1. What is an Information System? Provide some examples of Information Systems that you have seen around you (Try not to use social media apps/mobile phones as examples)

Information systems are an umbrella category encompassing a number of fields:

* Systems analysis and design
* Computer networking
* Information security
* DB Management
* Decision Support Systems

ISs collect, store, and process and distributes information

Examples of IS include enterprise databases, rostering applications, and data aggregation and graphing/analysis tools used to assist executive decisionmaking.

1. Describe in a sentence what different types of IS exist, and who are the users of these systems? Use CBA as your example to answer the question

**Executives – Executive Information Systems**

e.g. Business intelligence software

**Senior managers – Decision Support Systems**

e.g. Employee performance analytics

**Middle managers – Management Information Systems**

e.g. customer data and feedback collection system, profit and expenditure tracking, employee records database

**Workers – Transaction Processing Systems**

e.g. point-of-sale terminals, ATMs, order processing sites/software, reservation systems

1. Assume a consultancy organisation is approached by a client to develop an Information System. List and briefly define the phases of the systems development life cycle (SDLC)- Waterfall methodology.

**Waterfall Methodology:**

Requirements

Identify and gather the system requirements, including customer profile and potential use-cases for the system.

Scope out the project, including high-level feasibility analysis and plan out features and technical specifications.

Design

Plan out the large-scale software architecture that the system will need in order to function efficiently and effectively.

Implementation

Develop a concrete implementation of the software according to the architecture plan.

Verification

Testing and verifying that the concrete implementation meets the specified design goals and expectations.

Maintenance

Monitor, maintain and update the software post-launch to ensure ongoing functionality and compatibility, and perform repairs, upgrades, or revisions where needed.

1. For the case study provided under Week-2 section, understand the case study and write them in points for each person using the system.

Customers:

* Interact with an interface which gathers and stores customer details and allows them to login/signup
* Submits order requests to a database which stores photos, as well as relevant dates, locations, and layout.
* Review and confirm photobook design before it is finalized
* Request design changes in the photobook
* Makes payment via PayPal to finalize the order.
* View tracking details (AusPost) for their order

Designers:

* Accesses the order database to receive the order
* Design the photobook using their choice of editing software
* Uploads a digital copy of the design onto the system

Managers:

* Access and review designers’ work and send to customer for confirmation
* Interact with PayPal to receive payment and provide the receipt to the customer
* Creates print requests to a third party system (PrintMaster) to print the order
* Interacts with AusPost to ship the physical photobook and forward tracking info to customer