كلية المنصور الجامعة

Al – Mansour University College

Computer Science and Information System Department

4th Stage / Information System

Course 1

Management Information System

Lecture_04

Global E-Business and Collaboration(Count.)

By

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2.9 How Do Systems Serve The Different Management Groups In A Business?

Systems serving operational management are transaction processing systems (TPS), such as payroll or order processing, that track the flow of the daily routine transactions necessary to conduct business. Management information systems (MIS) produce reports serving middle management by condensing information from TPS and are not highly analytical.

Decision support systems (DSS) support management decisions that are unique and rapidly changing using advanced analytical models. All of these types of systems provide business intelligence that helps managers and enterprise employees make more informed decisions. These systems for business intelligence serve multiple levels of management and include executive support systems (ESS) for senior management that provide data in the form of graphs, charts, and dashboards delivered via portals using many sources of internal and external information.

2.10 How Do Systems That Link The Enterprise Improve Organizational Performance?

Enterprise applications are designed to coordinate multiple functions and business processes. Enterprise systems integrate the key internal business processes of a firm into a single software system to improve coordination and decision making. Supply chain management systems help the firm manage its relationship with suppliers to optimize the planning, sourcing, manufacturing, and delivery of products and services. Customer relationship management (CRM) systems coordinate the business processes surrounding the firm's customers. Knowledge management systems enable firms to optimize the creation, sharing, and distribution of knowledge. Intranets and extranets are private corporate networks based on Internet technology that assemble information from disparate systems. Extranets make portions of private corporate intranets available to outsiders.

2.11 Why Are Systems For Collaboration And Teamwork So Important, And What Technologies Do They Use?

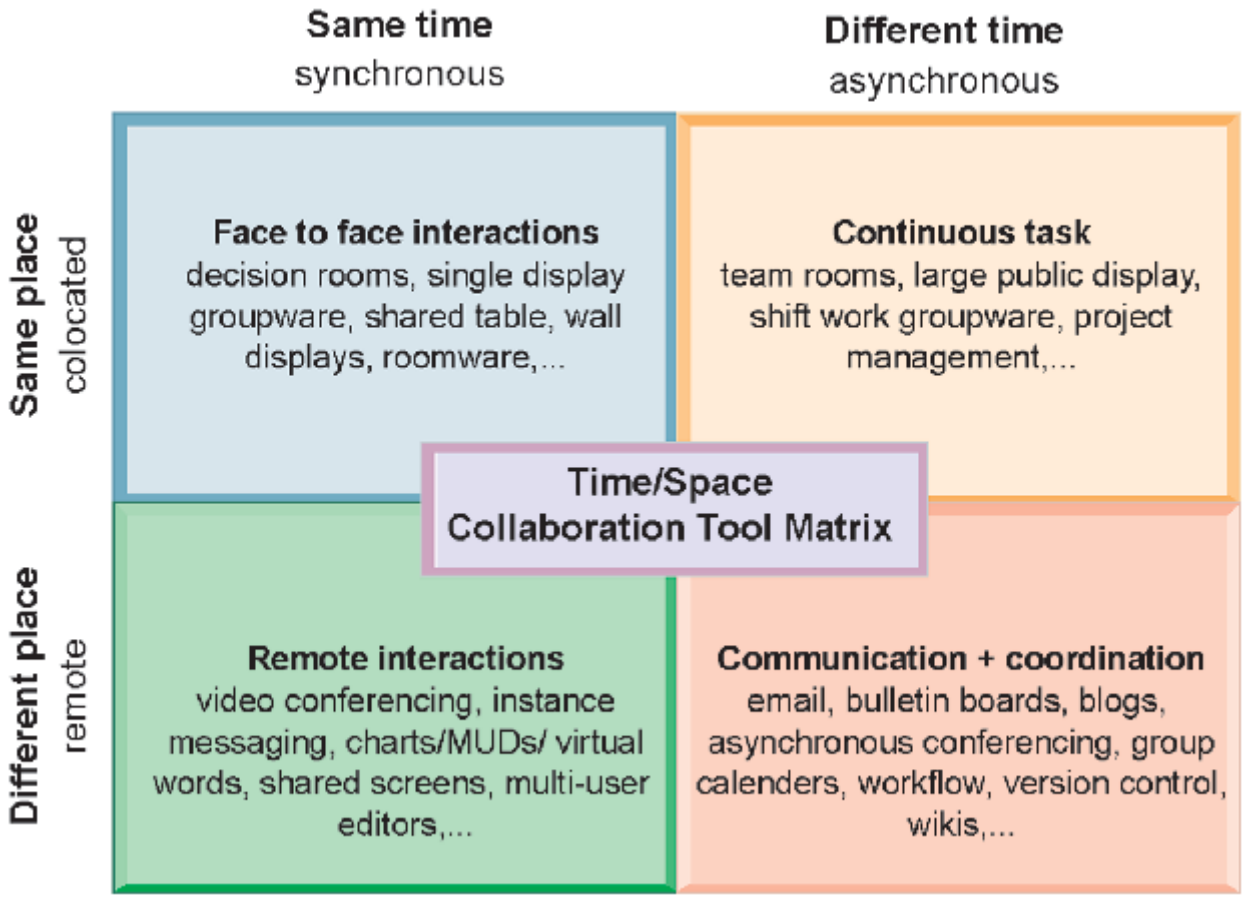
Collaboration is working with others to achieve shared and explicit goals. Collaboration and teamwork have become increasingly important in business because of globalization, the decentralization of decision making, and growth in jobs in which interaction is the primary value-adding activity. Collaboration is believed to enhance innovation, productivity, quality, and customer service. Effective collaboration today requires a supportive organizational culture as well as information systems and tools for collaborative work. Collaboration tools include e-mail and instant messaging, wikis, video conferencing systems, virtual worlds, social networking systems, cell phones, and Internet collaboration platforms, such as Google Apps/ Sites, Microsoft SharePoint, and Lotus Notes.

2.12 What Is the Role Of The Information Systems Function In A Business?

The information systems department is the formal organizational unit responsible for information technology services. It is responsible for maintaining the hardware, software, data storage, and networks that make up the firm's IT infrastructure. The department consists of specialists, such as programmers, systems analysts, project leaders, and information systems managers, and is often headed by a CIO.

2.13 Collaboration Technologies

Collaboration technologies can be classified in terms of whether they support interactions at the same or different time or place or whether these interactions are remote or co-located,as showm in figure(2.3).



Figure(2.3): Collaboration Technologies

2.14 The Information Systems Department

- Information systems department:
- Formal organizational unit responsible for information technology services
- Programmers
- Systems analysts
- Information systems managers
- End users

2.16 Systems for Different Management Groups

Management information systems (MISs) as the study of information systems in business and management, two types:

- Transaction Processing Systems
- Business Intelligence Systems

1- Management Information Systems

2- Decision-support Systems

3- Executive Support Systems