**Global Business and Collaboration**

**Business processes**

A predetermined set of procedures in a business, ultimately defining methods of input and output in the business to accomplish certain tasks. Business processes can be a asset or a liability.

**Example:**

Human Resource - responsible for hiring workers.

Production – make or produce the product or service.

**Improving the business process**

* Increase efficiency of existing processes
* Implementing new processes
  + Removing delays in decision-making.
  + Replace sequential steps with parallel steps.

**Enterprise Applications**

* Enterprise Resource Planning systems
* Supply Chain Management systems.
* Customer Relationship Management systems.
* Knowledge Management systems.

Enterprise Resource Planning systems

* Centralize data that’s been collected from different firm functions.
* Enables coordination of daily activities.
* Allows for efficient response to customer orders i.e. through production, inventory.
* Store data in a single data repository.

Supply Chain Management systems

* Manage the firm’s relationship with suppliers.
* Share information about orders, inventory levels and production rate.
* To ensure adequate units are delivered to customers with least amount of time and lowest cost.

**What is collaboration?**

Collaboration is a short lived or a long-term relationship established for the purpose of team-working, it may be formal or informal.

**Importance of collaboration**

* Innovation – teamwork offers higher probability for new and creative ideas.
* Able to expand scope of the firm i.e. globalization, but still work in close coordination.
* Revised nature of work – as more interaction between employees, customer or suppliers.
* Growth of professional work – able to gain knowledge and reputation through networking.

**Tools and technologies for collaboration and social business**

* Email
* Wikis
* Virtual world e.g. meeting on Teams
* Cloud collaboration services i.e. Google Drive
* Enterprise social networking tools.

**Business benefits of collaboration and teamwork**

* Higher productivity.
* Greater output quality as you receive advise and best practices from team members.
* Improvements in customer service
* Financial performance improvements i.e. more profits, sales growth.

**The information systems department**

Headed by Chief Information Officer (CIO)

Other senior positions:

* + Chief Security Officer (CSO)
  + Chief Knowledge Officer (CKO)
  + Chief Privacy Officer (CPO)
  + Chief Data Officer (CDO)
* Programmers
* System Analysis
* Information systems managers
* End user

**Organizing the information system**

* IT governance
  + Strategies and policies for using IT in the organization
  + Decision rights
  + Accountability