- An information system is any organized system for the collection, organization, storage and communication of information.[2]
- Information systems aim to support operations, management, and decision making through inter-relation between data systems and activity systems.[3]
- Information systems are a combination of hardware, software, data, procedures, people, and feedback.[4]
- Expert systems are computer systems that emulate the decision-making ability of a human expert.[5]
- An expert system is divided into two sub-systems: the knowledge base and the inference engine. The knowledge base represents facts and rules. The inference engine applies the rules to the known facts to deduce new facts.[6]
- Electronic data interchange (EDI) is an electronic communication method that provides standards for exchanging data via any electronic means. By adhering to the same standard, two different companies or organizations, even in two different countries, can electronically exchange documents (such as purchase orders, invoices, shipping notices, and many others).[7]
- EDI and other similar technologies save a company money by providing an alternative to, or replacing, information flows that require a great deal of human interaction and paper documents.[8]
- Barriers to implementing EDI systems include necessary business process changes and cost in time and money for initial set-up.[9]
- Enterprise resource planning (ERP) is business management software that an organization can use to collect, store, manage and interpret data from a variety of business activities.[10]
- ERP systems may include product planning, manufacturing or service delivery, marketing and sales, inventory management, shipping, and payment.[11]
- Knowledge management (KM) is the process of capturing, developing, sharing, and effectively using organizational knowledge.[12]
- Knowledge management efforts typically focus on organizational objectives such as improved performance, competitive advantage, innovation, the sharing of lessons learned, integration and continuous improvement of the organization.[13]