Business processes-
1) refer to the manner in which work is organized, coordinated, and focused to produce a valuable product or service.
2) are the collection of activities required to produce a product or service.
3) also refer to the unique ways in which organizations coordinate work, information, and knowledge, and the ways in which management chooses to coordinate work.

Manufacturing and production - Assembling the product, checking for quality, producing bills of materials.

Sales and marketing - Identifying customers, making customers aware of the product, selling the product.

Finance and accounting - Paying creditors, creating financial statements, managing cash accounts.

Human resources - Hiring employees, evaluating employees' job performance, enrolling employees in benefits plans.

Transaction processing systems (TPS) -
1) systems that keep track of the elementary activities and transactions of the organization, such as sales, receipts, cash deposits, payroll, credit decisions, and the flow of materials in a factory.
2) computerized system that performs and records the daily routine transactions necessary to conduct business, such as sales order entry, hotel reservations, payroll, employee record keeping, and shipping.

Business intelligence - is a contemporary term for data and software tools for organizing, analyzing, and providing access to data to help managers and other enterprise users make more informed decisions.

Management information systems (MIS) - also designates a specific category of information systems serving middle management.

Decision-support systems (DSS) - focus on problems that are unique and rapidly changing, for which the procedure for arriving at a solution may not be fully predefined in advance

Executive support systems (ESS) - systems that focus on strategic issues and long-term trends, both in the firm and in the external environment.

Portal - Web interface to present integrated personalized business content.

Digital dashboard - displays on a single screen graphs and charts of key performance indicators for managing a company.

Unstructured decisions - are those in which the decision maker must provide judgment, evaluation, and insight to solve the problem. Each of these decisions is novel, important, and nonroutine, and there is no well-understood or agreed-on procedure for making them.

Structured decisions - are repetitive and routine, and they involve a definite procedure for handling them so that they do not have to be treated each time as if they were new.

Semistructured - where only part of the problem has a clear-cut answer provided by an accepted procedure.

Senior executives - face many unstructured decision situations, such as establishing the firm's 5- or 10-year goals or deciding new markets to enter.

Middle management - faces more structured decision scenarios but their decisions may include unstructured components.

Operational management - and rank-and-file employees tend to make more structured decisions.

Intelligence - consists of discovering, identifying, and understanding the problems occurring in the organization—why a problem exists, where, and what effects it is having on the firm.
Design - involves identifying and exploring various solutions to the problem.
Choice - consists of choosing among solution alternatives.
Implementation - involves making the chosen alternative work and continuing to monitor how well the solution is working.

Production reports - the most widely used output of a BI suite of tools are pre-packaged.

Predictive analytics - use statistical analysis, data mining techniques, historical data, and assumptions about future conditions to predict future trends and behavior patterns.

Data visualization and visual analytics tools help users see patterns and relationships in large amounts of data that would be difficult to discern if the data were presented as traditional lists of text or numbers.

Geographic information systems (GIS) - are a special category of tools for helping decision makers visualize problems requiring knowledge about the geographic distribution of people or other resources.

Sensitivity analysis - models ask what-if questions repeatedly to predict a range of outcomes when one or more variables are changed multiple times.

Pivot table - manager "super users" and analysts employ to identify and understand patterns in business information that may be useful for semistructured decision making.

Balanced scorecard method - the leading methodology for understanding the really important information needed by a firm's executives.

Key performance indicators (KPIs) - the measures proposed by senior management for understanding how well the firm is performing along any given dimension.

Business performance management (BPM) - attempts to systematically translate a firm's strategies (e.g., differentiation, low-cost producer, market share growth, and scope of operation) into operational targets.

Group decision-support systems (GDSS) - is an interactive computer-based system for facilitating the solution of unstructured problems by a set of decision makers working together as a group in the same location or in different locations.

Systems analysis and design (SA&D) - process by which information systems are designed and implemented within organizations.

Systems development life cycle (SDLC) - method of using the systems approach to develop information system solutions, and the most prevalent one in organization systems analysis and design, can be viewed as a multistep, iterative process.

Systems investigation stage - which is the first step in the systems development process.

Feasibility study - is a preliminary study where the information needs of prospective users and the resource requirements, costs, benefits, and feasibility of a proposed project are determined.

Operational feasibility - assessment focuses on the degree to which the proposed development project fits in with the existing business environment and objectives with regard to development schedule, delivery date, corporate culture, and existing business processes.

Whether you want to develop a new application quickly or are involved in a long-term project, you will need to perform several basic activities of **systems analysis**.

The **logical model** is a blueprint of the current system that displays only what the current system does without regard for how it does it.

Prototyping is the rapid development and testing of working models, or **prototypes**, of new applications in an interactive, iterative process that can be used by both IS specialists and business professionals.

Prototyping has enlarged the role of the busi□ness stakeholders affected by a proposed system and helps make possible a quicker and more responsive development process called **agile systems development (ASD)**.

Project - is a special set of activities with a clear beginning and end.

Developing good user **documentation** is an important part of the implementation process.

Strategic planning deals with the development of an organization's mission, goals, strategies, and policies.

SWOT analysis (strengths, weaknesses, opportunities, and threats) is used to evaluate the impact that each possible strategic opportunity can have on a company and its use of information technology.

A **business model** is a conceptual framework that expresses the underlying economic logic and system that prove how a business can deliver value to customers at an appropriate cost and make money.

Business/IT planning process, which focuses on discovering innovative approaches to satisfying a company's customer value and business value goals.

Application development management involves managing activities such as systems analysis and design, prototyping, applications programming, project management, quality assurance, and system maintenance for all major business/IT development projects.

IS operations management is concerned with the use of hardware, software, network, and personnel resources in the corporate or business unit data centers (computer centers) of an organization.

System performance monitors look after the processing of computer jobs, help develop a planned schedule of computer operations that can optimize computer system performance, and produce detailed statistics that are invaluable for effective planning and control of computing capacity.

The **chief information officer (CIO)** oversees all use of information technology in many companies and brings it into alignment with strategic business goals.

Technology management is the primary responsibility of a **chief technology officer (CTO)** , who is in charge of all information technology planning and deployment.

Outsourcing, in broad terms, is the purchase of goods or services that were previously provided internally from third-party partners.

Offshoring can be defined as a relocation of an organization's business processes (including production/manufacturing) to a lower-cost location, usually overseas.

Political challenge is that many countries have rules regulat□ing or prohibiting transfer of data across their national boundaries (transborder data flows), especially personal information such as personnel records.

Geoeconomic challenges in global business and IT refer to the effects of geogra□phy on the economic realities of international business activities.

Cultural challenges facing global business and IT managers include differences in languages, cultural interests, religions, customs, social attitudes, and political philosophies.

Transnational strategy, where the company's business depends heavily on its information systems and Internet technologies to help it integrate its global business activities.

E-commerce is the part of **e-business** that deals with the buying and selling of goods and service over the Internet.

E-governance refers to the application of the Internet and networking technologies to digitally enable public sector agencies.

Social business is the use of social networking platforms and corporate social tools - engage employees, customers, and suppliers.

Puslish and rapidly access knowledge; discuss opinions and experience closely relates with **Blogs and Wikis**.

Discuss topics in open forums; share expertise - closely relates with **Communitites**.

Cyberlocker are online file-sharing service that allow users to upload files to secure online storage sites.

MS SharePoint is a browser based collaboration and document management platform, combined with a powerful search engine.

IT governance includes the strategy and policies for using information technology, within an organization.

Managerial roles are expectations of the activies that managers should perform, it does not include **Profit guarantee role**.

Integrity is the structure of data and relationships among the entites and attributes consistent.

These allow users to create their own reports based on queries and searches - **Ad hoc query/search/report creation**.