

What's New in Management Information Systems (MIS)

Management Information Systems are evolving quickly because of changes in technology and business needs. Key changes include IT Innovations, new business models, e-commerce expansion, management changes, and organizational changes.

Globalization and MIS

Globalization integrates economies worldwide, with the Internet reducing operational costs across borders. Businesses can now reach customers, suppliers, and partners globally with ease.

The Emerging Digital Firm

A digital firm manages relationships, processes, and assets digitally. Advantages: flexibility, responsiveness, time/space shifting capabilities.

Interdependence Between Organizations and Information Systems

Business strategies and IT systems are deeply linked; changes in one require changes in the other.

Strategic Business Objectives of Information Systems

Objectives include operational excellence, new products & business models, customer/supplier intimacy, improved decision-making, competitive advantage, and survival.

What is an Information System?

A set of components that collect, process, store, and distribute data to support decision-making, coordination, and control.

Data vs Information

Data = raw facts. Information = organized data with meaning.

Functions of an Information System

Input, Processing, Output, Feedback.

Dimensions of Information Systems

Organizational, Management, and Technology dimensions.

Business Perspective on IS

IS investments lead to higher productivity, revenue, and market advantage.

Business Information Value Chain

Stages: Data acquisition, storage, processing, distribution, decision-making, and feedback. Each stage adds value.

Variation in Returns on IT Investment

Returns vary based on business model and complementary assets (organizational, managerial, social).

Sociotechnical Perspective

Optimal performance comes when technology and organizations adapt to each other.

Functional Perspective

Business processes can be functional or cross-functional. IS improves efficiency, supports new models, and integrates enterprise functions.

Systems for Different Management Groups

Operational: TPS; Management: MIS & DSS; Strategic: ESS.

Enterprise Applications

ERP, SCM, CRM, and KMS integrate processes across the firm.

E-Business and E-Commerce

E-business covers enterprise-wide IT use; e-commerce focuses on online buying and selling.

Collaboration and Social Business

Collaboration systems improve productivity, quality, and innovation. Tools include email, chat, wikis, telepresence, and cloud platforms.

Organizations and IS

Organizations are shaped by routines, culture, politics, environments, and structure. IS influences and is influenced by these factors.

Disruptive Technologies

Technologies like PCs, Internet, and smartphones radically change industries.

First Movers vs Fast Followers

First movers risk failure; fast followers often dominate by learning from them.

Impact of IS on Organizations

IT reduces costs, flattens structures, decentralizes decision-making, and reshapes work routines.

Using IS for Competitive Advantage

IS helps firms achieve unique value through models like Porter's Five Forces (competitors, entrants, substitutes, customers, suppliers).