

BHINANG
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Chapter 2- Information System Concepts				
2.2.1 Information: processed data. Attributes of Information: 1.Transparency 2.Completeness 3.Adequate 4.Reliability 5.Mode & Format 6.Rate 7.Value 8.Timely availability 9.Frequency 10.Quality 11.Decay	2.2.2 System: group of inter connected components working towards the accomplishment of a common goal. BHINANG			
	Consists of input, processing, storage and output. Tejani			
	2.2.3 Classification of System 9898054244			
	1.Elements	2.Interactive Behaviour	3.Human Intervention	4.Working/Output
	Abstract	Open	Manual	Deterministic
	Physical	Closed	Automated	Probabilistic
	2.2.4 Information Systems: Different types of information systems i.e. Manual, Informal, Formal and Computer based information system.			
	Computer based information system:			
	Components	Characteristics	Applications	
	1. People 2.Hardware & Software 3.Data 4.Network	1.Work for predetermined objective 2.No subsystem(SS) work in isolation 3.Failure of one SS may affects whole 4.SS interacts with each other for goal 5.Goal of SS is of lesser priority	1.HR 2.Inventory 3.Manufacturing 4.Finane & Accounting 5.Marketing & sales	
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2.2.5 TYPES OF INFORMATION SYSTEMS:				
I.Operational level		II.Knowledge level		III.Management Level
A.TPS		A.KMS		A.MIS
a.Activities 1.Capture 2.Process 3.Generate Report 4.Process Queries b.Compon ents 1.Input 2.Process 3.Storage 4.Output	c.Features 1.Large Volume of Data 2.Automate Basic Operations 3.Benefits easily measurable 4.source of input for other system	KM is capturing, developing, sharing, and using knowledge. KMS is IT system that stores and retrieves knowledge, improves collaboration, locates knowledge sources. Types of knowledge - Explicit and Tacit.		a.Characteristics 1.Mgt Oriented 2.Mgt Directed 3.Integrated 4.Comman Database 5.Comman Dataflow 6.Long term planning 7.Subsystem concept 8.computerized
IV.Strategic Level		B.OAS		a.Characteristics 1.all computer sys. 2.all reporting sys. 3.mgt. technique 4.bunch of technology 5.about use of comp. 6.more data more info. 7.accuracy is important
		a.Office Activities 1.Document Capture 2.Document Creation 3.Receipt & Distribution 4.Filing,search,retrival & follow up 5.Calculations 6.Recording utilization of resources b.Benefits 1.Improves Communication 2.Reduce Cycle time 3.Reduce Cost 4.Ensures Accuracy c.Types 1.Text Processing Systems 2.Electronic Document Mgt 3.Message Communication System		
A.EIS		b.Characteristics of info. 1.Informal source 2.Low level of detail 3.Lack of structure 4.high uncertainty 5.Future orientation		c.Pre-requisites 1.Database 2.Qualified Staff 3.Support of Mgt. 4. Control & Main.
a.Characteristics 1.serevs info. need of top. 2.extract summary data without knowing query language. 3.provide online analysis 4.timely information 5.internal+external data 6.support DSS				d.Evaluation of MIS
				e.Constraints 1.Non-availability of expert 2.problem in selecting subsystem 3.Non-standardized approach 4.Non-availability of cooperation.
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a.Characteristics 1. structured problem 2.useful at all levels 3.flexible & adaptable 4.extensible 5.focus on decision 6.user friendly 7.easy to use. 8.help in group decision making		b.Components 1.User(Manager & Staff Specialist) 2.Database(Physi cal, Logical & External) 3.Planning Language(Special & general) 4. Model Base(brain)		
		c.Examples 1.cost accounting 2.cap. budgeting 3.budget variance 4.general decision		

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c.Guidelines for Content 1.Easy to understand & collect 2.Based on org. Objective 3.Reflect contribution of all 4.Encourages ownership 5.Available to everyone 6.Change as per needs d.EIS v/s Traditional IS 1.Level of Management 2.Nature of info. access 3. Nature of info. provided 4.information sources 5.Drill down facility 6.Information format 7.Nature of interface	(i) Electronic Mail <u>Features</u> Electronic Transmission,Online Development & Editing,Broadcasting & Rerouting, Integration,Portability ,Economical (ii) Facsimile (iii) Voice Mail 4.Teleconferencing & Video Conferencing	f.Limitations 1.cannot solve unstructured problem 2.quality depend on input 3.Changes in Top Mgt. Reduce quality 4.lacks tight integration 5.limitations of TPS 6.Ad hoc report not available 7.Not a substitute for Mgt.	d.DSS v/s MIS 1.Philosophy 2.Orientation 3.Flexibility 4.Analytical Capability 5.System Analysis 6.System Design
		2.2.6 Specialised System	
2.2.7 Application of IS in Business Process		(A)Expert System	(B)Cross Functional
a.Roles in business 1.Support business process 2.Support decision making 3.Gain competitive edge b.Knowledge manager should possess: 1.Foundation Concepts 2.Information Technology 3.Business Application 4.Devolpment Process 5.Management Challenges	c.Implications(Advantages) 1.Gain competitive edge 2.Right decision, right time 3.Innovative ideas 4.Useful in unusual situations 5.Effective decision making 6.Its a process that can be integrated to formulate a strategy of action.	a.Applications 1.Accounting & Finance 2.Marketing 3.Manufacturing 4.Personnel 5.General Business b.Need 1.Labour are expensive & scare 2.Limitaion of human c.Benefits 1.Preserve Knowledge 2.Keep Info. in active-form 3.Assist Novices 4.Aviold human fallings 5.Strategic tool d.Characteristics 1.Availability 2.Complexity 3.Domain 4.Expertise 5.Structure	a.ERP (i)Components 1.Software 2.Process Flow 3.Customer Mindset 4.Change Management (ii)Benefits 1.Streamling Process 2.Reduce redundant data entry 3.establish uniform process 4.improves efficiency 5.improves customer satisfaction 6.reduce inventory cost 7.faster collection 8.track actual cost 9.consolidated picture of sales, inventory.
		(C)Core Banking System: Back-end system that processes daily banking transactions, and posts updates to accounts and other financial records. Elements: Making & servicing Loans, Opening new Accounts, Processing cash deposits & withdrawal, Processing payment & cheques, Calculating interest, CRM, Customer accounts, withdrawals, recording bank transactions.	
2.4 Role of information in business		Data Mining: used in database analysis & decision support i.e. market analysis and management by finding patterns.	
Types of Information Systems at Different Management Levels: 1.Top Level-Strategic Information(EIS,DSS) -Essential for long term planning 2.Middle level- Tactical Information(MIS) -Essential for short term planning 3.Lower Level - Operational Information(TPS) -Essential to carry out day to day activities smoothly.		Below are few application of DM:	
2.5 Various types of Business Applications			
The impact of IT on information systems for different sectors: 1.E-Business 2.Financial Service Sector 3. Wholesaling and Retailing 4.Others(entertainment, agriculture industry)			
2.6 Overview of Underlying IT Technologies			
IT tools crucial for business growth: 1.Business Website 2.Internet & Intranet 3.Softwares & Packages(ERP & Data Mining) 4.Business Intelligence 5.Computer Systems, Scanners, Laptop, printer, webcam, smart phone etc			
		1.text mining, 2.web analysis, 3.customer profiling 4.identifying customer requirements	5. summary information 6.finance planning and asset evaluation 7.Cross-sectional and time series analysis.