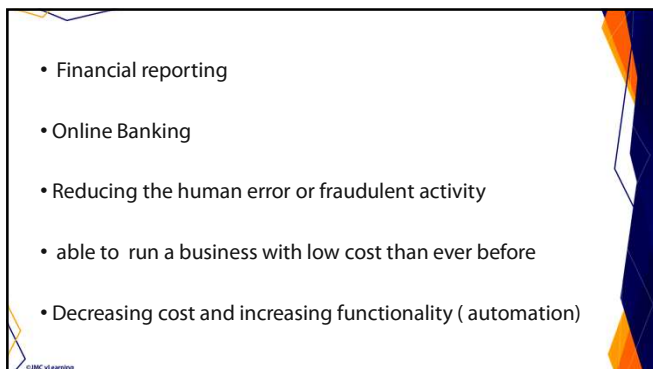


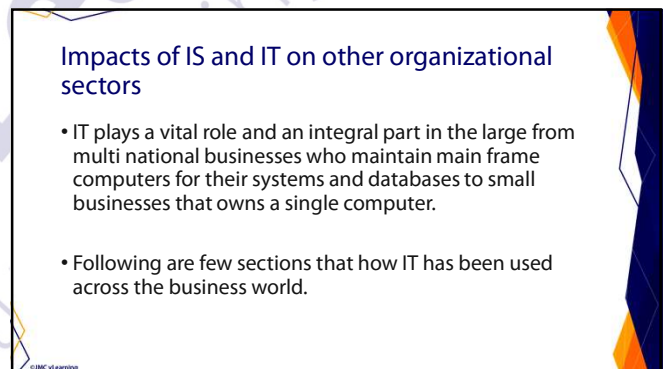
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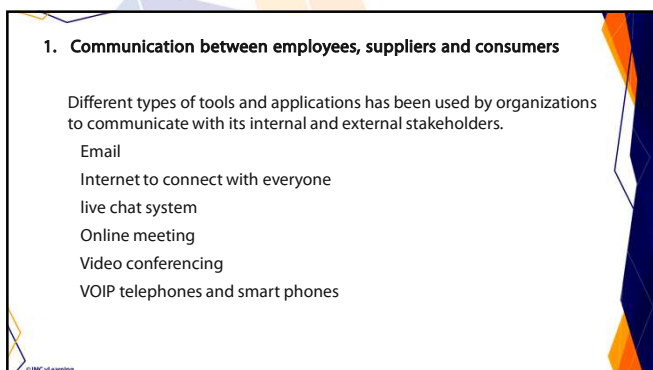
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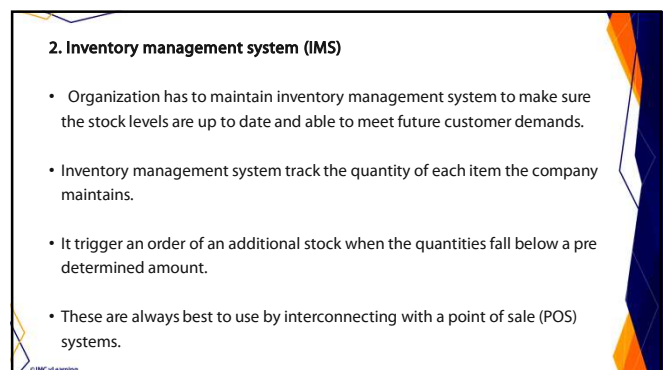
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2. Inventory management system (IMS)

- The POS system ensures that each time an item is sold, the item is removed from the inventory count and makes clear loop between all departments.
- It sends alerts to the required users on the current stock availability so that they can make swift decisions to meet customer demands.

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3. Data management system

- Storing of data and information has been changed from traditional file systems to storing large amount of data and information using data storage servers and devices.
- The major benefit of this system is users are able to retrieve data and required information at any time on their own convenient regardless of the geographical location.
- Organizations are able to store tremendous amount of historical data with a low cost employees benefits from immediate access to this when they need.

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4. Management information system

- Storage of data and information will only not give benefits to the organization if those data and information was not used well for strategic planning and for the execution of tactical level.
- To solve this problem only MIS takes a major role in this. MIS enable companies to track sales data , expenses and productivity levels.
- This information can be used to track profitability over time and maximize ROI and help to identify areas of improvements.
- Managers can track sales targets on daily basis and able to make proactive decisions by boosting employee productivity of or reducing the cost.

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5. Customer relationship management (CRM)

CRM is an important tool that organization must use and manage to find out how their customers interact with the product and services the organization offer.

A good CRM should capture every interaction a company has with a customer.

For an example a customer calls the call center and connects to the agent. The agent must have readily available information about the customer and his/her historical transaction details and product/service training manuals to effectively respond to the customer issue.

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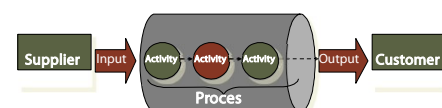
- All this information should be readily available in the CRM system. Also it should be linked with the other systems such as billing, purchase, loyalty etc. so that even if the customer calls back again the agent should be able to respond more focused and in a better way.
- This will increase the customer satisfaction as well as benefits the organization from improved productivity.

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What is Process ?

Definition of Process

A process is a cross-functional interrelated series of activities that convert business inputs into business outputs



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What is a Business Process

A group of logically related tasks that use the firm's resources to provide customer-oriented results in support of the organization's objectives³

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Competitive advantages of business processes

ICT and its related communication devices plays integral part of the organization to carry out the day to day operation.

Ex: PC, laptop, network devices etc

These communication devices helps the employees to communicate with customers, partners, and do transactions , share documents and files, browse online and to do various electronic transacations.

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Ways that technology could be better used

1. To improve service delivery to customers

Importance of customer service
customer service frontline staff
Improving customer experience by

- providing certain service online
- e commerce facilities
- Chabot services

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Ways that technology could be better used

2. To improve organization's responsiveness to new developments

This refers to small service oriented organization with regard to organizational responsiveness.

- Handle processing data generated from various channels (sales, web analytics, inventory control, customer feedback, industry data etc)
- This leads to
identify developing issues
can make important strategic decisions

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Ways that technology could be better used

innovations comes with cost effective options
in-house application development

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Ways that technology could be better used

3. To change the basis of competition in industry

In order to achieve goals like

- grow market share
 - improve company transparency
 - become preferred vendor/service provider
- Help of ICT is required.

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Ways that technology could be better used

Also ICT helps to,

- streamline processes
- optimize and automate processes

This leads to

- reduce delays
- minimize human errors
- reduce complexity of certain processes
- increase operational efficiency
- reduce cost

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Ways that technology could be better used

4. To improve your organization's overall performance

ICT helps the organization to re evaluate their progress, performance and service improvements.

It also helps to identify new services, quality standards. This may be particularly applicable for small and medium sized business. Because many of them have limited resources and might looking for take their operations next level.

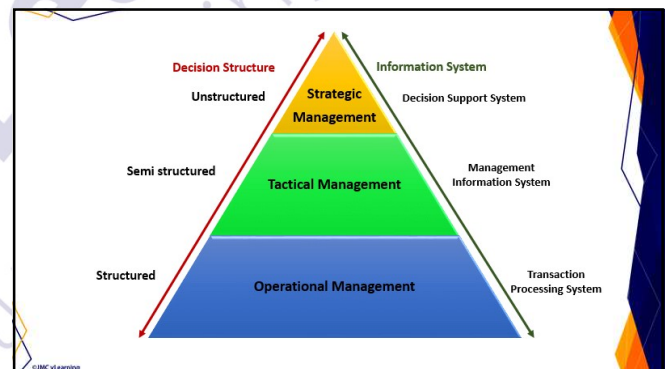
Rework on existing process and use technology how best can be optimized and achieve desired outcome.

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How ICT support Data analysis, Decision making and use of ICT tools for analyzing data

- Decision making is an integral part of any organization irrespective of small family businesses or a huge multi national corporation.
- They need to make decision in order to ensure continued operation.
- Business managers need to focus on decision making as a constant process because to ensure continued growth and achievement of business goals.
- Initially decision making was done managers using their limited knowledge and some plain guess work.
- Today use of technology and business data make the decision making process more easier.

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How ICT support Data analysis, Decision making and use of ICT tools for analyzing data

- Following are some of the IS helps for decision making process at different management levels.
1. Process control system
 2. Transaction processing system (TPS)
 3. Office automation system
 4. Management information system
 5. Decision support system
 6. Expert/Executive support system

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Process control system (PCS)

- This includes data collection and data distribution system that collects and stores data from various sources. This helps to provide required data at the various stages of a process.

Ex : A nuclear power plant PCS helps to detect and identify the temperature , pressure levels at different stages of the nuclear

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Transaction processing system (TPS)

- This consist with hardware and software hosting a traction oriented application that performs the routine transactions necessary to conduct business.

Ex : Payroll system , sales order entry , airline reservation system, employee records.

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Office automation system

Office automation systems are computer based information systems that collect, process, store and transmit electronic messages, documents and other forms of communications among individuals, work groups and organizations.

Ex : MS excel, power point, graphics related softwares etc.

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Management Information System (MIS)

- MIS is a computer based information system consist with hardware and softwares that serve as the backbone of an organization operation.
- MIS gathers data from multiple online systems, analyze information and reports the data to an aid in decision making.

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Decision Support System (DSS)

- Interactive software based system.
- Helps managers in decision making.
- Access large volume of information generated through various systems such as office automation system , TPS etc.
- DSS uses summery information, patterns, trends using analytical models.

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Executive Support System (ESS)

- Used by senior managers
- Provides easy access to internal and external information relevant to organizational needs.
- Uses easy to use graphical user interfaces.
- Offer strong report drill down facilities.
- Top level managers able to analyze, compare and highlight trends in important variables for them to monitor the performance and identify opportunities and problems.

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Information Systems in society

- Technology has become a part of our day to day life
- IS made a major impact on Business world.
- Communicating to some one in remote places become ease.
- New technologies created societies to a new phase.

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Write short notes on following

- Globalization
- The role of IT in globalization
- The birth of new jobs
- The digital divide
- Ethical use of information systems
- Challenges of IT towards individual privacy
- Future trends in information systems

