

Read Chapter 14 and 15 from the textbook. From each chapter, list 15 important and interesting terms with their description. (Total of 30 terms.)

Chapter 14:

1. **User interface:** The user interface is the component of the system with which end users interact.
2. **External integration tools:** External integration tools are methods of connecting the implementation team's efforts to users at all organizational levels.
3. **Ergonomics:** Ergonomics is the study of the interaction between people and machines in the workplace. It takes into account employment design, health considerations, and the end-user interface of information systems.
4. **Counter-implementation:** A intentional strategy to obstruct the implementation of an information system or an innovation in an organization.
5. **Change Agent:** Someone who promotes and supports a new way of doing things within a company.
6. **Capital budgeting:** Capital budgeting is a way of determining the financial feasibility of capital investment over its life cycle.
7. **Business Case:** A business case is a proposal to management asking for approval for an investment. The business case for an IT investment describes the organizational issue that can be solved by investing in the recommended system solution. It examines the investment's costs, advantages, and risks, as well as the justification for the recommended course of action.
8. **User-designer communications gap:** The disparity in backgrounds, interests, and priorities that impedes communication and problem-solving between end users and information systems specialists.
9. **Information systems plan:** An information systems plan supplements the entire company plan by incorporating strategic systems into top-level planning. The Chief Information Officer develops the IS firm plan, which is authorized annually by the CEO and, in some cases, the Board of Directors.
10. **Intangible benefits:** An intangible benefit is one that cannot be touched and is difficult to quantify in monetary terms.
11. **Tangible benefits:** Tangible benefits are those that can be quantified and measured.
12. **Sociotechnical design:** Sociotechnical design is the depiction and modeling of the interconnectedness of people's, organizations, and society's social components, as well as the technical aspects of machines, computers, and other technology.
13. **Scoring model:** A scoring model is essential for picking projects that must consider a variety of characteristics. It assigns weights to various aspects of a system and then computes the weighted sums.

14. PERT chart: A PERT chart graphically depicts project tasks and their interrelationships. The PERT chart depicts the individual actions that make up a project, as well as those that must be completed before a given activity may begin.

15. Organization impact analysis: An organizational impact study discusses how a proposed system may alter organizational structure, attitudes, decision-making, and open decision-making actions. To successfully integrate information technology into the organization, detailed and properly documented organizational impact evaluations must be prioritized in the development cycle.

Chapter15:

1. **Particularism:** The concept that circumstances determine how ideas and actions should be applied.
2. **International information systems architecture:** An international information systems architecture is made up of the fundamental information systems that organizations need to organize global trade and other activities.
3. **Legitimacy:** The extent to which your authority is acknowledged on the basis of ability, vision, or other attributes.
4. **Multinational:** The multinational strategy focuses on financial management and controls from a centralized headquarters while decentralizing production, sales, and marketing operations to units in other nations.
5. **Business driver:** A business driver is a force in the environment that businesses must respond to and that determines the business's path.
6. **Cooptation:** Bringing the opposition into the process of planning and implementing the solution without giving up control over the direction and nature of the change is defined as cooptation.
7. **Core systems:** Core systems provide support for functions that are vital to the organization.
8. **Domestic exporter:** The domestic exporter strategy is distinguished by a strong concentration of corporate activities in the country of origin.
9. **Franchises:** Franchisees are a fascinating combination of old and new. On the one hand, the product is invented, designed, financed, and first manufactured in the home nation, but it must rely largely on foreign personnel for subsequent production, marketing, and human resources due to product-specific factors.
10. **Global Culture:** Global culture is a collection of common experiences, conventions, symbols, and ideas that bring people together on a global scale.

- 11. Computing Platforms:** A computing platform, often known as a digital platform, is a software-run environment. It could be the hardware or the operating system (OS), a web browser and its associated application programming interfaces, or any other underlying software as long as the program code is executed with it. There are numerous degrees of abstraction in computing platforms, such as computer architecture, an operating system, or runtime libraries. A computing platform is a platform on which computer applications can run.
- 12. System Integration:** System integration is the process of combining numerous independent subsystems or sub-components into one bigger system that allows the subsystems to function together.
- 13. Software Localization:** Software localization refers to the full process of translating software to run in a second language.
- 14. Transborder data flow:** Transborder data flow is defined as the transportation of information in any form across international borders.
- 15. Transnational:** A transnational company has centralized operations in one country but extra global operations and assets.