

Lee 1

IS

Information Systems

IS

Date

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ISDM

* System

① A system: An array of components that work together to achieve a goal or goals

② Accept inputs
↓
Process inputs
↓
Produce output

⑤

Subsystem: A component of a system.

Produce

⑥

Sub-goals

That meet the main goal.

Also can be considered as a system with its own right.

Transfer output to

⑦

Other sub-systems

③

A system may have multiple goals

④

A system contains sub systems.

* Information System

is a collection of components that work together to provide information to help in the operations and management of an organization.

do

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> An information system

- ① Collects
- ② Processes
- ③ Stores
- ④ Analyzes
- ⑤ Disseminates

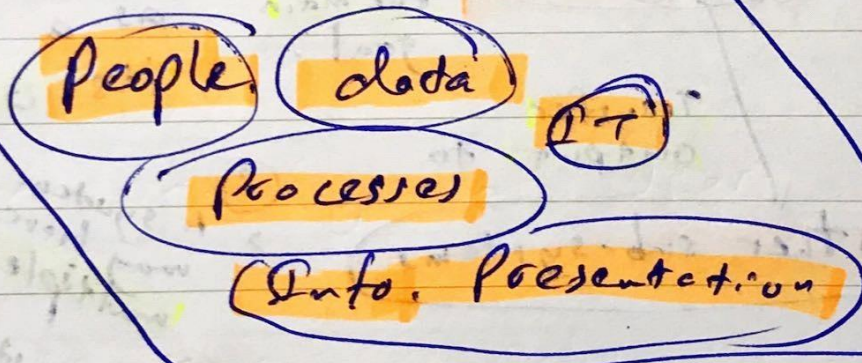
EP SAD

info for a purpose

information for a specific purpose

> IS:

Arrangement of:



help

* An IS is not necessarily be computerized

Interact to
> support
> improve

- ① Day to day operation
- ② Decision making
- ③ Problem solving

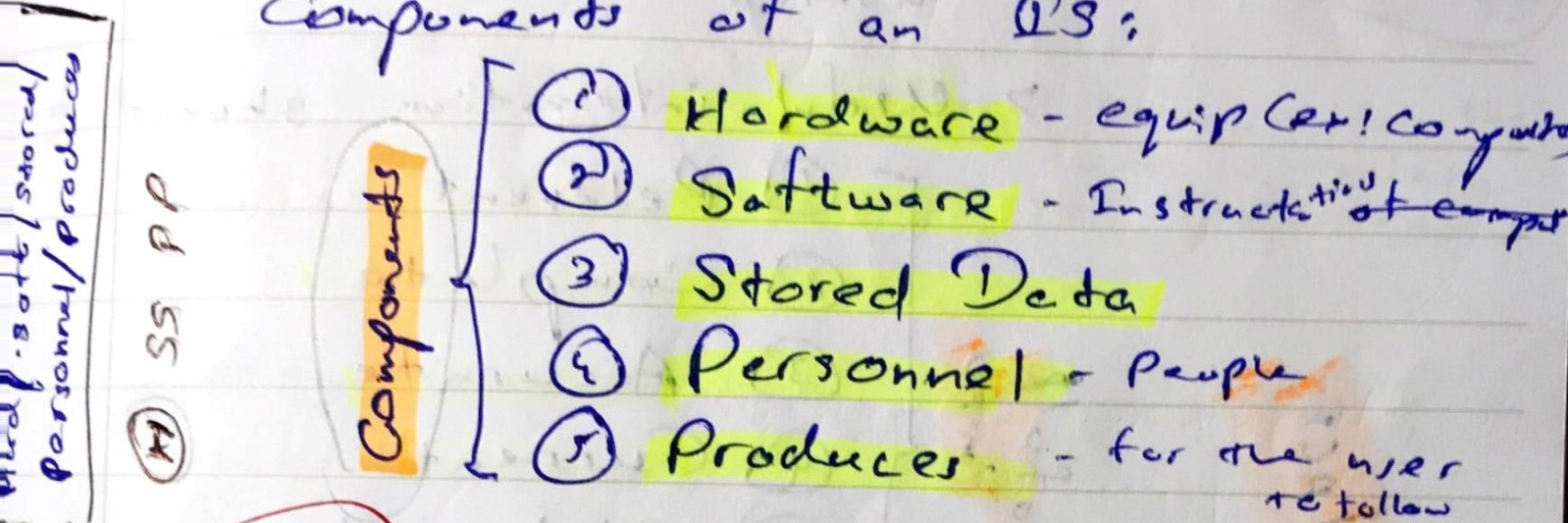
Components

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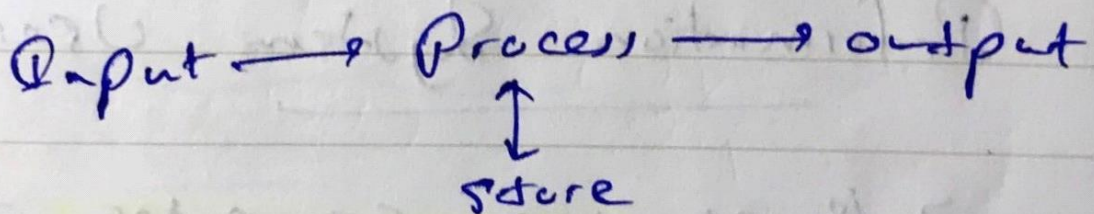
→ An IS is not necessarily be computerized

Components of an IS:

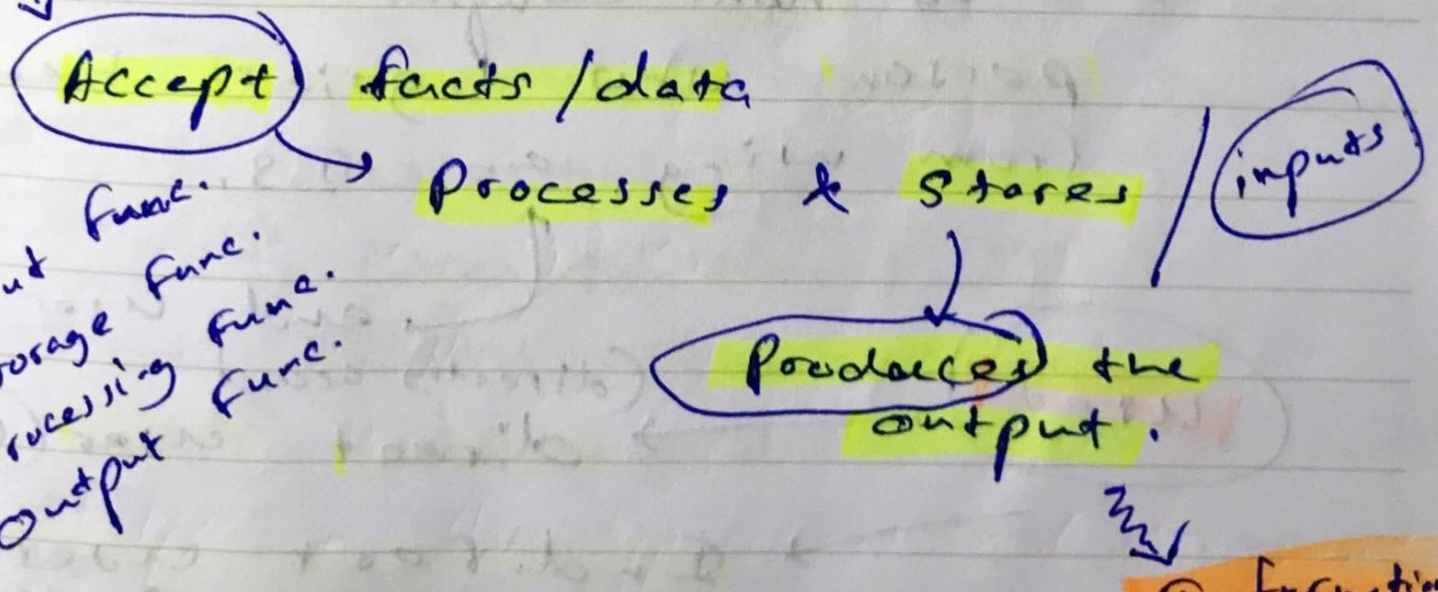


Function

Function at an info. sys. (IS)



Data



Information

Useful
Information

The usefulness of information

> not all information is useful

> Useful information should be:

RC/ACE

useful
info

① Relevant

② Complete

③ Accurate

④ Current

⑤ Obtained economically
(in business)

Information System User

> is a non-computer oriented person who gains benefits from using an IS.

Used

(directly access)

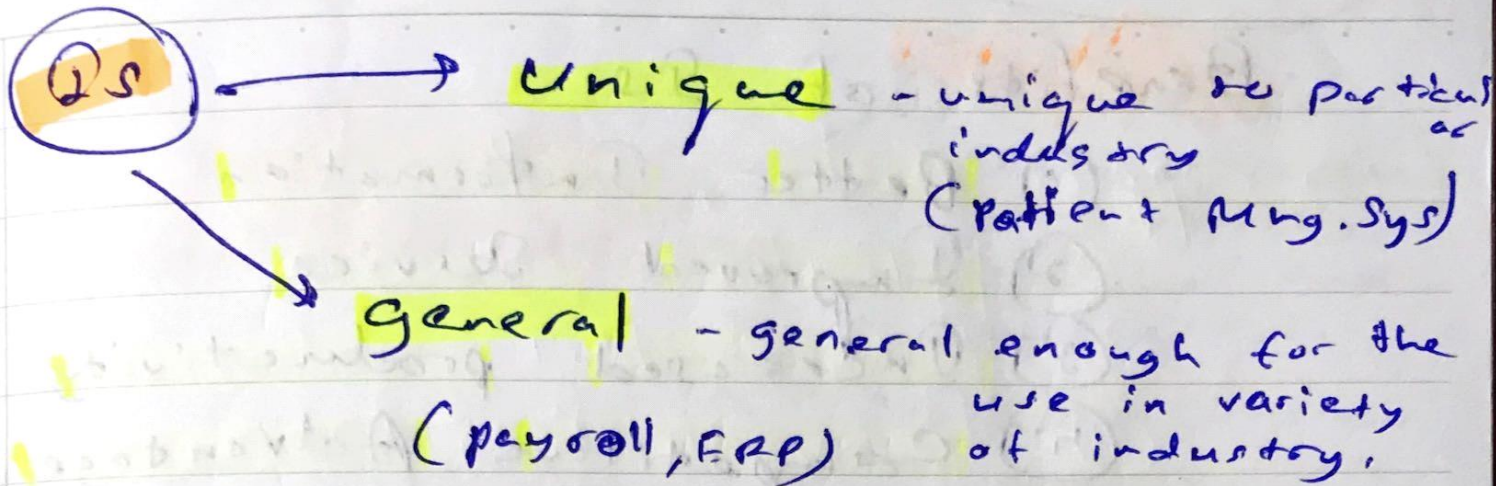
end-user

direct user (cashier)

Indirect user

(customer)

Someone else enter data and receive outputs and then gives to indirect user



Categorize IS

- by
- ↳ **number of people**
 - **Org structure**
 - **Major functions**
 - **Support provided**

Types of IS

(xodo)

- ① **Personal Information Systems**
 - ② **Workgroup IS**
 - ③ **Organizational IS**
 - ④ **Inter-organizational IS**
 - ⑤ **Global IS**
- GPS
Maps
Weather

Benefits IS

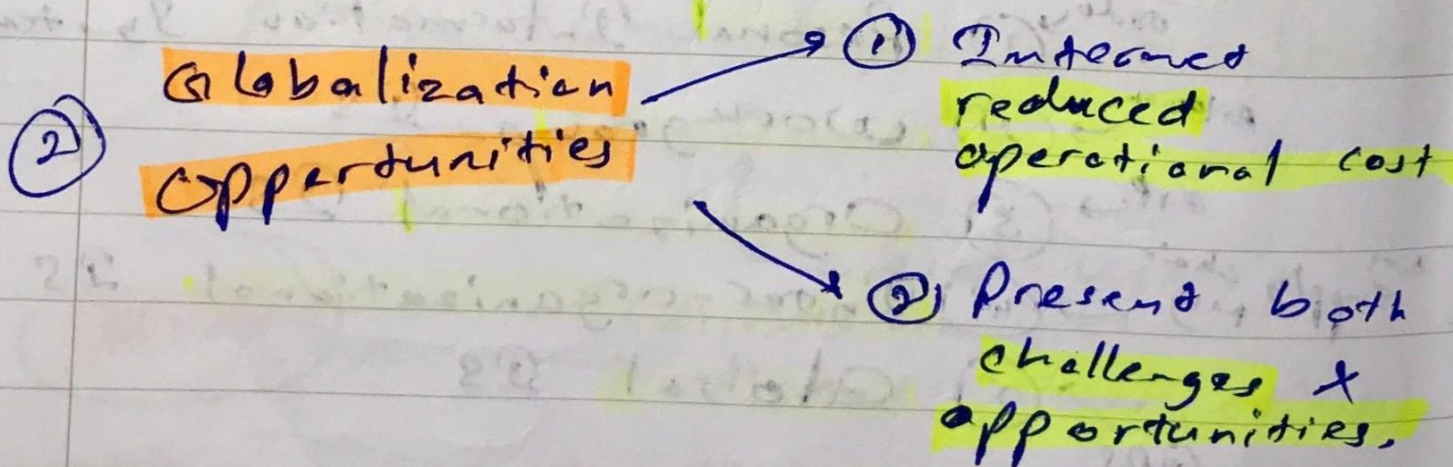
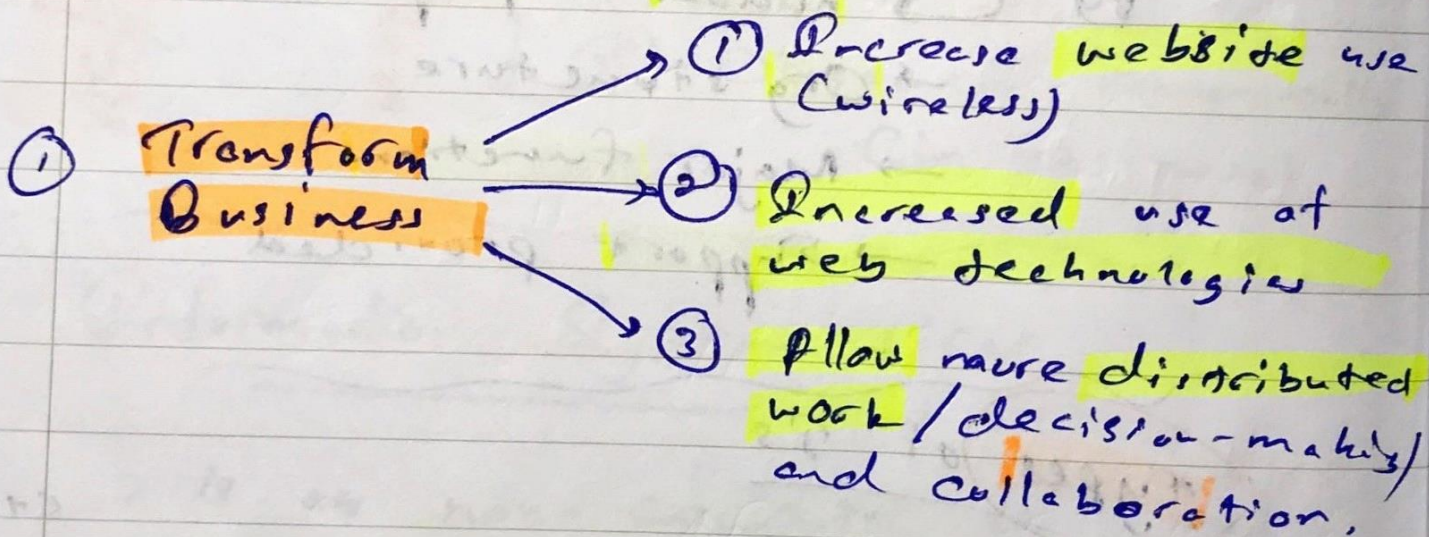
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Benefits of IS

- ① Better Information
- ② Improved Service
- ③ Increased productivity
- ④ Competitive Advantage.

> How organization use IS Today.



- ③ In the emerging, fully digital firm.
- ① Significant business relations are digitally enabled and mediated.
 - ② Core business processes are accomplished through digital networks.
 - ③ Key corporate assets are managed digitally.
- > Time shifting
> Space shifting

* Business firms invest heavily in IS to achieve 6 strategic business objectives:

- 6 objectives
- ① Operational excellence
 - ② New products/services/Business models.
 - ③ Customer & supplier interactivity
 - ④ Improved decision making
 - ⑤ Competitive advantage
 - ⑥ Survival

① > Operational excellence

driver/rider

- ① ~~①~~ Pickme connect, using GPS
- ② ~~②~~ Pizza Hut - Online order (menu)
- ③ ~~③~~ Cargills POS

② > New business models

- ① ~~①~~ ikman.lk found their model first in Sri Lanka.
- ② ~~②~~ ~~amazon~~ was the first online mall.
- ③ ~~③~~ Google appstore

③ > Customer & Supplier intermacy

~~④~~

- ① Hotel reservation system
- ② Feedback system

④ > Improved decision making

- ① Verizon real-time complaints map

⑤ Competitive advantage

① Combank digital

- The first online banking system in Sri Lanka.

⑥ Survival

① Commercial bank introduced ATM.