

Chapter 2 : Information System Concepts

B to B = Business to Business

B to C = Business to Customer

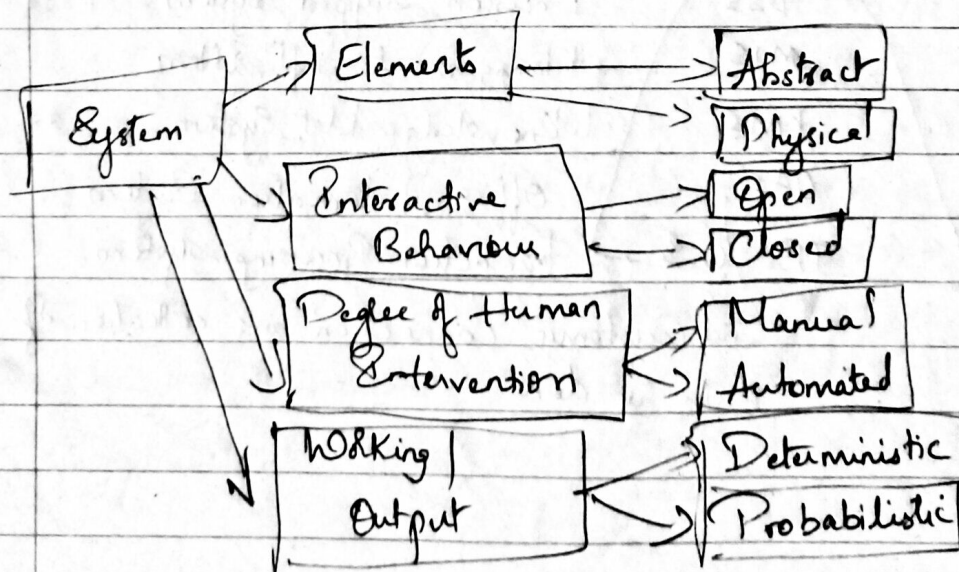
C to B

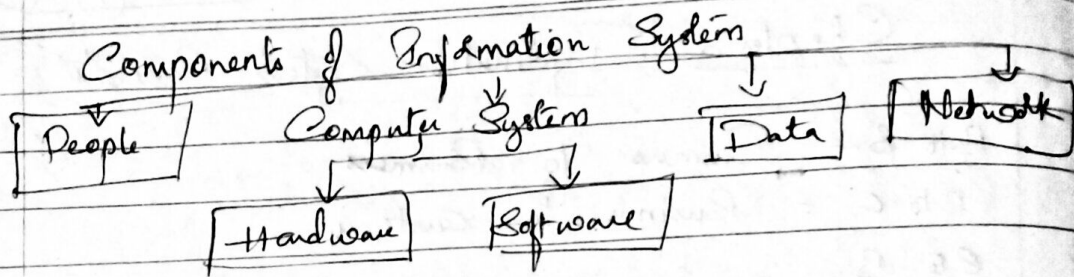
C to C

Attributes of Information

1. Availability
2. Purpose / Objective
3. Mode and Format
4. Current / updated
5. Date
6. Frequency
7. Completeness and Adequacy
8. Reliability
9. Validity
10. Quality
11. Transparency
12. Value of Information

Classification of System



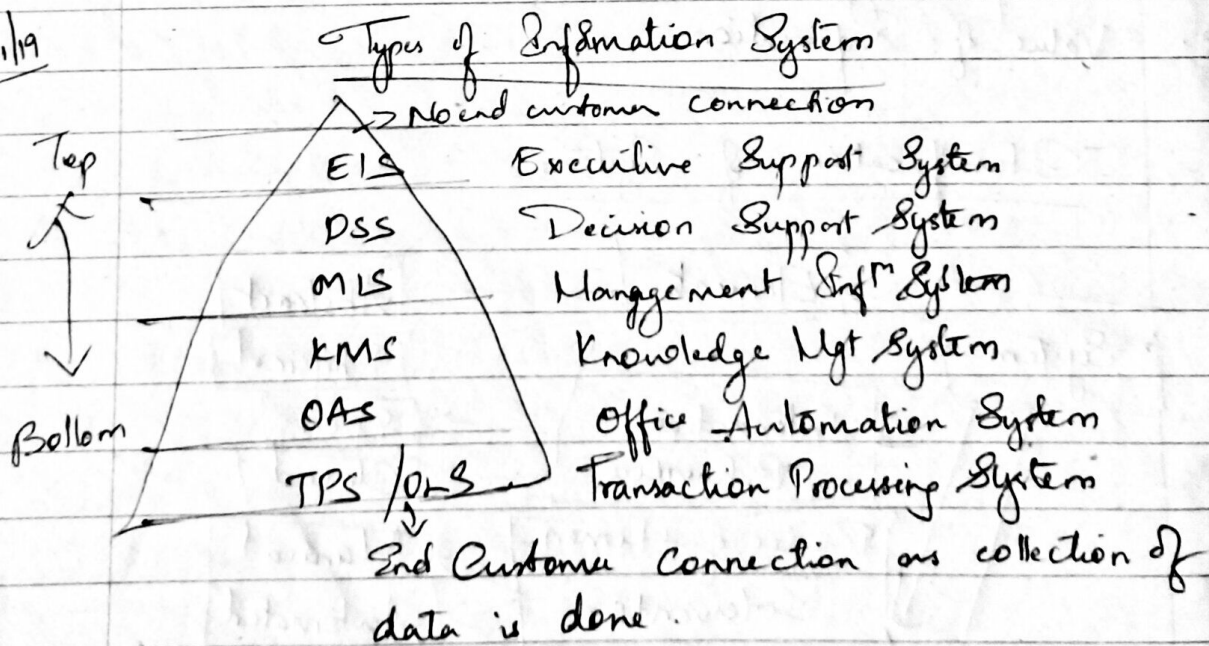


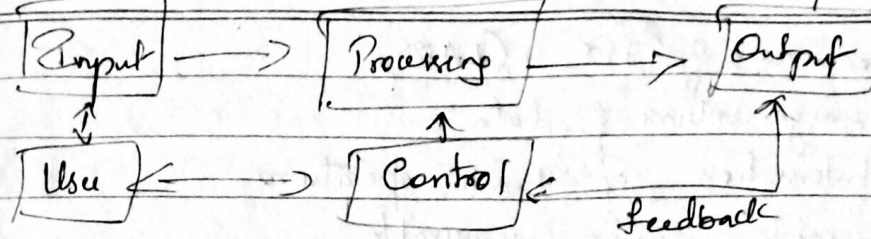
CBIS = Computer Based Information System

Characteristics of CBIS are as follows:

1. All systems work for predetermined objectives
2. Sub-systems are interrelated and interdependent.
No subsystem can function in isolation.
3. If one subsystem fails, in most of the cases the whole system does not work.
4. The way a ~~sys~~ subsystem works with another subsystem is called interaction.
5. All subsystems work towards achievement of "Central goal of the system"

14/1/19





Major areas of computer based applications are

- Finance and accounting
- Marketing and Sales
- Manufacturing
- Inventory / stock mgmt
- Human Resource Management

TPS : Transaction Processing System :

TPS is routine data collection through software. Basic activities are carried at this level.

- Information is structured
- is a defined methodology
- It is a first level. All levels are based on this
- Its size of data is high

TPS : is at lowest level of mgmt, TPS is an information system that manipulates data from business transactions.

Ex: sales, purchase, payments, receipts etc.

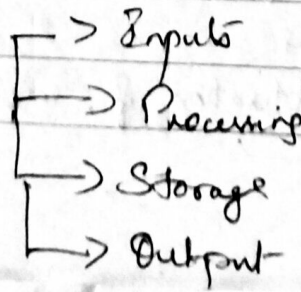
Activities

TPS

- Capture data to organise in files & database.
- Processing using application software
- It generates Reports
- Processing of queries from various quarters of the organisations

No mgmt decisions are taken

Components of TPS



Features of TPS (LABS)

- Tharge volume of data
- Automation of basic operations
- Benefits - easily measurable
- Source of input for other systems

Organisation should first establish TPS followed by MIS and ESS and not vice versa.

Knowledge Level Systems

↓
OAS (Office Automation System)

- for a data worker
- structured
- Routine

↓
KMS (Knowledge Management Infr)

- for brain worker
- less structured
- more intelligent oriented

Secretarial Work

- Scheduling of meetings
- data mgmt
- e-mail
- office files
- documentation

Professional Work

- advisory services
- client dealing
- expert decision making
- skillful work
- artistic work

OAS - (i) Activities

- Document capture
- Document creation
- receipts and distribution
- Filing, search, retrieval and follow-up
- Calculations
- Redding utilisation of resources

Benefits of OAS :

- Reduces cycle times
- improve communication within and b/w Organisation.
- ensures ~~accuracy~~ accuracy of information
- It reduces cost of office communication

Types of OAS

Text Processing Systems	Electronic Document Management System	Electronic message Communication System
- commonly used - automate development of documents & reduces keying effort → Simple system to desktop publishing system → Supported by printers	- Capture Information - Remote Access - Useful in case of internal communication - Location of executive becomes irrelevant	(A) <u>Electronic Mail</u> : - Integration (connection) - Broadcasting & routing - High speed electronic Transmission - Online development & editing - Portability - Economical
(B) <u>Facsimile (Fax)</u> Electronic communication of images of documents over telephone line uses special software and fax servers	(C) <u>VOICEMAIL</u> Variation of e-mail in which messages are transmitted as digital voice digitized	

KMS : Knowledge Management System

KMS refers to any kind of IT system that stores and retrieves knowledge, improves collaboration, locates knowledge sources, mines repositories for hidden knowledge, captures and uses knowledge, & in some other way enhances the ~~know~~ KM process.