

How does IS differ from IT?

Why management information systems (MIS)?

- because "Because of Moore's Law the cost of data communications and data storage is essentially zero" (Kroenke et al 2014, p5)
- because Future business professionals need to be able to assess, evaluate and apply emerging information technology to business
- because They make the claim that the skills needed for job security
 - o Abstract reasoning
 - o Systems thinking
 - o Collaboration
 - o Ability to experiment



the development and use of information systems that help businesses achieve goals and objectives

Business professionals need to

- because Take an active role in IS to ensure that systems meet their needs
- because Understand how IT systems are constructed
- because Consider users' needs during development
- because Learn how to employ IT systems
- because Take into account ancillary IT functions (security and backup)
- because What will the system do for us?
 - because What is its purpose?
 - because What will using it enable us to do?
 - because What goals can we accomplish through its use?
 - because How will it aid us in reaching our objectives?
- because Business People Must Ask Questions

All of this technology may be great, What will it do for our business and our particular goals?

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Topic

Business processes – the nature of work and organisational processes

Organisational processes

Organisation

Structure for management and control

Collections of organisational processes



Information Required

introduce the general concepts



Information Required

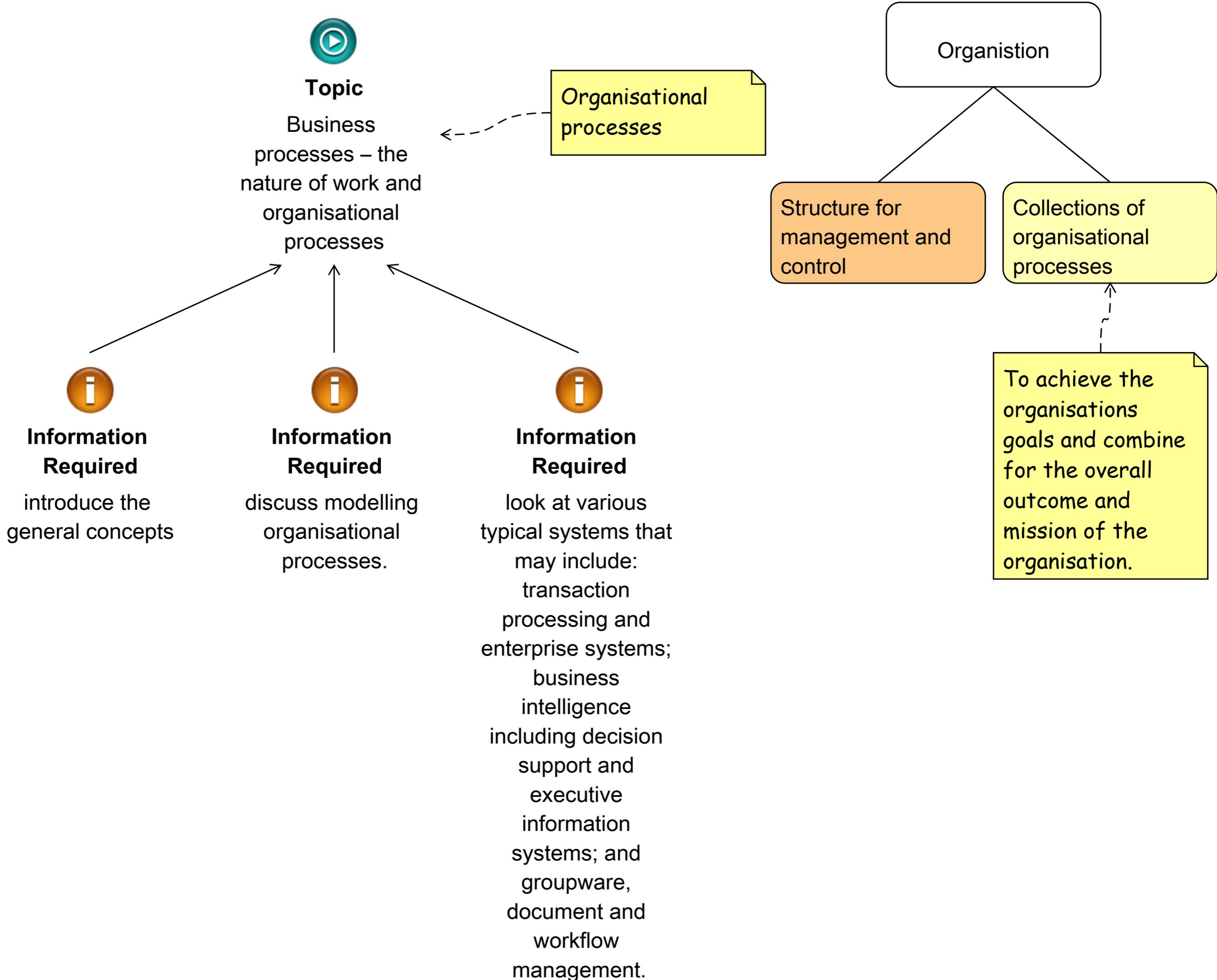
discuss modelling organisational processes.



Information Required

look at various typical systems that may include: transaction processing and enterprise systems; business intelligence including decision support and executive information systems; and groupware, document and workflow management.

To achieve the organisations goals and combine for the overall outcome and mission of the organisation.



The Rich Picture

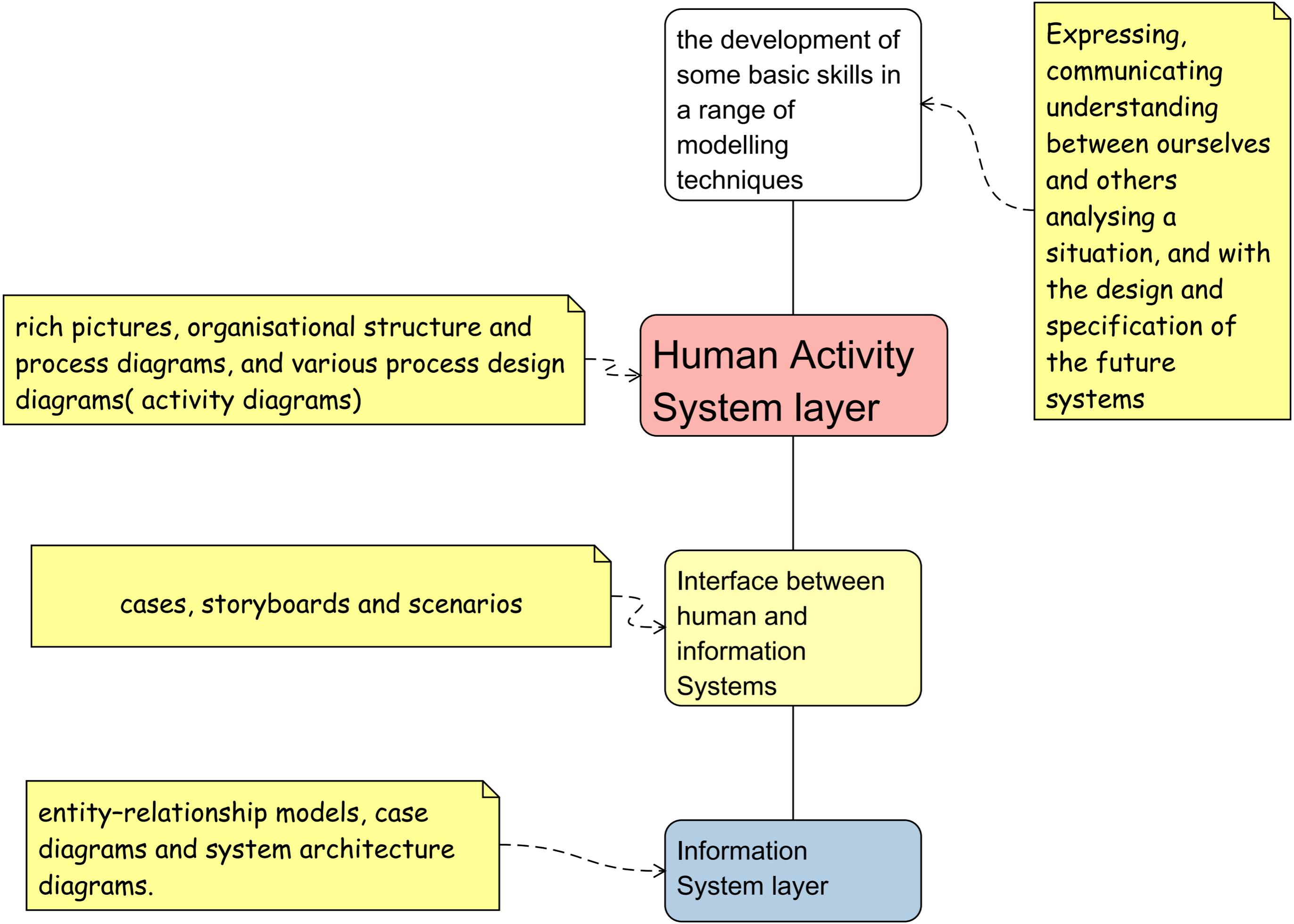
identifies all the stakeholders, their concerns, and some of the structure underlying the work context

because

The three most important components of a rich picture are structure, process, and concerns.

because

A rich picture is a tool for recording and reasoning about these aspects of the work context, in particular, how they should affect the design.



Grouping Maps
These categorise data into a logical structure. This helps you sort your information and determine how different things are related to one another. For more info press the Help (F1) key.
[Tutorial Critical Thinking: Grouping exercises](#)

Main Category
The most general item or category goes here - this is the central theme that unites all the information, e.g. Animals.

The roles of the IS play in organisational strategy, and how the forces impact on organisational information systems

Lit Michael Porter : Competitive strategy: Techniques for analyzing industries and competitors
Competitive advantage: Creating and sustaining superior performance

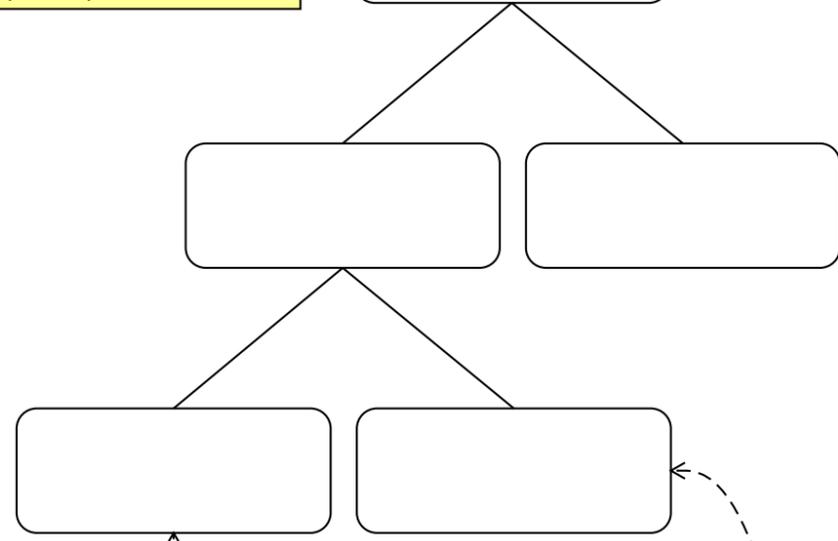
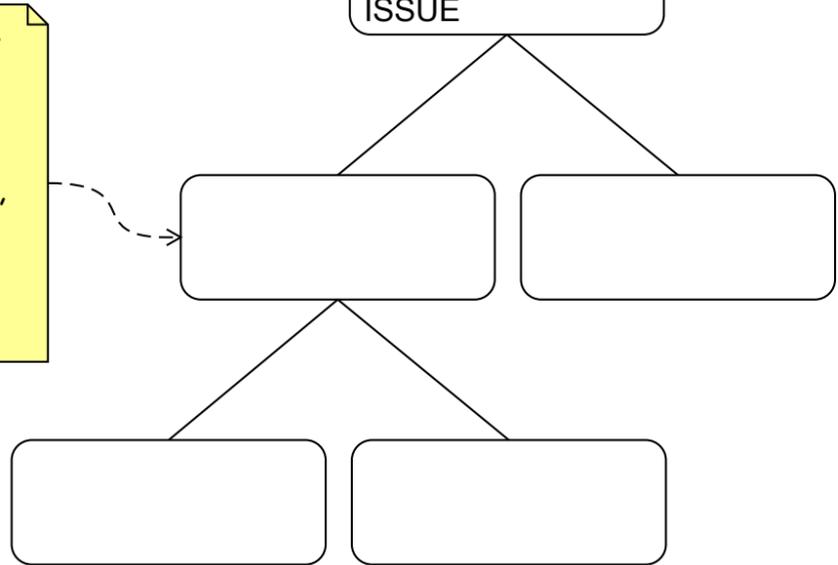
The Five Competitive Forces That Shape Strategy
Michael E. Porter
FROM THE JANUARY 2008 ISSUE

Literature: Amrollahi, Ghapanchi and Talaei-Khoei (2014)

strategic information systems planning (SISP)

Sub Categories
This row is a type or a further refinement of the general theme above, e.g. Pets and Wild animals.

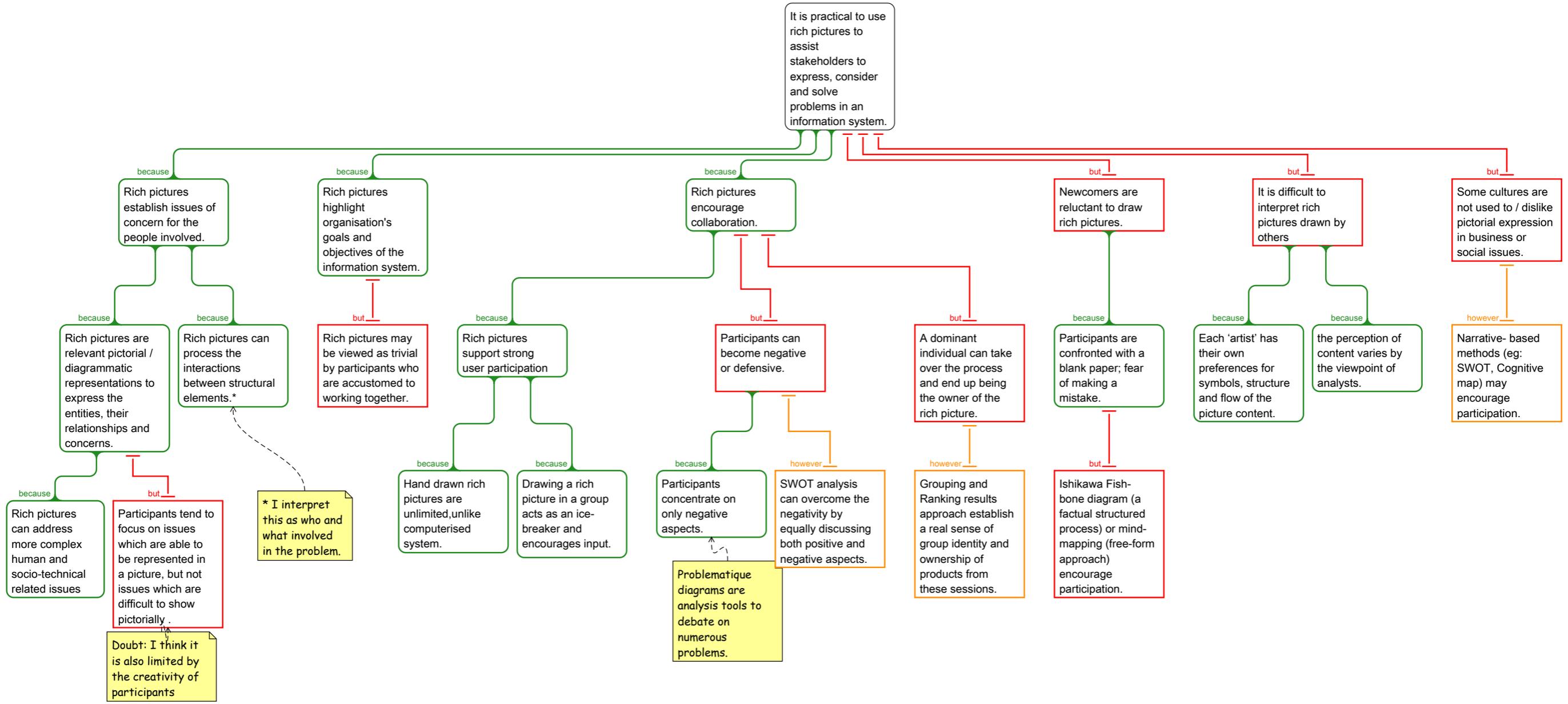
Refining the sub category
This row is yet another refinement - this time, of the box immediately above, e.g. Dogs under Pets and Wild Cats under Wild Animals.



Tip
Drag in some colour to assist identifying relationships between information. You can also add a legend.

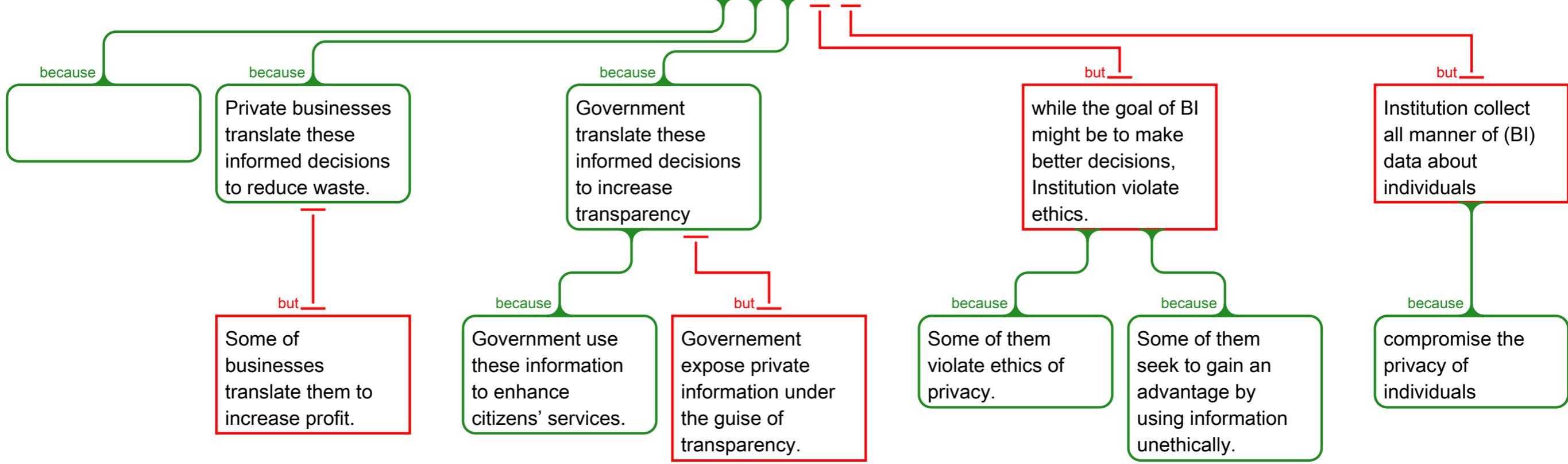
Examples
The items in this row break up the above category even further by providing an example of it, e.g. Poodles under Dogs and Lions under Wild Cats.

More ?
You can keep adding and refining the information by dragging more item boxes from the Group tab in the Build panel.
[Tutorial Argument Mapping: Macr...](#)

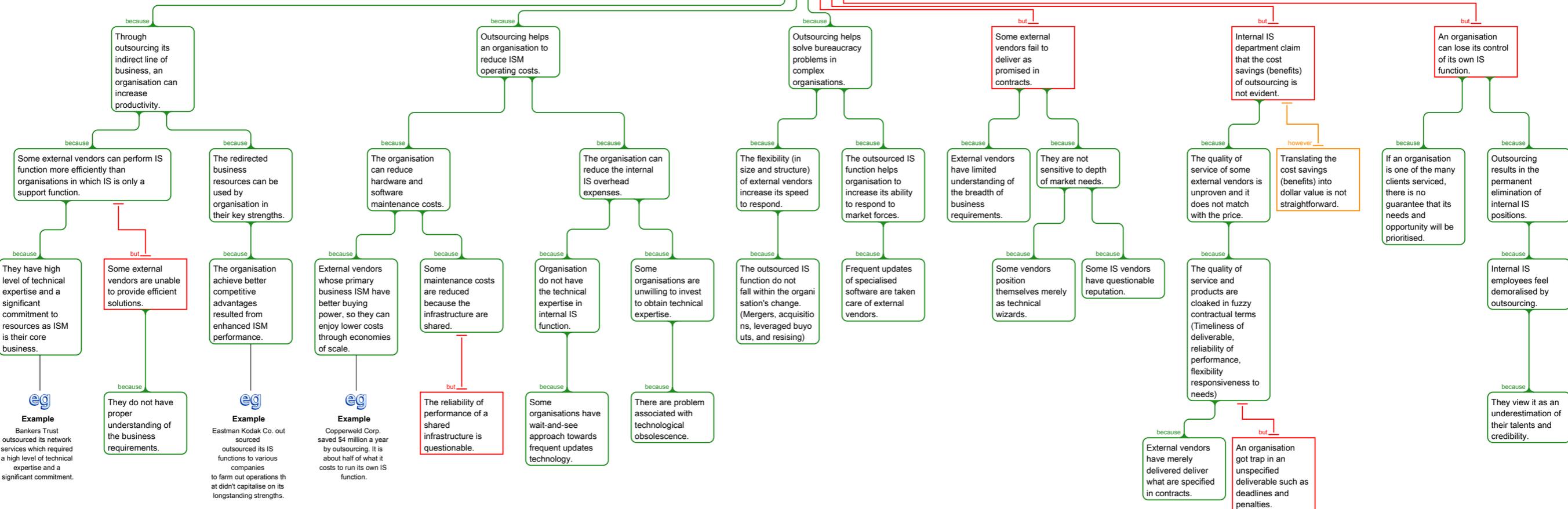


It is ethical for institution to use business intelligence system to make more informed decisions within an organization.

What data can be collected is very different from what data should be collected. The nature of information collected. the degree of information collected.



It is beneficial to outsource information systems management (ISM) to external vendors.



It is beneficial for an organisation to outsource information systems management (ISM) to external vendors.

Through outsourcing, organisation can enhance its IS performance.

Through outsourcing, organisation can save huge IS operating costs.

Due to outsourcing, organisation has an inflexible IS operations.

Due to outsourcing, organisation triggers a negative personnel upheaval within employees.

External vendors enables organisation to refocus on its core competencies.

External vendors can accelerate the development of an improved IS with better facilities.

The internal operations and external vendors can work in unison to optimise responsiveness to customer.

External vendors enables the organisation to reduce the IS operation costs.

External vendors can save capital investment in hardware and IS personnel hiring costs.

Organisation lacks control over external IS operation.

Organisation can rely on the contractual terms to monitor the quality of IS function.

Some internal IS employees worry about the future of their job.

Some internal IS employees feel they are contributors to IS success.

The internal IS department can refocus on its key applications, not routine operation works.

External vendors can provide immediate access to the latest technology without the lead time customary in in-house development.

Outsourcing becomes expedient option when management decide to avoid complex internal issues.

Some external vendors are better able to achieve economies of scale

Some external vendors are better able to cover the scope of ISM.

Organisation can reduce expenditure with holding less fixed assets, such as IT infrastructure.

Outsourcing vendors would like to control over the IS operations.

Outsourcing vendors would not treat the client's emergency as its own.

Specific managers have been assigned to manage the contract in which responsibilities have been clearly delineated

The anxiety and negative rumours about outsourcing affects the employee morale.

Some internal IS employees solve IS problems such as: backlogs and unresponsiveness.

The performance of outsourcing vendor is not necessarily good.

They can share its infrastructure over several contracts.

They can spread its expertise over several contracts.

Some external vendors' fees are not necessarily low.

Outsourcing vendors are rewarded for maximising profits.

There is a natural conflict of interest and difference in business objectives.

Doubt: Is there issue around strict adherence to contract terms hence high cost for variances?



Example

Famous example: Eastman Kodak Co. outsourced its IS functions to various companies.