Chapter 1 introduced us to exactly what an Information System is and why they are essential for business success today. The three primary components of a business information system are explained: Technology, People, and Organization. A 4-step method for resolving a business information system problem is also discussed. Perhaps the most important part of this chapter is how business information systems can help with my career. The ability to know the intricacies of how business departments relate to each other and overlap and how to streamline these processes with a top-down view of the organization is paramount.

Chapter 2 dives into how the four major functions of a business: Manufacturing and production, Sales and marketing, Finance and accounting, and Human resources. The importance of developing systems for collaboration between departments is also discussed to improve Productivity, Quality, Innovation, Customer Service, and Financial Performance. Tools and technologies for collaboration and social business include: email and IM, wiki (editable, collaborative info references), Virtual Worlds, Social Business Platforms (e.g. Yammer, SharePoint, Salesforce), Virtual Meeting Systems, and Cloud Collaboration Services. It discusses the role of executives within the IT and information system departments. It concludes with important facts about how it can help someone’s career.