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Information Systems in Organizations
Part 1

AAT Level II
Information Systems in Digital Environment (ISD)

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Information Systems in Digital Environment

Lesson 06

Information Systems in Organization

Lecturer

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Evolution of Information Systems

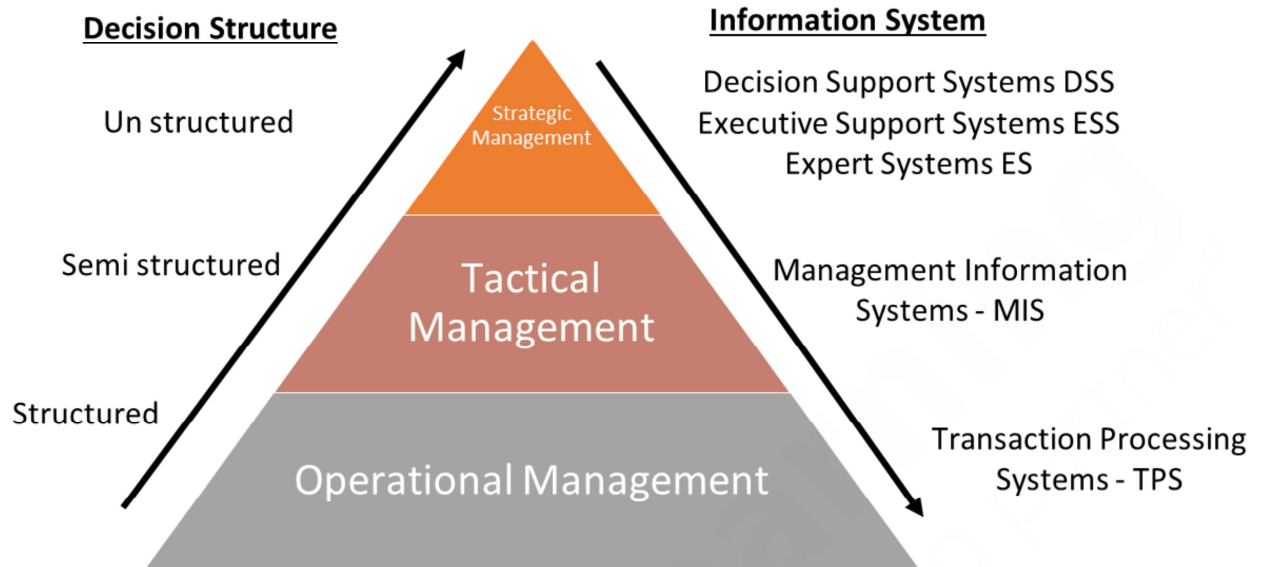| 1990 - 2000 | Electronic Business |
1990 - 2000	Knowledge Management Systems
1980 - 1990	Executive Support Systems
1970 -1980	Decision Support Systems
1960 - 1970	Management Reporting
1950 - 1960	Data Processing

Classification of Information Systems

Decision Structure

Un structured

Semi structured

Structured

Strategic Management

Tactical Management

Operational Management

Information System

Decision Support Systems DSS
Executive Support Systems ESS
Expert Systems ES

Management Information Systems - MIS

Transaction Processing Systems - TPS

Operational Management

The operational level is mainly concerned with performing day to day business activities or transactions of the organization. Examples of users at this level of management include cashiers at a point of sale (POS), bank tellers, nurses in a hospital, customer care staff, etc. Users at this level use make structured decisions

Operational Planning | Operational Risks

Operational planning, covers the operations or actions that should lead to the accomplishment of a short-term goals of an organization

Operational risks are those arising from the people, systems and processes through which a company operates and can include other types of risks, such as frauds, legal risks, physical or environmental risks involve.

The type of risks associated with business and operations relate to: • Business interruption • Errors or omissions by employees • Product failure • Health and safety issues • Failure of IT systems in an organization • Frauds • Loss of key people • Due to legal situations • Loss of suppliers.

Tactical Management

At this level where, middle-level managers, heads of departments, supervisors, etc. are involved. The users at this level usually manage the activities of the operational management level. Tactical level users make semi-structured decisions.

Tactical Planning

Tactical planning is short-range planning mainly focusing on the current operations of various parts of the organization (short-range is generally defined as a period of time extending about one year or less). Managers use tactical planning to outline what the various parts of the organization must do for the organization to be successful. Tactical plans are usually developed in the areas of production, marketing, personnel and finance.

The type of risks associated with business and operations relate to: • Business interruption • Errors or omissions by employees • Product failure • Health and safety issues • Failure of IT systems in an organization • Frauds • Loss of key people • Due to legal situations • Loss of suppliers.

Strategic Management

This is the top most layer of an organization management. The users at this level make unstructured decisions. It consists of Chairman, Managing Director, board of directors and chief officers like CEO, COO and CIO

Strategic Planning

Strategic planning is an organization's process of defining its strategy or direction, and making decisions on allocating its resources to accomplish the set goals. Generally, strategic planning deals with the entire business, rather than just single separate unit.

Information Systems

1. Office Automation Systems (OAS)
2. Transaction Processing System (TPS)
3. Management Information System (MIS)
4. Decision Support Systems (DSS)
5. Executive Information Systems (EIS)
6. Business Expert System (BES)