and include photos of music, movies or artwork in the database. Some databases are mainly composed of images.

Information provided in digital electronic format and stored, processed and displayed by computer tools.

Example: Examples of digital media include software, digital images, digital videos, video games, web pages and websites, social media, digital data and databases, digital audio such as MP3, electronic documents and books.

Some types of Information Systems and their benefits for at least 3 different business area of your choice

The main goal of SMEs is to produce high-quality products and services to attract and retain customers. In addition, entrepreneurs face the main challenge of turning large amounts of data into actionable insights. Sales, customer lists, inventory, finance and other business aspects all need to be carefully managed. By controlling costs and ensuring competitive advantages, information systems can become important information for business growth.

In order to maximize the use of business resource data, you need to develop an official information strategy for your business.

Transaction Processing System

A small business processes transactions that result from day-to-day business operations, such as the creation of paychecks and purchase orders, using a transaction processing system, or TPS. The TPS, unlike a batch system, requires that users interact with the system in real time to direct the system to collect, store, retrieve and modify data. A user enters transaction data by means of a terminal, and the system immediately stores the data in a database and produces any required output.

Example: For example, a small business owner can ask the banking system to withdraw $500 from a savings account and deposit $500 into a

business checking account. Through continuous system updates, users can access current TPS data at any time. B. Account balance.

Management Information System

Directors and owners of small businesses rely on industry-specific management information systems (MIS) to capture current and historical performance data, including sales and inventory data. MIS can periodically generate pre-planned reports, which can be used by management for strategy, tactics, operational planning and operations. For example, MIS reports have a circular graph showing the area, product sales volume, or a graph showing the rate of increase or decrease in product sales over time.

Small business owners and administrators rely on GIS for temporary "virtual" analysis. For example, if monthly sales doubled, administrators can use the system to see the potential impact of delivery appointments.

Decision Support System

The Decision Support System (DSS) allows small business managers and owners to use predefined or ad hoc reports to support operational planning and troubleshooting. DSS can find answers to specific questions before users decide to implement them to assess potential impact. The response to the query can be in the form of a summary report of the data. B. Quarterly product sales report by sales.

To perform analysis, business leaders and managers use an interface called a dashboard to select specific graphical representations of KPIs to measure the progress of specific goals. For example, a manufacturing dashboard may display a chart showing the number of products manufactured in a particular row.

Executive Support System

The Executive Support System (ESS) contains predefined reports that small business owners and managers can use to determine long-term trends, as well as non-daily strategic plans and intentions. Support decision making. System users can click on the icon on the ESS and enter report conditions to view a single predefined report and graph based on functions such as sales and company-wide departmental data. , Planning and costing.

In the ESS report, the manager or owner is aware of issues such as market trends and buyer valuations. The ESS system also provides analysis tools that can be used to predict results, evaluate performance, and calculate statistics based on existing data.

Internal Information Flows

It circulates among the company's information departments. Information can flow upward, downward or laterally (laterally). Along the information flow, the lowest-level people in the organization provide higher-level data, such as the research department. The service converts sales data into product performance information. It may be a sub-department that provides reports and works in a superior department.

The downward flow of information occurs in higher-level departments, and the information is passed to lower-level departments. For example, there is a management department that provides work flow manuals for employees.

When information flows through the company to one side, the department and the employees of the department exchange information with each other. B. Ideas and reports. For example, if an employee is not sure how to deal with a particular idea, he can contact

other employees in the same department for advice and support. Through these aspects of information flow, information can be transmitted between employees in the same department or between departments in the same hierarchy.

Internal Flows to External Bodies

The company communicates information to other companies. The company needs to communicate with suppliers. The purchasing department informs the company's suppliers of the inventory to be ordered.

Information Flow Diagram

When a company participates in trade in goods or services, there are multiple information flows. The following examples are information flows with internal and external organizations of the company. Shows the departments communicating with each other and the relationship of this information flow with customers and external organizations.
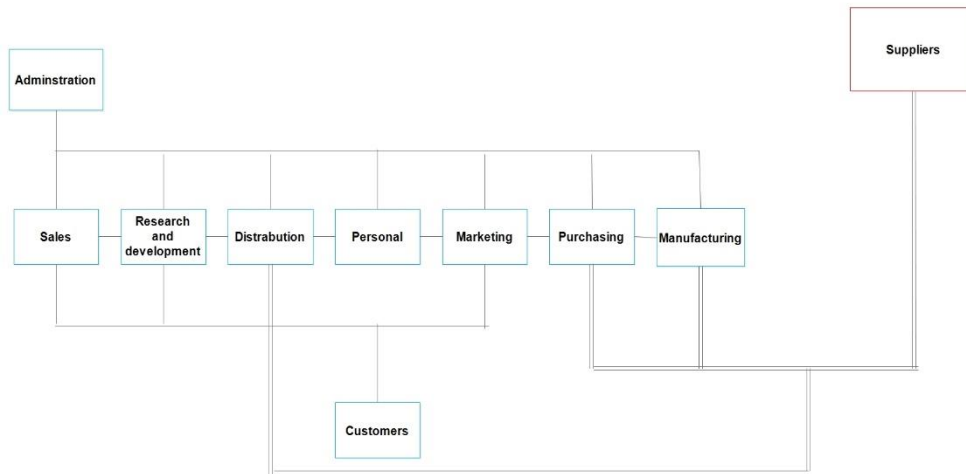
Example: For example, in the above figure, you can see that each department has a management department information row. This is the highest part. Sub-department information is passed to the competent department, and the information is passed to the competent department. You can also check whether there is information flow between departments. This is the auxiliary information flow. All departments share information with each other and pass it on to each other. You can also check services that have information flow with external sites (providers).

In the picture on the right, you can see the flow of information in the management and sales departments. The feed provides information such as sales reports.

Strategic

This includes long-term plans for long-term centralized organizations. It sets the goals for the organization such as X number of new branches. This is actually the ultimate goal of the organization in the near future.

Tactical

This includes short-term plans for the organization. Our goal is in the short term, one to two years earlier than now. It is used to determine how the organization achieves its strategic goals.

Example: For example, when deciding where to open a new office for the first time, the decision should be based on the following research has been opened in the same department. The purpose of the above plan is to contribute to the strategic plan.

Operational

This includes the organization's near-term plans or organizational points. This period ranges from one week to several months. This may be the same as hiring X new employees to increase sales in all stores or to handle the needs of a single store to increase profits. The purpose of the deployment plan is to work hard to develop a tactical plan.

Distinction 1 (D1 - Explain how an organization could improve the quality of its business information)

How the Company can improve the Quality and Flow of Information within the Company

The quality and fluidity of the information in the group is quite good, but it can still be improved. The following describes how to improve quality and throughput.

Improving the Quality of Information

It can improve the quality of information used by projects and companies. This can be done in several ways. Ensure that the data is valid and has other characteristics of good information, the characteristics of the data are appropriate, suitable for the intended use, and the product is already on the market.

Valid

The effectiveness of the information used in the project can greatly improve the quality of the information. Compared with other sources, when collecting information, you need to ensure its accuracy and reliability. This information can be sent through the operations support system to confirm that it fits the purpose.

Example: The additional funding from the sales team is an example of how effective information can improve the quality of information. The team has no effective cost because when they provide more funding, they do not provide information about the team's expenditure. This means that the team needs to collect data and the mentor needs to provide wrong

information. If the data is valid, the quality of the information provided by the master will be better.

Type of Data/Information

The type of data affects the quality of the information. Companies need to choose the correct data format for the intended use. First, the company needs to determine whether the qualitative or quantitative information is good. Next, you need to determine whether to obtain information from primary or secondary sources. Choosing the right type of information is very important to improve the quality of the information because it is more effective and reliable, especially when the data comes from basic sources. Since the data is digital, useful and valid, the combination of quantitative data and basic data can provide better quality information when collected in the business.

If the marketing team uses only one piece of information in the test, or uses the wrong type of information, the information they use to improve the design of the marketing course is lack of quality information. Using the right type of information can improve the quality of the information and help improve your project.

Purpose

Information should be specifically defined according to its purpose, which is regarded as quality information. Collecting information allows the team to ensure that the information comes from correct and effective sources. Once the company knows the purpose of the information, it can determine the easiest method and data type to obtain high-quality information.

Source

Identifying the source of information is another way to improve the quality of information. Data collected from basic sources is usually the most

reliable and valid data, so it contains high-quality information. All you have to do is analyze, find and use the required information. The main source of information is all research conducted in the business functional area and the team itself. Quality information can be provided through auxiliary sources, but companies should take extra care when using this information. You should check valid/up-to-date information provided by trusted sources.

Incorrect or invalid source information from the company may adversely affect the project. For example, one of the design teams can use the website to influence the budget to determine the cost of unnecessary materials. The website price may be wrong or higher than the team expected. This means that the project exceeded the budget. If you check the source to make sure it is the high-quality information they are using, it will not happen.

Improving the Flow of Information

Company information flow is not very good. As a project/project manager, other members of the team need more effective information flow between different sub-teams. Improving the flow of information within a company can be easy, and there are several ways to do this.

First, the way the company communicates with each team is different because they are in a different location from other departments in the university. This means that the way information is shared must be unique to the team. The type of information required by each team is also different. This can determine the type of communication used when passing information to a specific team.

Once the communication method for each team is set up, everyone who sends a message must create the message for the purpose of the recipient. Therefore, it will delete unnecessary and unnecessary information. Deleting unnecessary information can improve the flow of information because it is more direct and convenient for the sender and receiver of the information. Once you find the information you need, you

can simplify and modify it to make it easier for the recipient to use. The simplified information can be explained and implemented more easily in the project. Optimize information. You can use information more effectively.

Example: An example of how to improve the flow of information is between the project manager and the team. The project manager does not share project information with the team, so the team does not know what they are doing in most projects. In the virtual security team, the project manager made a project plan for the team, but it was not shared with anyone on the team, so we had to delegate the work to them. When he left the meeting, the team had no work. Improving the information flow can solve this problem.

Legal Issues

The "Data Protection Act" (1998) was promulgated to ensure the correct handling of personal data and data. The law prevents the dissemination and misuse of personal data by ensuring that all companies registered under the Data Protection Act comply with strict guidelines. Specify this process as follows:

- **All information held by the organization should be treated fairly and lawfully.**
- **The information stored can only be used for its intended purpose.**
- **Only store a limited amount of information (not too much) that needs to be associated and associated.**
- **The person's information is accurate and was recently collected.**
- **It can only be kept for a limited time.**
- **It will be processed according to the legal rights of the individual.**
- **Safely store access to business-only information**

- **Without proper protection, information cannot be transferred to other countries.-Unauthorized modification of computer equipment**

These guidelines protect the stored information of individuals and give them the right to know what data is stored.

How it may affect the company

When using auxiliary information and Internet data, the Data Protection Act (1998) may have an impact on business. If your company uses information obtained from the Internet, violating the data protection law will cause problems for your company and face serious consequences. When recording the survey results requested by students, teachers, and parents, one of the sub-teams (marketing) shall comply with data protection laws. Disclosing the personal data collected in the questionnaire violates the Data Protection Act.

Computer Misuse Act **1990**

"Computer Usage" (1990) described three kinds of crimes that humans may commit, which violate information security and computer use. These violations include:

- **Unauthorized access to other computers-usually, you use someone else's credentials.**
- **Unauthorized use of computer equipment constitutes a serious crime.**
- **Unauthorized manipulation of data or information (computer content) without the consent of the owner.**

The Police and Soboba (2006) were modified to enhance the security of the law.

How it may affect the company

If Computer (1990) is used to try to prevent other companies from winning the competition, it will affect the

virtual security team. An example in this project is the "Nuclear Wutong" day. An opposition company (Chips) left the login credentials to a server on the table in the room where they worked with another company (Brunel). If a member connects to another team's server and uses the detailed information to change the settings of the server operation, they may have encountered a serious situation that violated two computer usage conditions. Have. This means in law.

Ethical Issues

Codes of Practice

The company has a code of conduct to ensure that all company employees use the available facilities. Define the use of various functions, such as e-mail and Internet use.

Use of Email

Companies often have codes of conduct for the use of e-mail, because abuse can affect companies. It is prohibited to send emails containing content deemed inappropriate or threatening/bullying by the company in order to represent the company in a negative way. Another code of conduct for using email is to prohibit certain spam/email transmissions. This can be considered harassment and meets the first criteria listed. To prevent this from happening, most companies limit the number of emails that can be sent to individuals.

Use of the Internet

Like the use of e-mail, the company has a code of conduct for using the Internet. This is to prevent employees from visiting inappropriate websites, such as: B. Games and pornographic websites. Companies do this by using filtering software to restrict personal use of the Internet.

How it may affect the company

The implementation of the code of conduct prevents abuse of university facilities. Failure to comply with the Code of Conduct could damage the university's reputation and undermine its partnership with Cisco. It may also affect the company's position and cause the loss of competition qualifications. An example of a violation of the code of conduct is when one of the teams sends Cisco spam to receive a response from the mentor without waiting for a response.

Organizational Policies

Organizational policies affect the way companies handle information. There are two types of organizations. Centralized and decentralized-The type of organization affects how information is stored and protected. Centralized (hierarchical) organizations/companies distribute information as needed. This

means that a strategy will be developed to allow you to view only the information of the parties you need. The person with the authority to query information can be changed and managed by the administrator. Decentralized organizations are also part of the organization in other regions. This means that when you access the information on the site, the file will be more secure, but when you access the data on other sites, the file will be more restrictive.

How it may affect the company

Organizational strategy has a hierarchical structure in the business and can affect the business in many ways. This prevents teams lower and lower in the hierarchy from accessing unauthorized information. This can be a positive attribute or a negative attribute. For example, if you have personal information that only the plan or project manager knows, then this is a good way to manage organizational strategy information that is implemented based on the information you need. If everyone can access the information, it may cause other problems in the group. The downside of these types of organizational strategies is that it becomes more difficult to exchange information between teams. For the organization, it can also support the flow of information within the group.

Assess how issues related to the use of information affect an organisation

Operational Issues

Security of Information

System users expect the system to be safe. This means unauthorized access and inability to access personal information. This includes changing and deleting data. The IT department that manages the system must also designate people who can view and edit the information.

Banks need to maintain the highest level of security in the system for the amount of funds owned by the organization. Since millions of system users have many bank accounts, there is no need to protect the safety of anyone who has not been accessed, stolen, tampered with, or transmitted data. IT created a system that allows users to check in and out funds and view documents. The government is also expected to allow bank employees to edit and add information.

Backups

All organizations need to protect information in the event of physical problems (such as natural disasters) or processing interruptions. For security reasons, the backup should be transferred to another area outside the system.
There are 3 types of backups.
-Full backup can protect all information.
-incremental backup backs up files that have been changed or new since the last incremental backup.
-Differential backup backs up files that have changed since the last full backup.
This is very important for banks. In the event of a disaster, files should be backed up weekly. In fact, millions of people all over the world rely on banks to make money. The backup file should be deleted on the original system to prevent both from being damaged in a disaster situation.
Health and safety

The applicable rule when designing/managing the system is that monitors, tables and chairs must be placed correctly so that the user does not pull people or necks. The organization also has swivel chairs on wheels in the IT department. Employees should also take regular breaks to avoid RSI and arthritis.

The bank's IT department shall comply with the above regulations. When using ICT and maintaining systems, office and workplace laws apply.

Organisational policies

The organization has guidelines that employees must follow. Employees need to keep all external information confidential. Respect all rights of employees and customers. If the information is incorrect, please change it.

The bank does not disclose information that may affect the bank. For example, tell someone the salary of your boss. Employees should always treat new and old customers well and pass on their rights and relationship with the bank to them.

Business continuance plan

In the 21st century, ICT will become an important part of the organization. If an ICT system or department fails, the organization must plan. The tic service should display the measures to be taken when a system error occurs, so that the system can perform while providing the service.

Business continuity plans are very important for banks because they need to maintain services to millions of customers. When a failure occurs, the ICT department needs to develop a continuous execution plan for the system. The department creates other terminals connected to other networks. If the terminal fails, the system can run on other terminals.

Costs

All organizations should be wary of costs. Attention should also be paid to the costs of the ICT sector. The two main areas of computing for ICT projects are:

- First, it takes a while to import the equipment into the department. It also means installation, testing and human resource development.

- The next cost is the ongoing cost of the system. This is a minor change to the system to keep the organization up and running.

- Fees are essential to banks. One of the costs that banks must purchase is computer systems, terminals, devices that can be connected together, multiple networks, supercomputers, and ATMs.

- Operate the ICT department. This means that system costs will continue. Banks must use the ICT system every day because it is used by millions of customers every day. It can be restored by accessing it using various media. Phone, website, bank statement, etc.

Impact of increasing sophistication of systems

Computer systems are becoming more and more complex. In other words, employees should be educated about how the new software works. However, some employees do not understand computer systems at all. Therefore, employees need to understand basic knowledge such as how to create and process transaction report queries.

Banks need someone who knows how to use IT systems, because systems are important. It contains information about millions of customers. The consequences of employees not using computers can be serious. Bank computer systems are everywhere. It can be online via a computer or mobile phone application. It can also be an ATM computer system. Banking is

about teaching employees how to use computer systems after joining the company.