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Management Information Systems

Lesson #2

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1. Describe five components of an information system using an example.

The five components Information Systems (IS) and their examples are:

Hardware

According to the text, hardware “consists of electronic components and related gadgetry that input, process, output, and store data according to instructions encoded in computer programs or software” (85). Examples of hardware are monitors on desktop computers such as Apple Mac Pros, Smartphones like the iPhone, and even keyboards.

Software

In its simplest form, software is defined as programs that are used in computers. Examples of software are system software such as Microsoft Windows, application software like Microsoft Word, Excel and PowerPoint, and programming language software such as JavaScript.

Data

Data is defined as recorded facts or figures. Examples of data consist of things such as prices, names, products sold, quotas, metrics, weights, and as the text illustrates, the words sentences and paragraphs in a report (15). Data highlights those things that have occurred such as the amount of youth attending a program, the total number of books stored in storage. Data can also be depicted in pie charts, graphs, and symbols to help explain work related metrics within the job. These are just some examples of the definition of data.

Procedures

The processes and methods associated with the fulfillment of tasks are known as procedures. Some of those procedures consist of a variety of things such as entering information into a system, saving that information, and sending it to employees within your department or agency. Procedures are predicated on the manner at which processes are adhered to. So, when an employee is updating data into its internal systems, this is an example of a procedure. Similarly, when a Human Resource Director emails the organization’s employees in their about a health benefit enrollment deadlines, this is another example of procedures as well.

People

The people are defined as those involved who help with the interaction and implementation of a company’s systems. This can be either the users of the systems themselves, or even those who operate the computers. The users of the systems are those like the youth in after-school programs who use the desk top computers to complete their

school assignments. While those who operate the computers are like the employees of an organization that require them typing on the keyboards such as receptionists.

2. Explain the difference and the relationship between Information Technology (IT) and Information Systems (IS).

The relationship between IS and IT are like that of first cousins; they both serve similar yet distinctive roles. As the text describes, “Information system (IS) is an assembly of hardware, software, data, procedures, and people, that produces information... information technology (IT) refers to the products, methods, inventions, and standards used for the purpose of producing information” (13). IS helps with the collection, storage, organization, and distribution of data. In contrast, however, IT focuses on the construction of those organizational systems. The existence of IS/IT are dependent on one another. It can be argued that they cannot exist without the other. Thus, this relationship is critical for their success.

3. What is the business process? Define activities.

The text defines a business process as “a network of activities that generate value by transforming inputs into outputs” (36). Activities are things that occur within a business which add value to said business. For instance, if I own a customized T-shirt business, the purchase of the equipment, the setting of the cost associated with the T-shirts, the selling of those T-shirts is all considered activities. Thus, activities are tasks that need to be accomplished to carry out the process of business.

4. List components of a business process.

The components of a business process are known as Swimlane dividers, flow objects, connectors, and artifacts.

5. Explain the difference between data and information.

According to the text, information is “knowledge derived from data, whereas data is defined as recorded facts or figures” (17). The difference between information and data is that data states what has occurred, information explains what has occurred. For instance, if Tom Brady threw 7 touchdowns in a game, that would be data. If a sports announcer during their post-game show highlighted Brady’s 7 touchdown by “informing” the audience of these accomplishments, then that is information.

References

Kroenke, D.M. & Boyle, R.J. (2021). Experiencing MIS. 9th Edition. Pearson.