كلية المنصور الجامعة

Al – Mansour University College

Computer Science and Information System Department

4th Stage / Information System

Course 1

Management Information System

Lecture_03

Global E-Business and Collaboration

By

Asst.Prof. Dr. Abeer S. Jamil

2019-2020

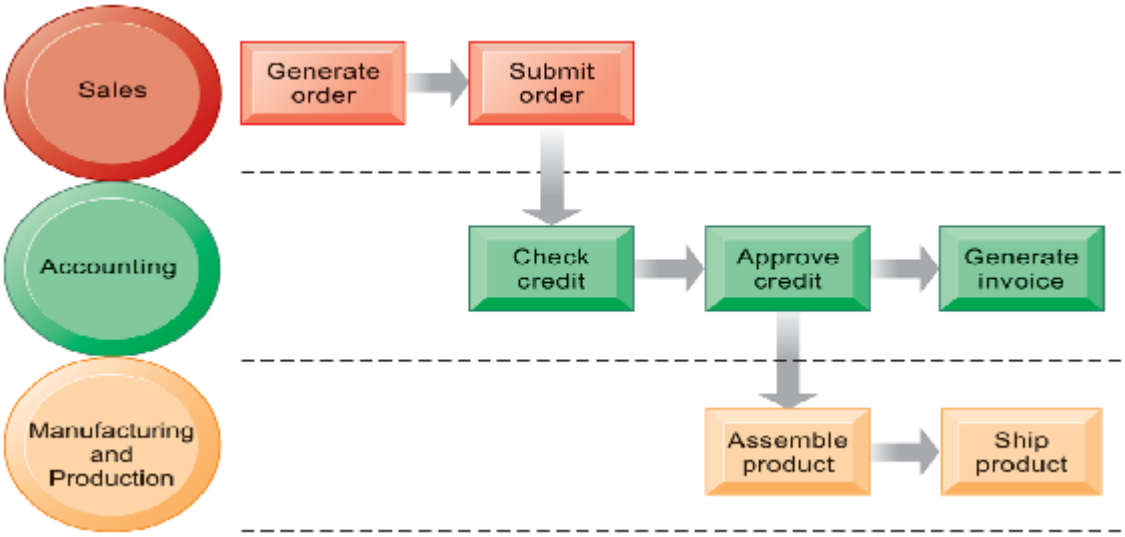
2.1 Business Processes

Business Processes: refer to the manner in which work is organized and coordinated. It include:

1- Collection of activities, steps, or tasks, required to produce a product or service.
2- These activities are supported by flows of material, information, knowledge among the participants in business processes.
3- May be tied to functional area or be cross-functional
4- To a large extent, the performance of a business firm depends on how well its business processes are designed and coordinated.

Examples of functional business processes

1- Manufacturing and production
2- Sales and marketing
3- Finance and accounting
4- Human resources.



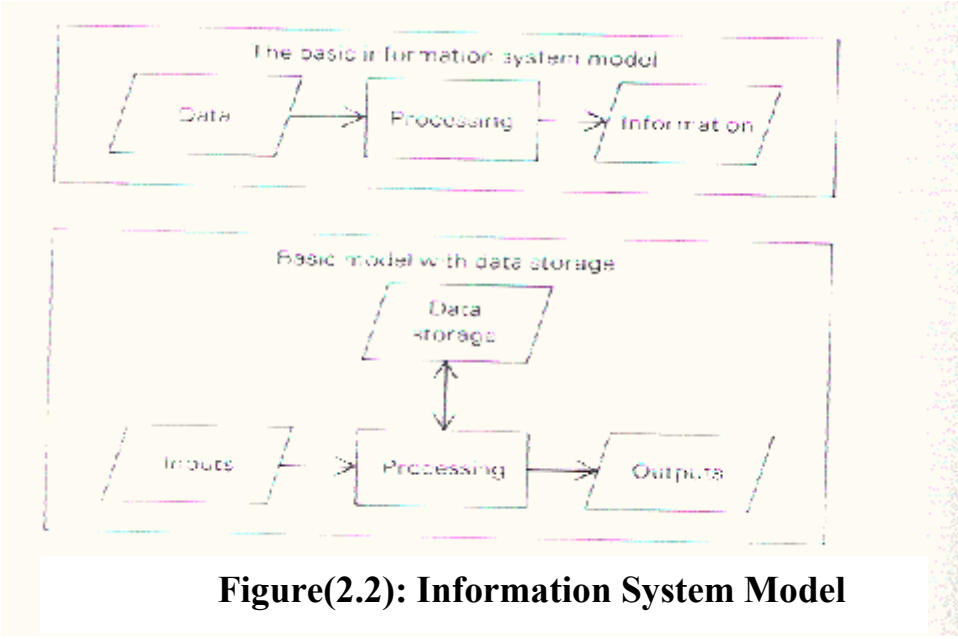
Figure(2.1): Examples of Functional Business Processes

2.2 Information System

Information systems (**IS**) are formal, sociotechnical, organizational systems designed to collect, process, store, and distribute information. In a sociotechnical perspective, information systems are composed by four components: task, people, structure (or roles), and technology.

Information system aims to support operations, management and decision-making.An information system is the information and communication technology (ICT) that an organization uses, and also the way in which people interact with this technology in support of business processes.

- **Information Processing Systems:**
  1. An information system in many respects is a closed system, it Is simply the code.
  2. An information processing function frequently needs data collected and processed in a prior period.
  3. The data/information storage is added.



Figure(2.2): Information System Model

2.3 Business Processes and Information Systems

Information technology enhances business processes by:

1- Increasing efficiency of existing processes.

-Automating steps that were manual

-checking a client's credit, or generating an invoice and shipping order

2- Making it possible for many more people to access and share information.

3- Replace sequential steps with parallel steps.

4-Eliminate delays in decision making.

5- Support new business models.

2.4 Types of Information Systems

Systems and technologies we have just described are transforming firms' relationships with customers, employees, and suppliers into digital relationships using networks and the Internet. Businesses are now enabled by or based upon digital networks, i.e. e-businesses.

-E-business:

Use of digital technology and Internet to drive major business processes

-E-commerce:

Subset of e-business.

Buying and selling goods and services through Internet.

-E-government:

Governments use internet technology to deliver information and services to citizens, employees, and businesses.

2.5 Systems for Collaboration

Collaborative is working with others to achieve shared and explicit goals.•Can be:

1- Short-lived or long-term.

2- Informal or formal (teams).

3- One to one, or many to many.

The Teams in Systems for Collaboration represent:-

1- Teams are a formal approach to collaborate
2- Teams are part of the organization's business structure for getting things done.
3- Teams have a specific mission.
4- The members of the team need to collaborate on the accomplishment of specific tasks and collectively achieve the team mission.

A number of factors are leading to a growing emphasis on collaboration and teamwork in the firm:

–Changing nature of work
–Growth of professional work—"interaction jobs"
–Changing organization of the firm
–Firms operate in many locations
–Emphasis on innovation
–Changing the culture of work

2.6 Business benefits Systems for Collaboration

Business benefits of collaboration and teamwork are:-

•**Productivity**: complete a complex task faster

•**Quality**: communicate errors, and correct actions faster

•**Innovation**: come up with more innovative ideas

•**Customer service**: teams can solve customer complaints and issues faster

•Financial performance **-4-**

2.7 Tools for collaboration and teamwork

–E-mail and instant messaging
–Virtual worlds
–Collaboration and social business platforms

•Virtual meeting systems (telepresence)

•Google Apps/Google sites

•Cyberlockers

•Microsoft SharePoint: SharePoint is a browser-based collaboration and document management platform, combined with a powerful search engine.

•Lotus Notes

•Enterprise social networking tools.

2.8 Important Types of Collaboration Tools for Business

1. **Intranet**
2. **File Sharing Tools**
3. **Chat Software .**
4. **Enterprise Social Media**
5. **Video Conferencing**