



DATA AND INFORMATION INFORMATION SYSTEMS

DIFFERENT TYPES OF SUPPORT SYSTEMS

CIS 1102N PORTFOLIO #2

UNDERSTANDING DATA...

NUMBERS

Data consists of raw facts and figures that, on their own, do not convey any specific meaning. It can be quantitative (numerical) or qualitative (descriptive) and can take various forms, such as:

IMAGES

SOUNDS

TEXTS

UNDERSTANDING INFORMATION...

Information is the data that has been processed, organized, or structured in a way that provides meaning and context. It answers questions and helps in decision-making.

IN SUMMARY...

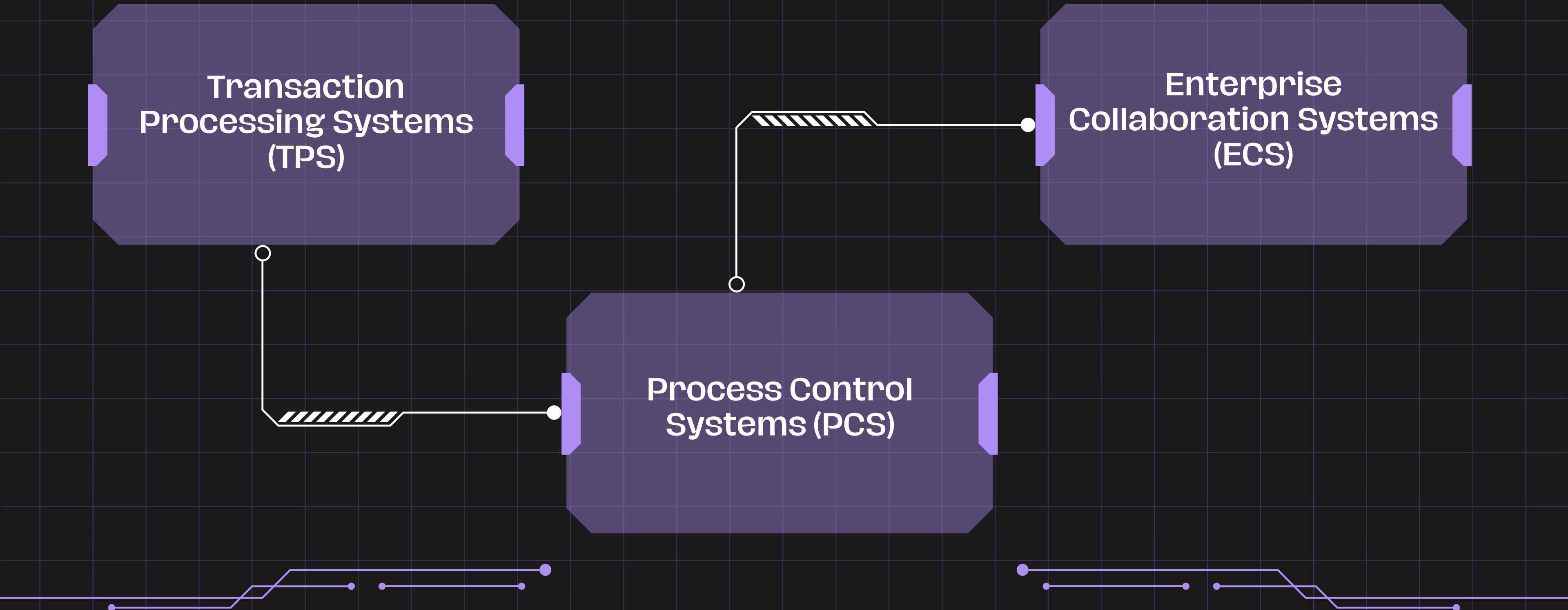
Data and information are interconnected yet distinct concepts. Data serves as the foundational element, while information is the meaningful output derived from processing that data. Understanding this relationship is essential for effective analysis and informed decision-making.

OPERATIONAL SUPPORT SYSTEMS

Transaction
Processing Systems
(TPS)

Enterprise
Collaboration Systems
(ECS)

Process Control
Systems (PCS)



TRANSACTION PROCESSING SYSTEMS

- TPS record and process data resulting from business transactions, such as sales, purchases, and inventory management.
- Examples include sales and inventory processing systems



PROCESS CONTROL SYSTEMS

- PCS automatically make decisions about physical production processes using computer systems.
- For instance, a petroleum refining center uses PCS to monitor and control the refined process

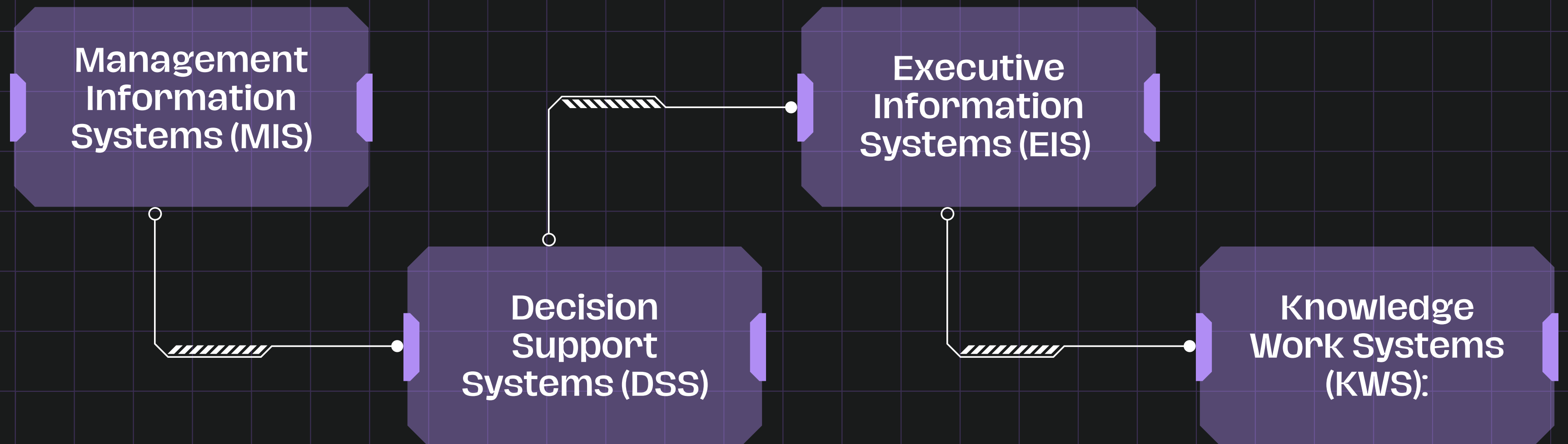


ENTERPRISE COLLABORATION SYSTEMS

- ECS use various information technologies to help people work together, collaborate, communicate ideas, share resources, and coordinate work efforts.
- Examples include email, chat, and video conferencing



MANAGEMENT SUPPORT SYSTEMS



MANAGEMENT INFORMATION SYSTEMS

- MIS provide managers with information products that support their day-to-day decisions.
- For example, a sales manager may use an MIS to access instant displays of sales results and daily sales reports.



DECISION SUPPORT SYSTEMS

- DSS provide interactive information support to managers and business professionals during the decision-making process.
- Examples include systems for product pricing and risk analysis.



EXECUTIVE INFORMATION SYSTEMS

- EIS provide strategic information tailored to the needs of executives and other decision-makers.
- They provide top management with easy access to key information critical to organizational strategic objectives



KNOWLEDGE WORK SYSTEMS

- KWS support knowledge workers, such as researchers, analysts, and consultants, by help in them create reports and presentations.
- For instance, a KWS used by a marketing team may assist in creating marketing materials, analyzing customer data, and tracking marketing campaigns





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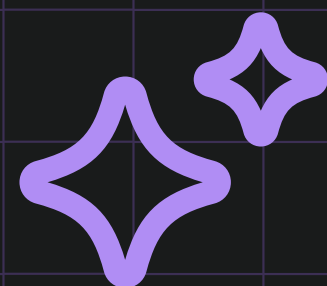
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THANK YOU!

