SECTION I

The Role of Information Systems:
- Information Systems act as a go between in a business. Three major areas outlined in the chapter included:
  - Foundation Concepts: Competitive strategy, and what the basis of such systems should be founded on.
  - Business Applications: Where IS can be applied to achieve competitive advantage.
  - Management Challenge: The application of IS in tackling E-business management issues.

IS Resources

Information System Resources:
- Technology: Components of computer networks including hardware, software, data, and telecommunications.
- Applications: Involve interconnected business information systems.
- Development: Designing the basic components of IS.
- Management: Managing IT for quality, business value, and security of IS.

The Functions of a System

IPO (No worries, not a failed Dot.Com)
- Input: Involves assembling elements that enter a system to be processed.
- Processing: The process of converting the input to output.
- Output: Transferring processed elements to a final destination.

Real World Case One

Kepler’s Books and Magazines - Questions for Analysis:
- What E-commerce challenges are facing small business retailers, like Kepler’s?
- How can information technology and a bricks-and-clicks strategy help small retailers meet such challenges?

Real World Case Two

CNET, Oxygen Media, USA Networks, and Dell Computer – Questions for analysis:
- What three business lessons revealed in this case do you feel are most important for an E-business company? Why?
- What mistakes in the development process management of information technology do you see in this case? What management solutions could have avoided such problems?
- What other business lessons have you learned from the failure of many dot-com companies?
Key Terms

- Intranet: inter-enterprise network
- Extranet: network between business and trading partners
- E-Commerce: buying/selling/marketing/servicing of products, services, and information
- Expert Systems: provide expert advice for operational chores

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