TIM 50 – Homework 1
(Due Thursday January 19, 2012)

I. Management Decision Problem 2, Section 1.5
Henry’s Hardware is a small family business in Sacramento, California. The owners must use every square foot of store space as profitably as possible. They have never kept detailed inventory or sales record. As soon as a shipment of goods arrives, the items are immediately placed on store shelves. Invoices from suppliers are only kept for tax purposes. When an item is sold, the item number and price are rung up at the cash register. The owners use their own judgment in identifying items that need to be reordered. What is the business impact of this situation? How could information systems help Henry and Kathleen run their business? What data should these systems capture? What decisions should the systems improve?

II. Review Question 1, at the end of chapter 1
What are the major features of a business that are important for understanding the role of information systems?
- Define a business and describe the major business functions.
- Define business processes and describe the role they play in organizations.
- Identify and describe the different levels in a business firm and their information needs.
- Explain why environments are important for understanding a business.

III. Review Question 2, at the end of chapter 1
How do systems serve the various levels of management in a business? Describe the characteristics of transaction processing systems (TPS), management information systems (MIS), decision support systems (DSS), and executive support systems (ESS) respectively.

IV. Review Question 4, at the end of chapter 1
Systems for collaboration and communication are very important, please list and describe the various (at least 4) types of such systems.