

IT-Certificate Level
Lecture-5

Chapter One

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Chapter-1
Information Systems in Business



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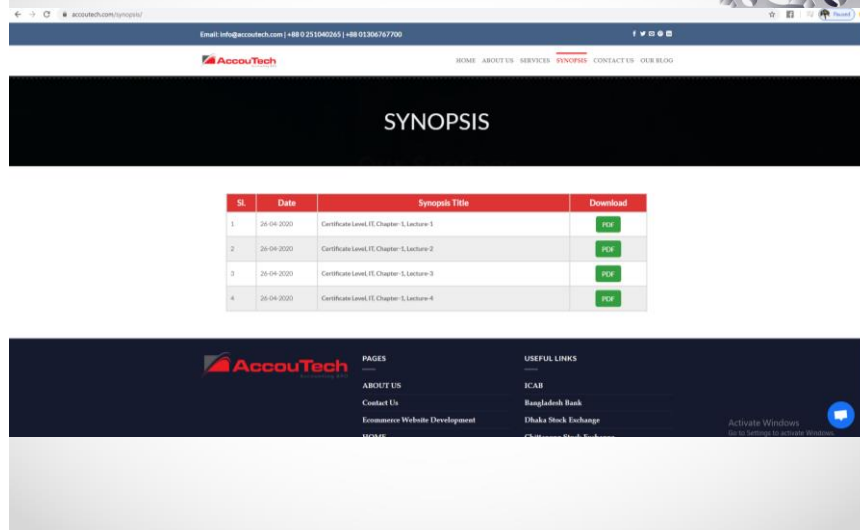
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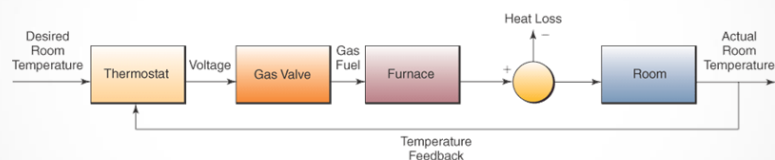
Systems have three basic functions:

- **Input** involves capturing and assembling elements that enter the system to be processed
- **Processing** involves transformation process that convert input into output
- **Output** involves transferring elements that have been produced by the transformation process to their ultimate destination

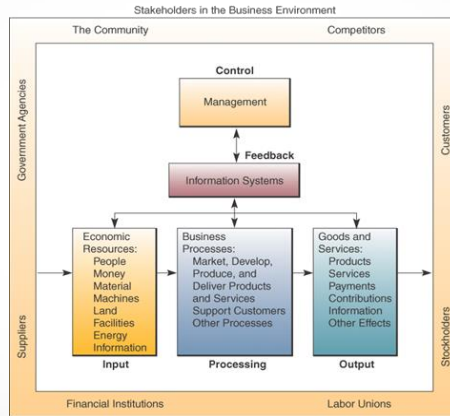
Cybernetic system

- All systems have input, processing and output
- A **cybernetic system**, a self-monitoring, self-regulating system, adds feedback and control:
 - **Feedback** is data about the performance of a system
 - **Control** involves monitoring and evaluating feedback to determine whether a system is moving towards the achievement of its goal

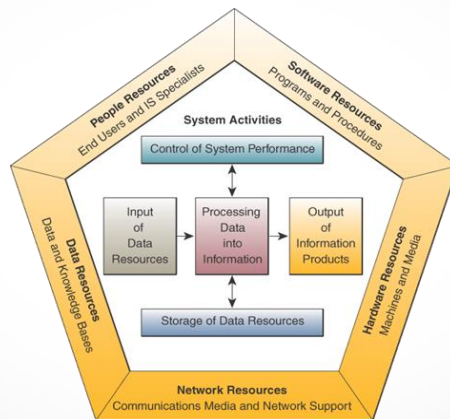
A Cybernetic system




A business as a system



Information systems model




Components of an IS




- **People Resources**
 - End users: the people who use the IS or the information from the IS
 - IS specialists: the people who develop and operate IS
- **Hardware Resources**
 - All physical devices used in information processing
 - Machines, data media, peripherals
- **Software Resources**
 - All information processing instructions including programs and procedures
 - System software, application software and procedures

Components of an IS (*cont.*)



- **Data Resources**
 - Facts about the business transactions
 - Processed and organized information
 - Databases of organized data
- **Network Resources**
 - Communications media
 - Network infrastructure: hardware and software
 - The Internet, intranets and extranets

Data versus Information



- **Data** are raw facts about physical phenomena or business transactions
- **Information** is data that has been converted into meaningful and useful context for end users
- Example:
 - Sales data is names, quantities and dollar amounts
 - Sales information is amount of sales by product type, sales territory or salesperson

IS Activities



- Input of data resources
 - Data entry activities
- Processing of data into information
 - E.g., calculate, compare, sort, classify, summarize
- Output of information products
 - Messages, reports, forms and graphic images
- Storage of data resources
 - Data elements and databases
- Control of system performance
 - Monitoring and evaluating feedback

Recognizing IS



- As a business professional, you should be able to look at an IS and identify
 - The people, hardware, software, data and network resources they use
 - The type of information products they produce
 - The way they perform input, processing, output, storage and control activities