

Operations within Enterprise business

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Abstract

Information systems need operation system to be able to work. People, network, hardware, software and data work together to create usable information system.

Key words: *Management Information System, MIS, Information System, IS, Electronic Enterprise, Information Technology, IT, Business Information Systems, Information System Resources.*

Methodology: Case study, System Analysis, Business Analysis, web search and books review

Introduction

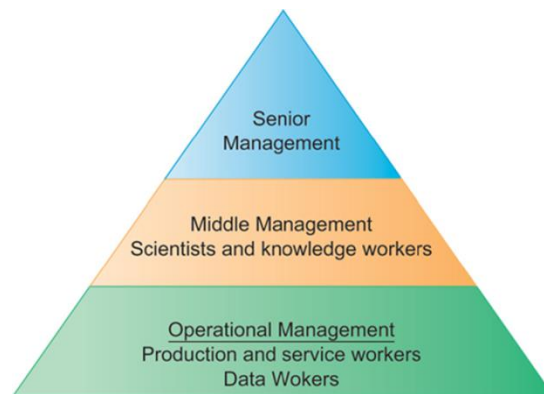
Perspectives of Enterprise Information Systems, IS can be considered to have three perspectives: Technology, Organization, and Management.

Study structure

The three perspectives are described in the next subsections.

- **Technology:** The most natural perspective IS can be studied from is the technological aspect. This entails considering the main phases information in business environments go through. These are input, processing and output. Hardware and software technologies are essential for all the phases of IS. The input phase requires hardware IS in the form of physical equipment to allow users to enter and query data maintained by the IS. The processing stage involves executing some IS functionality (through hardware and software applications) to respond to user's needs. This results in an output which must be exposed to the user through output devices. Storage is an inevitable part of IS to persistently store data for later retrieval and manipulation.
- **Organization:** In simple terms an organization is the combination of a group of people and resources that work in a structured manner to achieve set goals. This is an interesting IS perspective as people are conscious of the nature of business environments in the real world. The human involvement is acknowledged within the IS in place as technology by itself is not the drive for better decision making and profitability of the business. Technology has to be accompanied by human capability for it to be useful at all. The organizational structure entailing rights and responsibilities has to be clear. This allows for the appropriate IS to be deployed according to the organizational need at the different levels of the organizational hierarchy.

- IS should also be compatible with the type of business and the main business functions. A product-based business (a supermarket for example) might require a different combination of IS in comparison to a service-based business (a travel agent for example). In addition to the main business functions, IS should take account of the culture within a business. This can be the general belief and drive of the business environment. It can be documented or simply observed and practiced within the organization.



IS has to be in line with the organizational culture to be effective and of value. Adopting information systems can lead to changes in the roles and responsibilities within an organization.

- E.g., managers could have more involvement in the processes being performed by staff lower in organization's hierarchy.
- As discussed in Lecture 1, a flatter hierarchical structure can be established based on teams can be effectively supported when introducing information systems that support communication, coordination and monitoring within an organization.

- **Management:** Management is the main driver of a business entity. They have the power and motivation to set goals and work for attaining them. This includes ensuring the organization's competitive advantage. They should set a model for the rest of the employees in their determination and belief in success and excellence of the business. They have to be supported with the most appropriate IS to aid them in the decision making process. Management should also be well educated and informed of the IS in hand. IS should act as a tool which aids management achieve the organizational goal of survival, profitability, expansion, in addition to creating a competitive edge over competitors.

Information systems can aid organization management at different levels including:

Top level of management: that includes the board of directors which are shareholders of the organizations and the general manager. They can use information systems setting up the objectives and the strategic plans of the organization. In addition, information systems can be used in monitoring and evaluating the fulfilling of such objectives and plans.

Middle level of management: represented by head of departments and divisions within an organization. They can use information systems in implementing the objectives and strategic plans of the organization as well as communicating with top and low level management.

Low level of management: consisting of supervisors and team leaders. They can use information systems in coordinating and following up the work of junior staff as well as communicating with middle level management.

Conclusion: It is worth mentioning that these perspectives have to be balanced out and thought of collectively for a comprehensive IS to be implemented and applied. The ultimate goal should always be focused on creating value for the business and help in the decision making process in relation to all IS perspectives.

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Transaction processing systems (TPS) collect and record the routine transactions of an organization. Examples of such systems are sales order entry, hotel reservations, payroll, employee record keeping, and shipping.