CATEGORIES OF IS

Based on support provided , levels

BASIS OF IS CATEGORIZATION

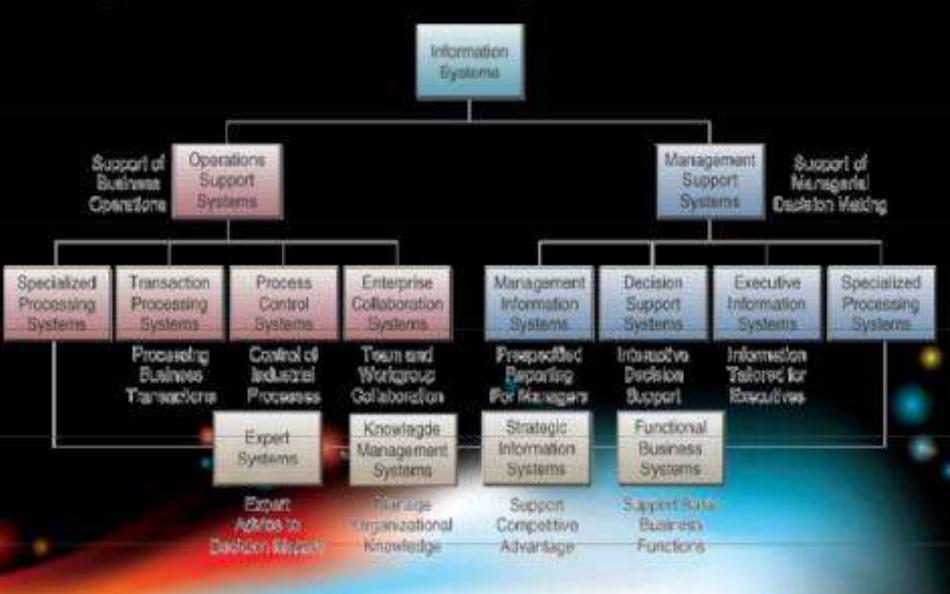
Support provided

- Operation support systems
- Management support systems

Organizational levels they support

- Very large & special systems
- Global systems
- Interorganizational systems
- Enterprise systems
- Functional or management systems
- Transaction processing systems
- Personal or productivity systems

Purposes of Information Systems





CLASSIFICATION BY SUPPORT PROVIDED

Operations support systems

- Transaction processing system
- Process control system
- Office automation system/Enterprise collaborative system

Management support systems

- Management Information system
- Decision support system
- Executive Information system

OPERATIONS SUPPORT SYSTEMS

TPS	 Record & process data resulting from routine & repetitive business transactions. Updates operational databases & produces business documents. IS that process sales, purchases, inventory changes
PCS	 Make routine decisions that control operational processes Automatic inventory reorder decisions , petroleum refinery
ECS/OAS	 IS that use a variety of information technologies to help people work together E-mails , videoconferencing , discussion forums etc

OFFICE AUTOMATION SYSTEMS

- An office automation system is an information system involving the creation, collection, storage and transmission of office information.
- The basic activities of OPS include information storage, data exchange and data management.

WHERE IS IT USED?

- OAS are used for:
- Management of documents
- Teleconferencing
- Electronic publishing
- Information storage



EXAMPLES OF OAS

- Business office telecommunication system
- Microsoft Office
- IBM/Lotus SmartSuite
- Apple Works
- SERVPRO Office Automation



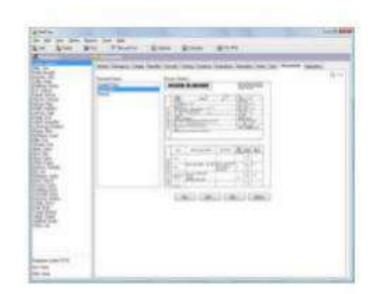
TRANSACTION PROCESSING SYSTEM

- Any organization that performs periodic financial, accounting & other routine business activities faces repetitive information processing tasks.
- Employees paid at regular intervals, customers place orders & are billed & expenses monitored& compared to budget
- IS supporting such processes TPS
- TPS supports the monitoring , collection , storage , processing & dissemination of organizations basic business transactions

Where is it used?

TPS are used for:

- Reservation systems
- Library loans
- Bill generations
- Check payments
- Personnel records



Examples of TPS

ATMs

Airline ticket reservation systems

Tuxedo

Honeywell Multics Transaction Processing



TRANSACTION PROCESSING SYSTEM

- Provides input to other IS
- Several TPS may exists in one company
- Critical to success of an organization as they support core activities
- Backbone of the organization
- Serve the operational level of the organization
- Collects data continuously
- A computerized system that performs and records the daily routine business transactions necessary to the conduct of the business

CHARACTERISTICS OF TPS

- Keeps track of daily transactions in a database
- Occur in all functional areas
- Goal of TPS provide all information needed by law & organizational policies to keep business running properly & efficiently
- Handle high volume, avoid errors
- Avoid downtime
- Handle large variations
- TPS automated..payroll preparation,traffic control at airports

- Data processing by TPS ...standard process...raw data people or sensors...enter using input device..processing may be done in one of two basic ways:
- Batch processing...weekly payroll preparation , monthly budget utilization report
- Online processing

Payroll & personal

 Employee time cards

- Employee pay & deductions
- Payroll checks
- Fringe benefits

Purchasing

Purchase orders
Deliveries
Payments(accounts payable)

 Finance & accounting Financial statements
 Tax records
 Expense accounts

Sales

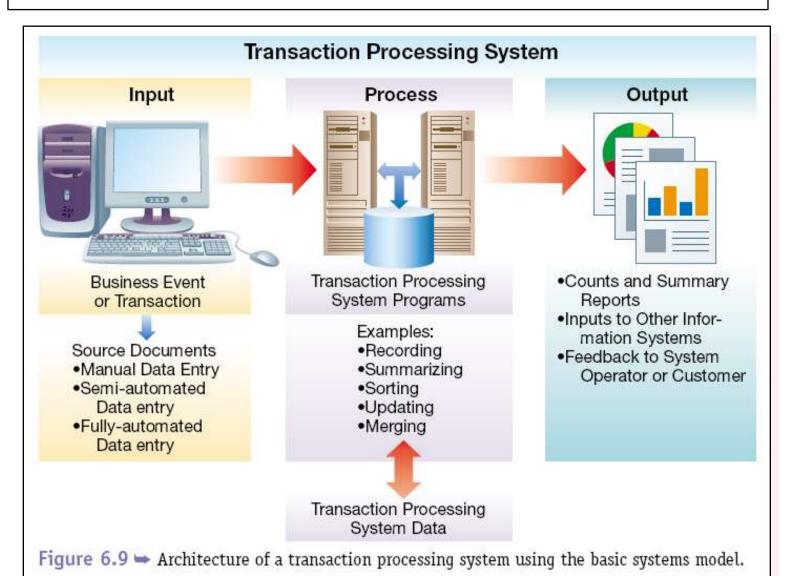
- Sales records
 Invoices & billings
 Accounts receivable
 Sales returns
 Shipping
- Shipping

Production

 Production reports
 Quality control reports

 Inventory management Material usageInventory levels

SYSTEM ARCHITECTURE: TRANSACTION PROCESSING SYSTEM



Essentials of Management Information Systems Chapter 2 Information Systems in the Enterprise

KEY SYSTEM APPLICATIONS IN THE ORGANIZATION

Payroll TPS

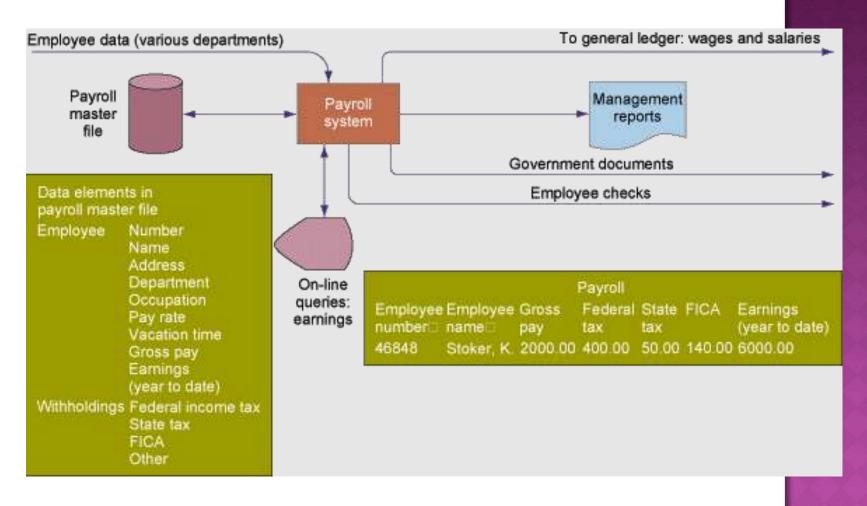


Figure 2-3

SYSTEM EXAMPLE: PAYROLL

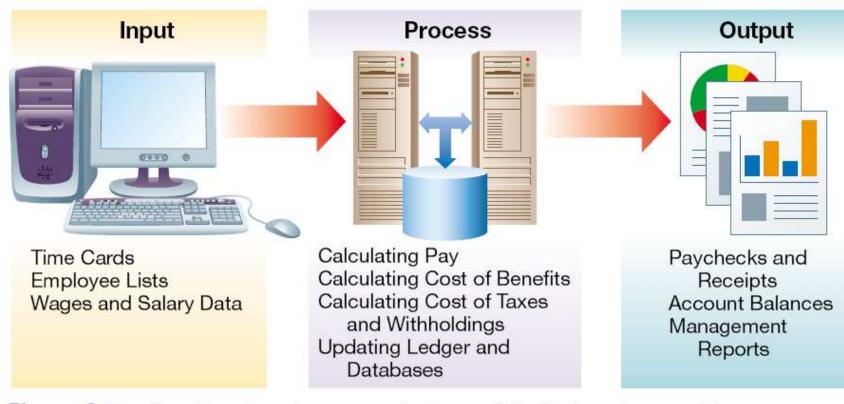
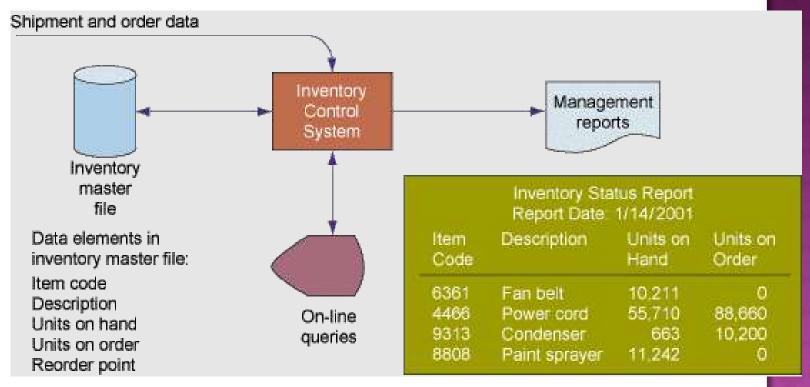


Figure 6.7 >> Payroll system shown as an instance of the basic systems model.

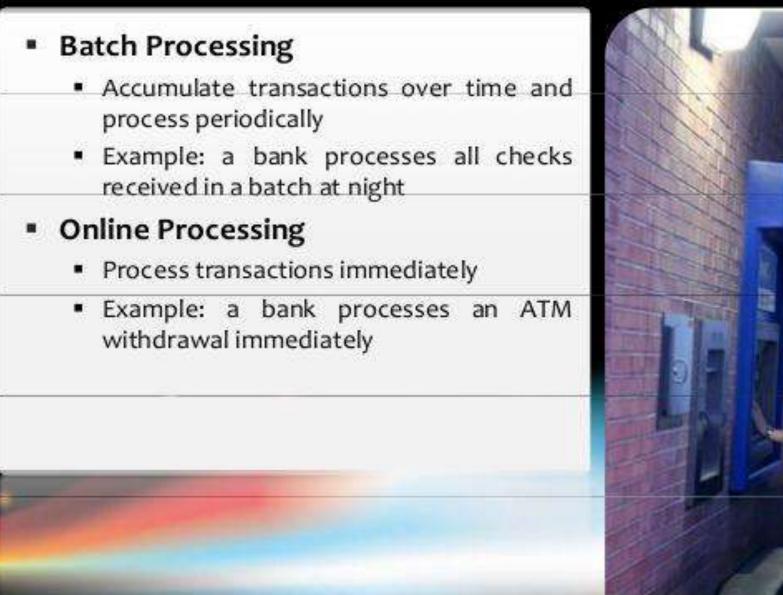
Essentials of Management Information Systems Chapter 2 Information Systems in the Enterprise

SYSTEMS FROM A FUNCTIONAL PERSPECTIVE

Overview of Inventory Systems

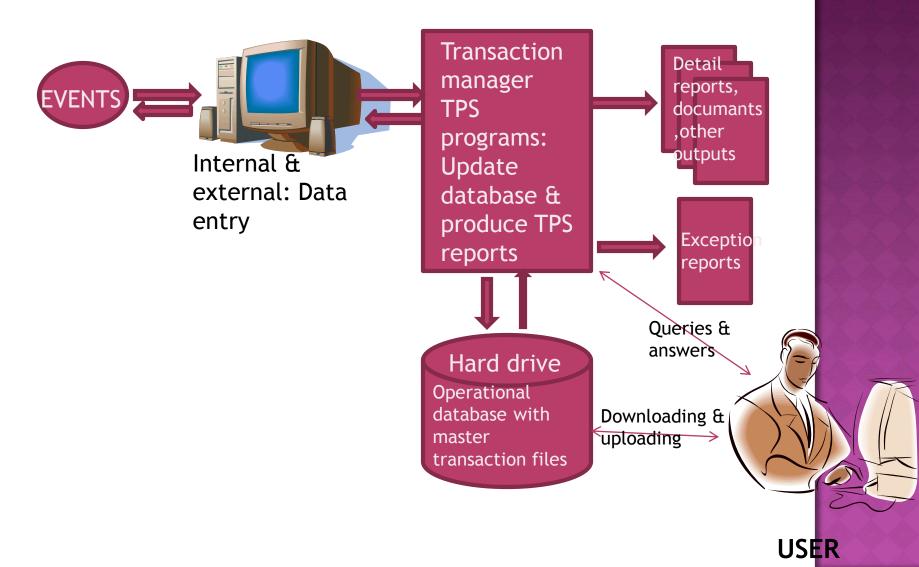


Two Ways to Process Transactions





ONLINE TRANSACTION PROCESSING



- Transaction processing exists in all functional areas
- Eg: order processing, receiving & shipping records, inventory on hand records etc
- Web analytics: analysis of data to understand visitor behavior on a website.
- WHAT IF TPS FAILS??
- Transaction processing software

AutoPlus XP

Ele Help

G/L Accounts

All Accounts	Acct#	Туре	Bal	Provide Providence
	A REAL PROPERTY AND A REAL	And the second se	1.00	Description
	100	Asset	Dr	Cash-C. D.
Turbulit	101	Asset	Dr	Edge Marketing-C.D.
	105	Asset	Dr	Cash-Wells Fargo Payroll
Asset	110	Asset	Dr	Cash-First Security
1	115	Asset	Dr	Cash-Rental W. F.
	120	Asset	Dr	Cash Clearing
Liability 1	125	Asset	Dr	Petty Cash
1	130	Asset	Dr	Accounts Receivable
Equity 1	135	Asset	Dr	Miscellaneous Receivables
	140	Asset	Dr	Returned Checks
	145	Asset	Dr	Allowance For Doubtful Account
Income	150	Asset	Dr	Employee Loans
1	155	Asset	Dr	Loan Receivable
Expense 1	160	Asset	Dr	Merchandise Inventory
1	165	Asset	Dr	Vendor Deposit



-		
	C DIO	

Accounts Payable

222	al			1			6	2
	4 Batch No.	Currency: PHP No. of Entries: Batch Amount:	43 145,000.00		General Funds Availa		×	Printing
-	Apply Document No S	upplier Name	Bank	Payment Mod	10000000000000000000000000000000000000	ue: 150,000.00	8	
+	APV00001 - APV A	loha Enterprises		Check	Apply	Print Cano	el Help	
	APY00003 - APY A		ALB		1212912002	7,000.00	7,000.	
	APY00004 - APY A		ALB		12/30/2002	140,000.00	93,500.	ce Generatio
	APV00005 - APV A	and the providence of the state of the state of the	ALB		01/13/2003	370,000.00	0.	1
	APY00006 - APY A	184 SALMAN MARKET	ALB	LIN92330	01/29/2003	640,000.00	0.	
	APV00009 - APV A		ALB		01/30/2003	149,000.00	0.	<u>.</u>
	APY00010 - APY A		ALB	Check	02/13/2003	420,000.00	0.	e Confirmat
	APV00011 - APV A	Men De Mei Chaile ann an Anna an Anna Anna Anna Anna Ann	ALB		02/28/2003	27,000.00	0.	-
	APV00014 - APV A		ALB		03/01/2003	55,000.00	0.	
	APV00015 - APV A	ioha Enterprises	ALB	Check	03/15/2003	50,000.00	0. 🗸	-
4		1.ml	-				>	ng Report
3	Apply All							1
H	iman Resource			Period End	d Processing	7	Cle	ar History
IJ	me Card		<u> </u>			_	- <u>6</u>	

Accounts Receivable - Crescent Systems



e Edit Browse Payments Monthly Statements Reports Window Help



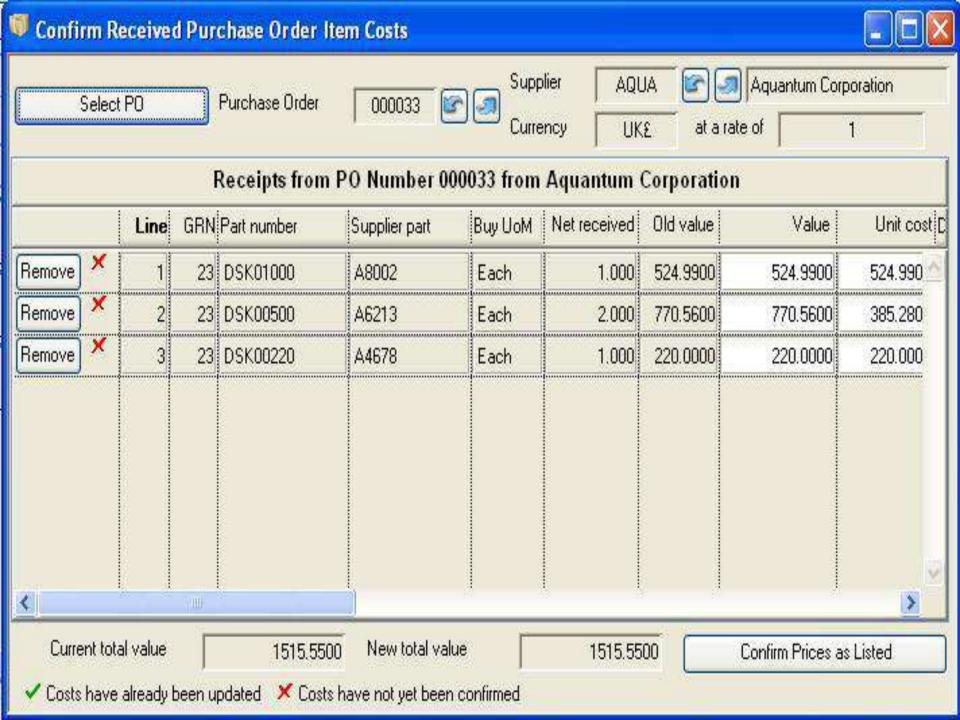
	Membership Aco	ountBalance	Other D	2000
Date	Invoice Reference		Amount	
Over 90	Summary-Charges on acctJ Fin chos:	0.00	0.00	
PILSU0807	Payments and Credits		0.00	
90 days	Summary-Charges on acct/ Fin chos:	0.00	0.00	
iller to the	Payments and Credits		0.00	
60 days	Summary-Charges on acctJ Fin chos:	0.00	112.41	
2012/2016	Payments and Credits		0.00	
30 days	Summary Charges on acct/ Fin chqs:	2.27	53.03	
	Payments and Credits		-125.00	
1403/03	5919		0.00	
1/03/03	5919		0.00	
1/30/03	6198 Dues Posting		299.20	Record and the second second
1/30/03	6217		24.15	0
1/30/03	6218		1,784.00	e,
1/30/03	6219 Ck#1256		-10,250.00	
				View invoices



Bunga Raya Inventory Management System

	Category	Brand	Item Description	Model Number	Stock	Unit Cost	Total Cost
	Smartphone	Motorola	Motorola Atrix2	MA2123	17	500	8500
	TV	Sharp	LED60"	LCOLE630M	15	1200	18000
F	Washing Machine	Panasonic	Washing Machine	NA-F65B2	7	10	210
	TV	Sharp	LED 32"	LC32M	11	11	121
*		1000					

St	ock In an	d Out Record	New	Entry In	Out	Unit Co	ost	Save	Print DO	Exit
Γ	Date	Category	Brand	Item Description	Model Number	· In	Out	Branch	Unit Cost	Total Cost
Þ	02/02/2013	Smartphone	Motorola	Motorola Atrix2	MA2123	100	12		500	6000
	02/02/2013	Washing Machine	Panasonic	Washing Machine	NA-F65B2	13	14		10	140
	02/02/2013	TV	Sharp	LED 32"	LC32M	13	10	1	11	110
	02/02/2013	Smartphone	Motorola	Motorola Atrix2	MA2123	5	4		500	2000
*			A HERE BERNELLED					1		





🖣 Sales Order Processing Setup 📃 🗔 🔀							
File Edit Tools Add	ditional Helj)			victoria Fabrikam, I	nc. 4/12/2017	
				Document Defaults			
🗹 Display Item Unit Cost				<u>Site ID</u>	WAREHOUSE		
🛛 🔽 Track Voided Transactio	ons in History			Checkbook ID	UPTOWN TRUST	Q 🗋	
🛛 🗹 Calculate Kit Price Base	d on Compone	ent Cost		Quote ID	STDQTE	Q 🗋 🗌	
🛛 🗹 Display Quantity Distribu	tion Warning			<u>Order ID</u>	STDORD	Q 🗋 🗌	
Search for New Rates During Transfer Process				Fulfillment Order ID		Q 🗋	
🗹 Track Master Numbers				Invoice ID	STDINV	Q 🗋	
Next Master Number 402			02	Back Order ID	BKORD	Q 🗋	
Prices Not Required in Price List				Return ID RTN		Q 🗋	
Password	Password					1	
Convert Functional P	rice			Posting Accounts From O Customer			
☐ Data Entry Defaults —			L	 ┌─ Maintain History			
Quantity Shortage:	Override Sho	utane li	v	Quote	Invoice/Return		
Document Date:	Previous Do				Account Distributi	ions	
Price Warning:	Веер		-				
Requested Ship Date:	Document D		-	Decimal Places for Non-Inventoried Items			
Trequested Ship Date.	Document			Quantities: 0	Currency:	Y →	
Sales Document Setup	User- <u>D</u> efir	ned <u>N</u> umbe	rs Oj	ptions			
i 🗿 🕗 🔞					ОК	Cancel	

MANAGEMENT SUPPORT SYSTEMS

MIS	 Provides information in the form of prespecified reports and displays to managers Weekly sales analysis reports, automatic report generated whenever a salesperson fails to reach target
DSS	 Are interactive CBIS that use decision models and specialized databases to assist decision making Ad hoc basis support (as needed) Glaxo two drugs effective
EIS	 Provide critical information tailored to the information needs of executives Get information they need from many sources including letters, memos, reports, meetings, social activities etc

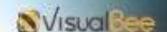
Types of Management Support Systems

- Management Information Systems (MIS)
 - Reports and displays
 - Example: daily sales analysis reports
- Decision Support Systems (DSS)
 - Interactive and ad hoc support
 - Example: a what-if analysis to determine where to spend advertising dollars

Executive Information Systems (EIS)

- Critical information for executives and managers
- Example: easy access to actions of competitors





FUNCTIONAL & MANAGEMENT INFORMATION STSTEMS

- TPS covers core activities
- Functional areas in an organization cover many activities; some repetitive some occasional..HR department
- Tasks , subtasks supported by IS
- Functional IS organized around traditional departments

TWO TYPES OF FUNCTIONAL IS

- Those that support managers
- Those that support other employees in functional areas(analysts, schedulers, staff)
- Systems that support managers....MANAGEMENT IS
- Support functional managers..periodic reports that include summaries , comparisons & other statistics
- Weekly sales volume , comparison of actual expenses to budget

MANAGEMENT INFORMATION SYSTEM

- Provides mangers with information & support for effective decision making
- Provides feedback on daily operations
- Generates reports i.e. Prespecified information (past & present data)
- Generated through accumulation of transaction processing data
- Is integrated collection of subsystems
- Internal orientation

Essentials of Management Information Systems Chapter 2 Information Systems in the Enterprise

KEY SYSTEM APPLICATIONS IN THE ORGANIZATION

Management Information System (MIS)

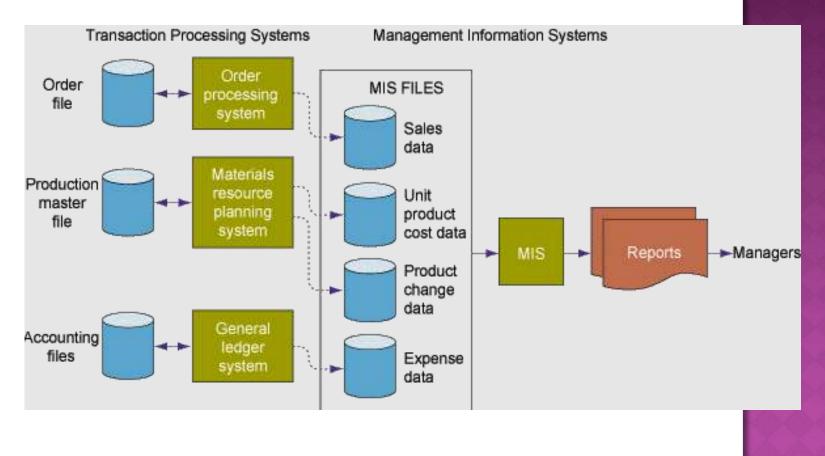
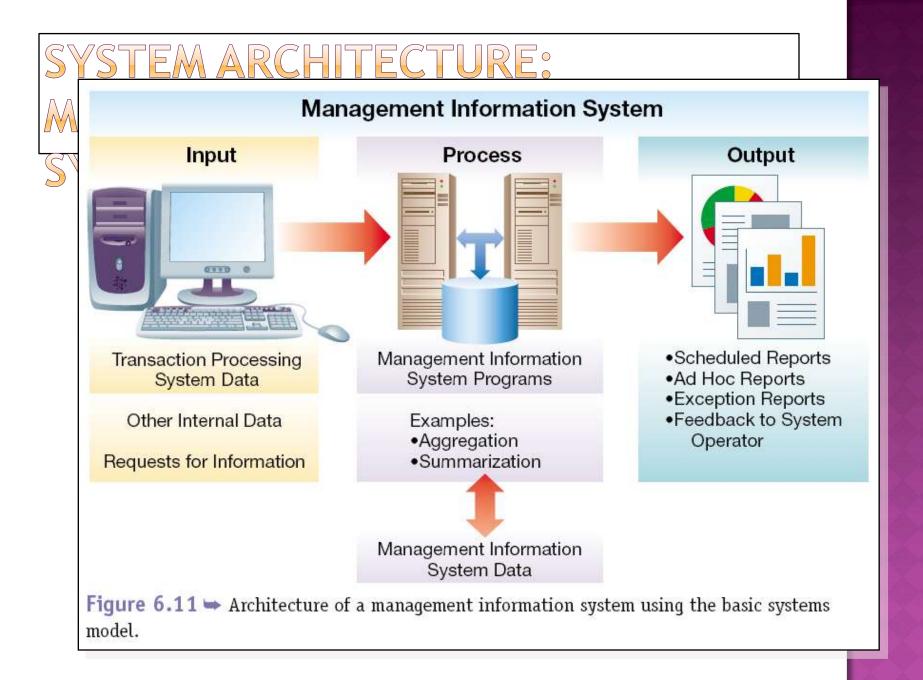


Figure 2-5

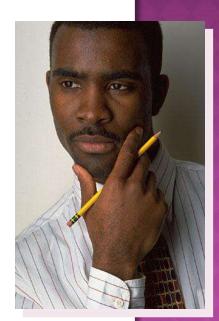




MANAGEMENT INFORMATION SYSTEM

Creates reports managers can use to make routine business decisions

- Scheduled reports
- Key-indicator reports
- Exception reports
- Ad hoc (demand) reports
- Drill-down reports





Outputs of a Management Information System

Scheduled Reports Produced periodically, or on a schedule (daily, weekly, monthly).

	(a) Scheduled Report								
Daily Sales Detail Report									
Prepared: 08/10/)									
Order #	Customer ID	Salesperson ID	Planned Ship Date	Quantity	Item #	Amount			
P12453	C89321	CAR	08/12/96	144	P1234	\$3,214			
P12453	C89321	CAR	08/12/96	288	P3214	\$5,660			
P12454	C03214	GWA	08/13/96	12	P4902	\$1,224			
P12455	C52313	SAK	08/12/96	24	P4012	\$2,448			
P12456	C34123	JMW	08/13/96	144	P3214	\$ 720			
	0000	mmm	000000						

(b) Key-Indicator Report



Key-Indicator Report

Summarizes the previous day's critical activities and typically available at the beginning of each day.

		(c) De	mand Repor	t			
	Daily	y Sales by Sale		nmary Repo pared: 08/			<u>Demand Report</u> Gives certain
	5	alesperson ID		Amount			information at a
		CAR		\$42,345			manager's
		GWA SAK JWN		\$38,950 \$22,100 \$12,350			request.
		(d) Exc	eption Repo	art			Transf.
	Daily So	les Exception I	Report—Ord			3/10/XX	Exception Report
Order #	Customer ID	Salesperson ID	Planned Ship Date	Quantity	Item #	Amount	Automatically produced when a
P12345	C89321	GWA	08/12/96	576	P1234	\$12,856	situation is unusual or requires
P22153 P23023	C00453 C32832	CAR JMN	08/12/96 08/11/96	288 144	P2314 P2323	\$28,800 \$14,400	management action.
						1010101010	0.01

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Earnings by Quarter (Millions)						
	Actual	Forecast	Variance			
2nd Qtr. 1999	\$12.6	\$11.8	6.8%			
1st Qtr. 1999	\$10.8	\$10.7	0.9%			
4th Qtr. 1998	\$14.3	\$14.5	-1.4%			
3rd Qtr. 1998	\$12.8	\$13.3	-3.8%			
(f)	Second-Level Dri	ll Down Report				
S	iales and Expens	es (Millions)				
Qtr: 2nd Qtr. 1999	Actual	Forecast	Variance			
Gross Sales	\$110.9	\$108.3	2.4%			
	\$ 98.3	\$ 96.5	1.9%			
Expenses						
Profit	\$ 12.6	\$ 11.8	6.8%			
Profit		\$ 11.8	6.8%			
Profit	\$ 12.6	\$ 11.8 Down Report	6.8%			
Profit	\$ 12.6) Third-Level Drill	\$ 11.8 Down Report	6.8% Varianc			

Qtr: 2nd Qtr. 1999	Actual	Forecast	Variance
Beauty Care	\$ 34.5	\$ 33.9	1.8%
Health Care	\$ 30.0	\$ 28.0	7.1%
Soap	\$ 22.8	\$ 23.0	-0.9%
Snacks	\$ 12.1	\$ 12.5	-3.2%
Electronics	\$ 11.5	\$ 10.9	5.5%
Total	\$110.9	\$108.3	2.4%

(h) Fourth-Level Drill Down Report

Sales by Product Category (Millions)						
Qtr: 2nd Qtr. 1999 Division: Health Care	Actual	Forecast	Variance			
Toothpaste	\$12.4	\$10.5	18,1%			
Mouthwash	\$ 8.6	\$ 8.8	-2.3%			
Over-the-Counter Drugs	\$ 5.8	\$ 5.3	9.4%			
Skin Care Products	\$ 3.2	\$ 3.4	-5.9%			
Total	\$30.0	\$28.0	7.1%			

Drill Down Reports Provide detailed data about a situation.

DECISION SUPPORT SYSTEMS

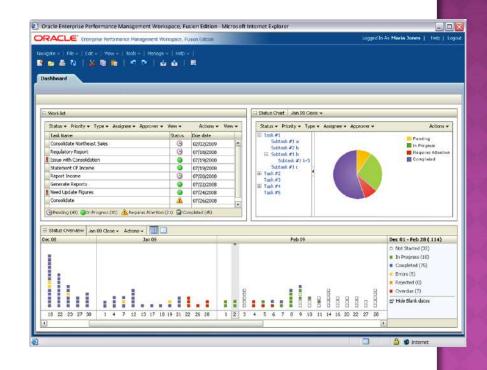
- A decision support system is an information system that is computer-based supporting business decision-making activities.
- It uses raw data and business models that helps users to analyze information, solve problems and make decisions.

DECISION SUPPORT SYSTEM

- A DSS combines models & data to solve semi structured & some unstructured problems with intensive user involvement.
- Interactive computer based systems that use decision models & specialized databases to assist decision making process of managerial end users.
- Provide end users information in an interactive session on ad-hoc basis.
- Modelling , simulating capabilities
- American airlines yield management DSS : how to set prices for each seat so that a plane is filled up & profits are maximized

WHERE IS IT USED?

- DSS are used for:
- Medical diagnosis
- Forecasting demands for inventory systems
- Budget planning
- Stock market



EXAMPLES OF DSS

- Dicodess
- Microsoft SharePoint Workspace
- Google Docs
- BPI Securities





USING A DSS INVOLVES BASIC TYPES OF ANALYTICAL MODELLING ACTIVITIES

What-if analysis

- Sensitivity analysis
- Goal-seeking analysis
- Optimization analysis

- Observing how changes to selected variables affect other variables
- E.G: What if we cut advertising by 10%? What would happen to sales?

What-if analysis

Sensitivity analysis

- Goal-seeking analysis
- Optimization analysis

- Observing how repeated changes to a single variable affect other variables
- E.G: Let's cut advertising by \$100 repeatedly so we can see its relationship to sales

What-if analysis
Sensitivity analysis
Goal-seeking analysis
Optimization analysis

Making repeated changes to selected variables until a chosen variable reaches a target value • E.G: Let's try increases in

advertising until sales reach \$1million

- What-if analysis
- Sensitivity analysis
- Goal-seeking analysis
- Optimization analysis
- Finding an optimal value for selected variables given certain constraints
- E.G: Highest possible level of profits that could be achieved by varying values for selected revenue & expense categories subject to constraints like limited financing etc.

EXECUTIVE SUPPORT SYSTEMS

- An executive support system is a software that transforms enterprise data to users making it quickly accessible and achieving executive-level reports.
- It is also known as Executive Information System reporting tools and results providing analysis and assessment for the company.

EXECUTIVE INFORMATION SYSTEM

- Combines many of the features of MIS & DSS
- Get information from many sources including memos, letters, meetings calls etc
- Provide top executives with immediate & easy access to information about a firms CSFs
- GUI customized to the information preferences

WHERE IS IT USED?

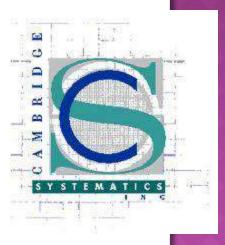
ESS are used for:

- Top-Level Management of the Organizations
- Marketing Executives
- Manufacturing Operations
- Financial Executives



EXAMPLES OF ESS

- Cambridge Systematics, Inc. ESS
- Medical Information Technology, Inc. (MEDITECH) ESS
- Accounting Systems
- Custom or modified ESS

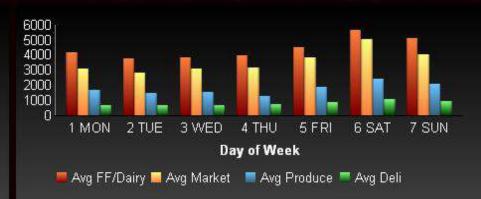




This Year Sales Vs. Last Year Sales by Day of Week

Day of	Current	Last	Dollars	Percent	Against
Week	Year Sales	Year Sales	Difference	Difference	Goal
1 MON	147,362,969.66	141,390,657.06	5,972,312.60	4.22	
2 TUE	136,302,885.25	128,574,045.06	7,728,840.19	6.01	
3 WED	141,714,389.09	134,373,908.88	7,340,480.21	5.46	A
4 THU	147,720,267.60	139,375,942.61	8,344,324.99	5.99	
5 FRI	172,412,401.45	166,952,883.37	5,459,518.08	3.27	
6 SAT	214,310,405.42	203,705,099.18	10,605,306.24	5.21	
7 SUN		176,705,629.98	5,022,163.52		
2 TUE 3 WED 4 THU 5 FRI 6 SAT	136,302,885,25 141,714,389,09 147,720,267,60 172,412,401,45	128,574,045.06 134,373,908.88 139,375,942.61 166,952,883.37 203,705,099.18	7,728,840.19 7,340,480.21 8,344,324.99 5,459,518.08 10,605,306.24	6.01 5.46 5.99 3.27	

Average Transactions by Department and Grouping



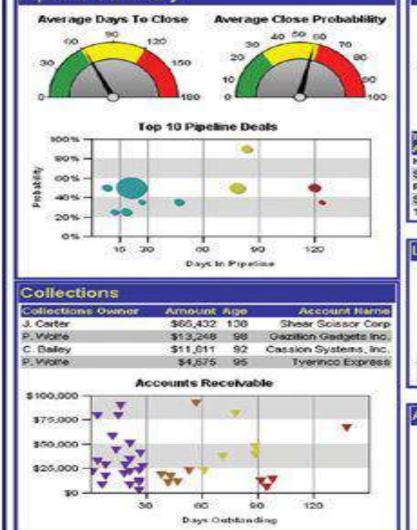
Pyramid Partners, Inc.

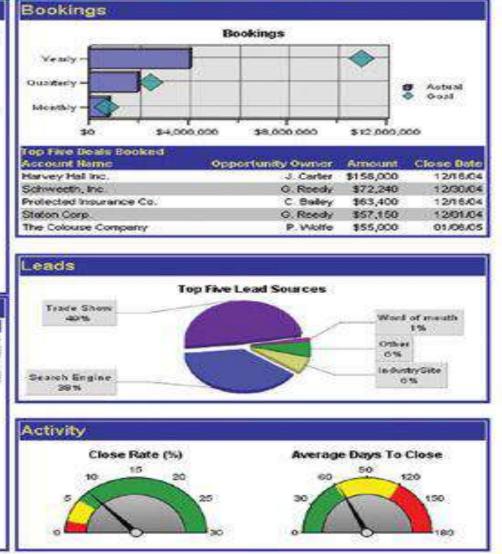


Summary Pipeline Bookings Collections Loadis Activity, Website, Preferences

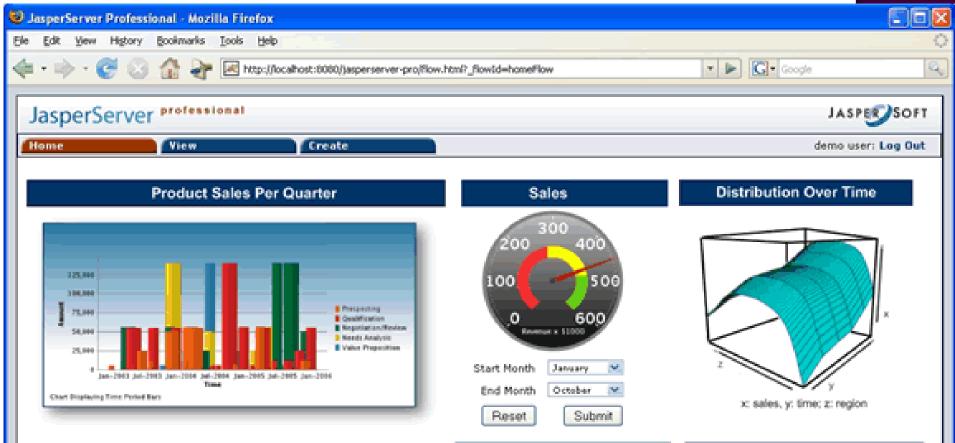
Alert: Collections: Shear Scissor Corp. \$66,432, 138 Days Outstanding. [Details...]







Example of a corporate dashboard to monitor sales performance.



Q1		Q2		Q3		Q4	
3 an	\$ 14,302	Apr	\$ 8,345	214	\$ 16,221	Oct	\$ 8,978
Feb	\$ 9,675	Max	\$ 12,784	Aug	\$ 8,972	Nov	
Mag	\$ 16,192	<u>Jun</u>	\$ 10,642	Sep	\$ 10,605	Dec	
	\$ 40,170		\$ 91,772		\$ 35,880		\$ 8,978

Twitter Updates



Jaspersoft Brian Gentle says 'Open Source Bi Can Do Bettercheck out the blog post at openbookonts blogspot com 12 minuter adv. from scele

 infobright ICE 3.1 GA now available. This is an important upgrade - ICE release notes: http://tmyuri.com/ck4ggo s8 minutes ago from 2.citization Banks: The Government's Gag Order
 Mexico: Why Business is Standing Firm
 Is Innovation Too Costly in Hard Times?

M InformationWeek

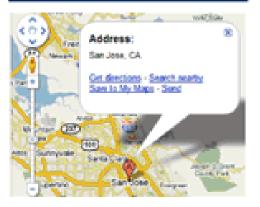
BusinessWeek.com

* Another Try for a Microsoft and Yahoo Deal

Obama: Economy Shows 'Glimmers of Hope'

- Amazon App Hits BlackBerry …
- Yahoo Partners With Universities ...
- Sun's VirtualBox Hypervisor
- * Review: Open-Source Office ...
- * Linux Kernel Development Gets ...

Next Meeting Location



About JasperServer...

Copyright @ 2000-2008 JasperSoft Corporation

Other Information Systems

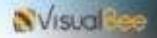


Expert Systems

- Provide expert advice
- Example: credit application advisor

Knowledge Management Systems

- Support creation, organization, and dissemination of business knowledge throughout company
- Example: intranet access to best business practices



IS THAT SUPPORT EITHER OPERATIONS, MANAGEMENT OR STRATEGIC APPLICATIONS

• Expert systems

- Knowledge management systems
- Strategic
 Information
 systems
- Business
 Information
 systems

- Knowledge based systems that provide expert advice and act as expert consultants to users
- Diagnose illness , recommend repairs ,financial planning

IS THAT SUPPORT EITHER OPERATIONS , MANAGEMENT OR STRATEGIC APPLICATIONS

• Expert systems

Knowledge management systems

Strategic
 Information
 systems

Business
 Information
 systems

- Knowledge based systems that support the creation, organization and dissemination of business knowledge within the enterprise
- Rely on internet, intranet websites discussion forums
- "Siemens" through implementation of webbased KMS system, knowledge became available to all employees; global collaboration increased (\$7.8 m was invested in KMS, sales increases for \$122m in two years)

Other Information Systems

Strategic Information Systems

- Help get a strategic advantage over customer
- Examples: shipment tracking, ecommerce Web systems

Functional Business Systems

- Focus on operational and managerial applications of basic business functions
- Examples: accounting, finance or marketing



IS THAT SUPPORT EITHER OPERATIONS, MANAGEMENT OR STRATEGIC APPLICATIONS

- Expert systems
- Knowledge management systems
- Strategic
 Information
 systems
- Business
 Information
 systems

- Can be any kind of IS (TPS ,MIS, DSS etc)
- Use of IT to develop products, services & capabilities that give company strategic advantages and gain a competitive edge
- Online package tracking (FedEx)

IS THAT SUPPORT EITHER OPERATIONS , MANAGEMENT OR STRATEGIC APPLICATIONS

- Expert systems
- Knowledge
 management
 systems
- Strategic
 Information
 systems
- Functional Information systems

IS that support both operations & management activities in business functions of accounting, finance, HRM, Marketing & production logistics

Essentials of Management Information Systems Chapter 2 Information Systems in the Enterprise

KEY SYSTEM APPLICATIONS IN THE ORGANIZATION

Types of Information Systems

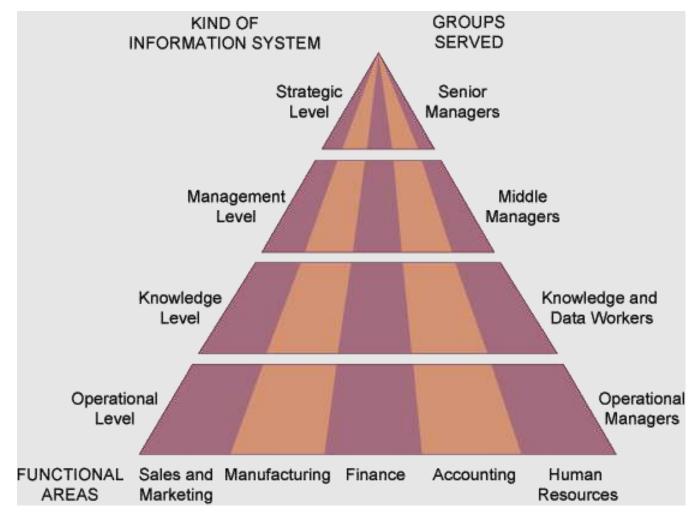
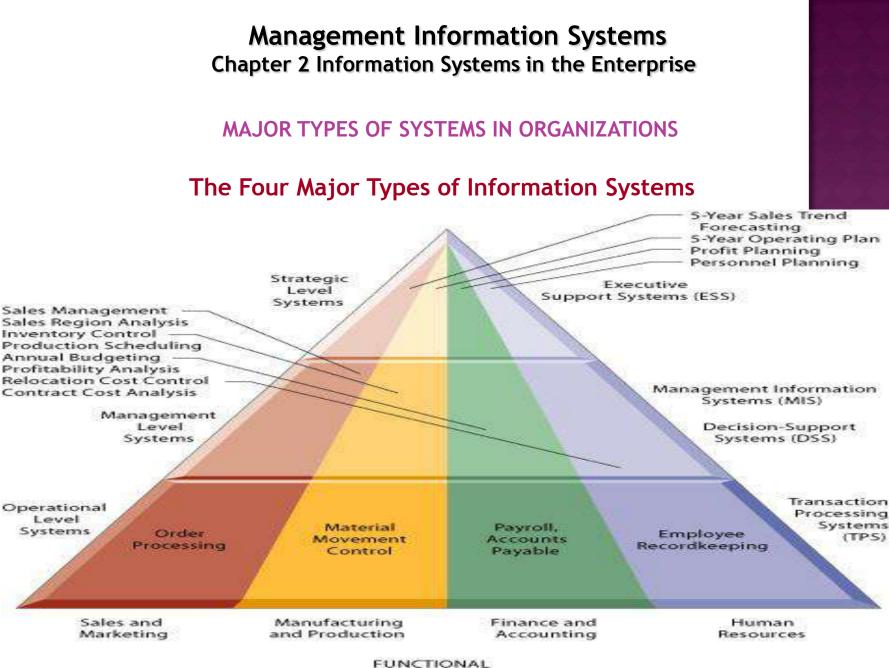


Figure 2-1



AREAS

2.3 Business Processes and Information Systems

Business processes

- Manner in which work is organized, coordinated, and focused to produce a valuable product or service
- Concrete work flows of material, information, and knowledge—sets of activities
- Unique ways to coordinate work, information, and knowledge
- Ways in which management chooses to coordinate work

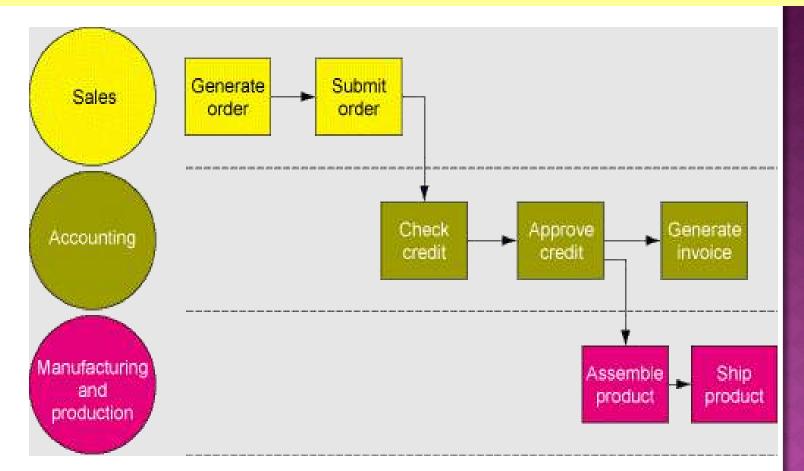
2.3 Business Processes and Information Systems

Examples of Business Processes

Manufacturing and production: Assembling product, checking quality, producing bills of materials

Sales and marketing: Identifying customers, creating customer awareness, selling

2.3 Business Processes and Information Systems



Cross-Functional Business Processes

Fig. 2-12 The Order Fulfillment Process