

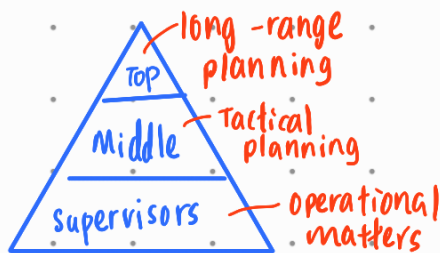
Parts of information system

- ① People creator, developer, supporter, user
- ② Procedures guidelines for people to flw when using soft/hardware & data
- ③ Software PROGRAM that consist instructions that tell computer how to do its work.
→ convert data → information
- ④ Hardware Equipment that processes data to create information
- ⑤ Data
- ⑥ Internet

5 Functional area in organisation

- ① Accounting
- ② Marketing
- ③ Human Resources
- ④ Production
- ⑤ Research

Management levels



Information flow in organisation

Top management : Vertical, horizontal, external

Middle management : Vertical, horizontal

Supervisors : Primarily vertical

Computer-based information system



Transaction processing system (TPS)

- record day-to-day transaction in a database
- a.k.a. data processing systems
- TPS generally go thru 5-stage cycle :
 1. Data entry activities
 2. Transaction processing activities
 3. File and database processing
 4. Document and report generation
 5. Inquiry processing activities

→ Example of TPS

1. Sales order entry

2. Payroll

→ Work example (Accounting)

1. sales order processing

2. Inventory & purchasing

Management information system (MIS)

- the use of information tech, people & business process to record, store & process data.
- to produce information that decision-makers can use to make day-to-day decisions.
- Produces standardized reports to support decision-making by middle managers
- Integrate data & summarize detail from databases
- Produces predetermined reports :
 1. Periodic reports
 2. Exception reports
 3. Demand reports
- Example: process control, office automation.

Decision support system (DSS)

→ Flexible tool for data analysis for decision-making

→ Allow managers get ans to unexpected & generally non-recurring prob

↳ report don't have fixed format.

→ Parts of DSS : 1. User

2. System software

3. Data (internal & external)

4. Decision models : Strategic models (Top management - long term plan)

Tactical model (middle management - Financial/promotion plan)

Operational model (lower-level manager to complete daily task)

→ Example : GPS

Executive support system (ESS)

→ Sophisticated software for presenting, summarizing & analyzing data

→ but 因为是给高层 so easy to use

→ Provide immediate access to a company's KPI.

Office automation systems

Knowledge work systems

Data workers

Knowledge workers

