**Information Technology**

**Information technology**

* Computer based tool that people use to work with information which processes it to the organization’s needs.

**Information System**

* Collect, process, store, analyze and decimate information for a specific purpose

**Management Information System**

* Deals with the planning, development, management and use of the information technology tools.
* Helps to perform all the tasks of information processing

**Purpose of IS**

* To get the right information to the right people at the right time, format and amount to support decision making

**\*Information comes from data and leads to knowledge**

**Data Items**

* Description of events, activity, transactions that are recorded but not organized to convey anything specific
* Example: Hours worked in a week, Student grade in a class

**Information**

* Data that has been organized to convey a meaning
* Recipient interprets data and makes decisions based on that
* Examples: GPA of student with name
* Information is usually coupled data items

**Knowledge**

* Information or data that was organized to convey understanding
* Usually applies to a business problem
* Example: A recruiting company found that people with GPAs over 3.0 performed better

**The global, web-based platform**

* Makes globalization possible
* Such as the internet

**Why are IS important**

* They are used by all departments.
* Organizations cannot operate without them

**Typical Functional Areas**

* Finance
* Human Resources
* Accounting
* Sales
* Marketing
* Information systems

**Information Systems**

**Functional Area Information Systems (FAIS)**

* Supports particular functional areas
* Example: System for processing payrolls

**Transaction Processing Systems (TPS)**

* Supports monitoring, collection, storage and processing of data from business transactions
* Transaction: exchange of something of value provided by company in return for money, etc.
* Example: Store checkout terminal

**Enterprise Resource Planning Systems (ERPs)**

* Designed to correct a lack of communications among functional areas
* A database of information of all functional areas
* Example: Oracle

**E-Commerce**

* Enables transactions over the internet either B2B or with customers
* Example: Online shopping

**Office Automation Systems (OAS)**

* Supports clerical staff, lower and middle managers
* Used to develop documents, schedule resources, communicate
* Example: Microsoft Office

**Business Intelligence Systems (BIS)**

* Provides computer based support for complex, non-routine systems
* For middle managers and knowledge workers

**Decision Support System (DSS)**

* Provides access to data and analysis tools
* Used to make decisions

**Expert Systems (ES)**

* Attempt to duplicate the work of human experts by applying reasoning capabilities
* Examples: Credit Card approval analysis

**Dashboards or Digital Dashboards**

* Provides access to timely information
* Structured information in the form of reports
* Example: Status of sales by product

**Supply Chain Management System (SCM)**

* Manages flow of products, services and information among organizations

**\*A pyramid picture is in the slides. This wasn’t included in this.**