MANAGEMENT INFO SYSTEM

Valuable info

- Prioritization of valuable info

e.g. Driver

e.g. People lostin Desert

Attributes of quality of info

- Timeliness – speed and time

- Appropriateness – Suitable Receiver

- Reliability – Reliable info

- Accuracy – Correctness

- Completeness – Complete

e.g. Info on Earthquake

Business value of Info

- Timeliness : If there is time to react or not

- Presentation: Resulting in DM

- Accuracy : Exact info

- Context : Info according to domain

- Expectation : Unexpected info carries ahighervalue.

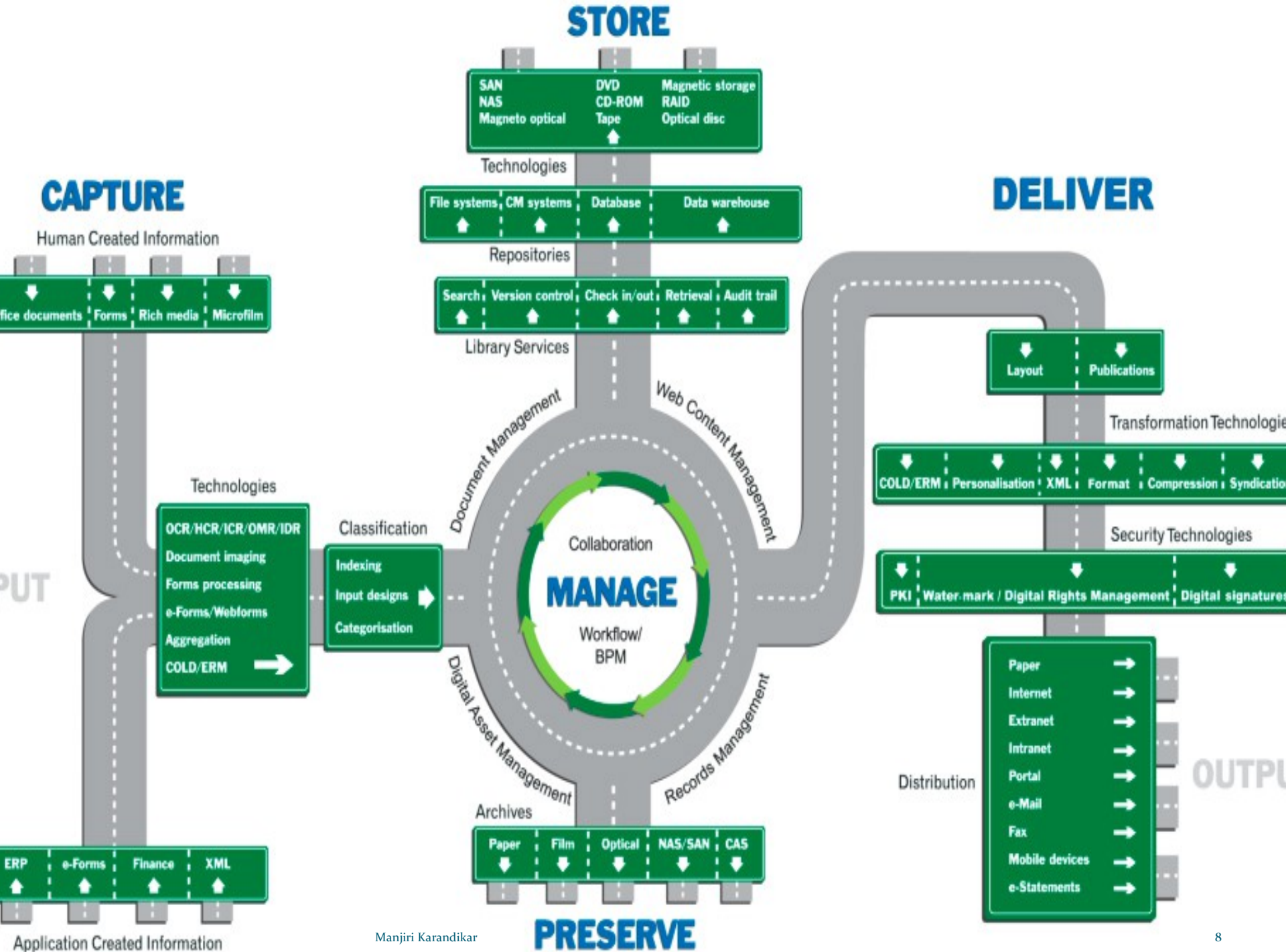# Info overload ?

Role of info

- Role of info in Decision making

- Concept of info as a resource

Info management

Dimensions of Info

- Business dimensions

- Technical dimensions

Need for info management

STORE

Technologies
- SAN
- NAS
- Magneto optical
- DVD
- CD-ROM
- Tape
- Magnetic storage
- RAID
- Optical disc

Repositories
- File systems
- CM systems
- Database
- Data warehouse

Library Services
- Search
- Version control
- Check in/out
- Retrieval
- Audit trail

CAPTURE

Human Created Information
- Office documents
- Forms
- Rich media
- Microfilm

Technologies
- OCR/HCR/ICR/OMR/IDR
- Document imaging
- Forms processing
- e-Forms/Webforms
- Aggregation
- COLD/ERM

Classification
- Indexing
- Input designs
- Categorisation

INPUT

Application Created Information
- ERP
- e-Forms
- Finance
- XML

MANAGE
Collaboration
Workflow/BPM

Document Management
Web Content Management
Digital Asset Management
Records Management

DELIVER

Transformation Technologies
- Layout
- Publications
- COLD/ERM
- Personalisation
- XML
- Format
- Compression
- Syndication

Security Technologies
- PKI
- Water-mark / Digital Rights Management
- Digital signatures

Distribution
- Paper
- Internet
- Extranet
- Intranet
- Portal
- e-Mail
- Fax
- Mobile devices
- e-Statements

OUTPUT

PRESERVE

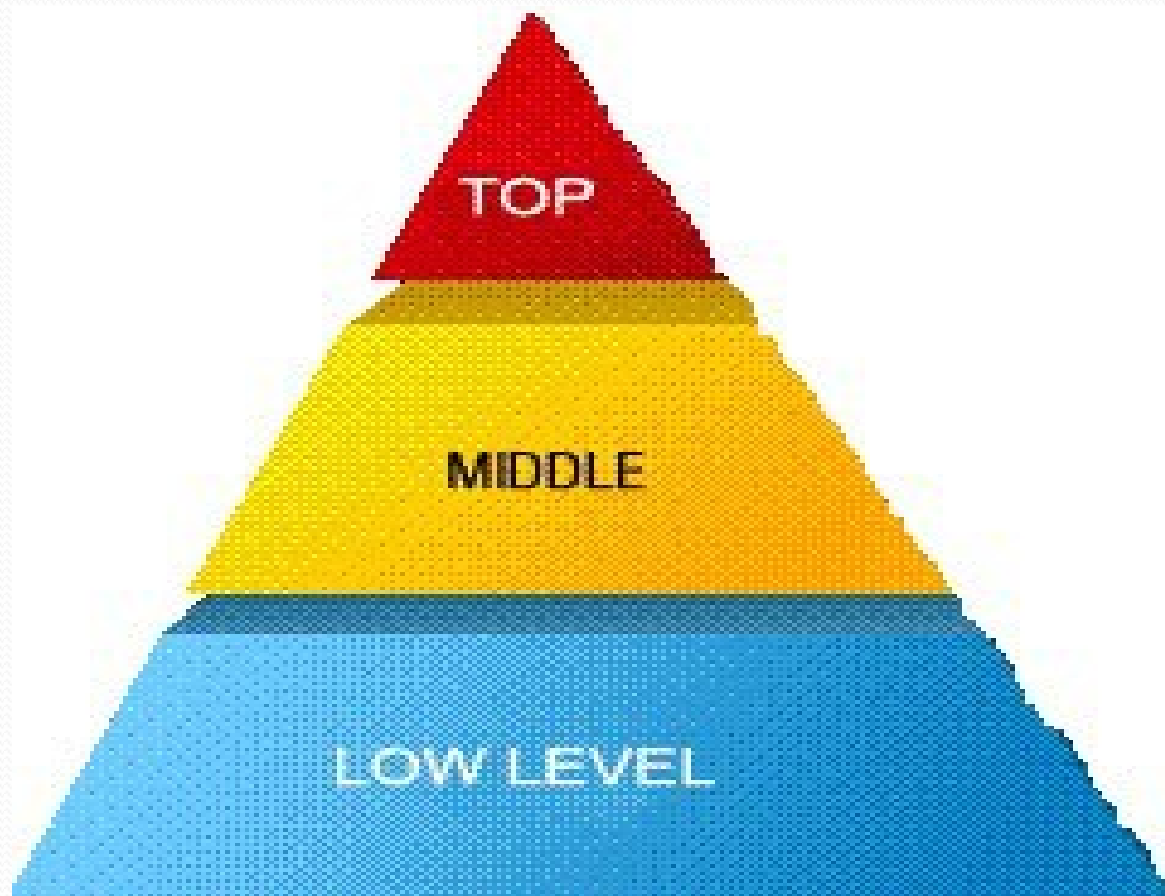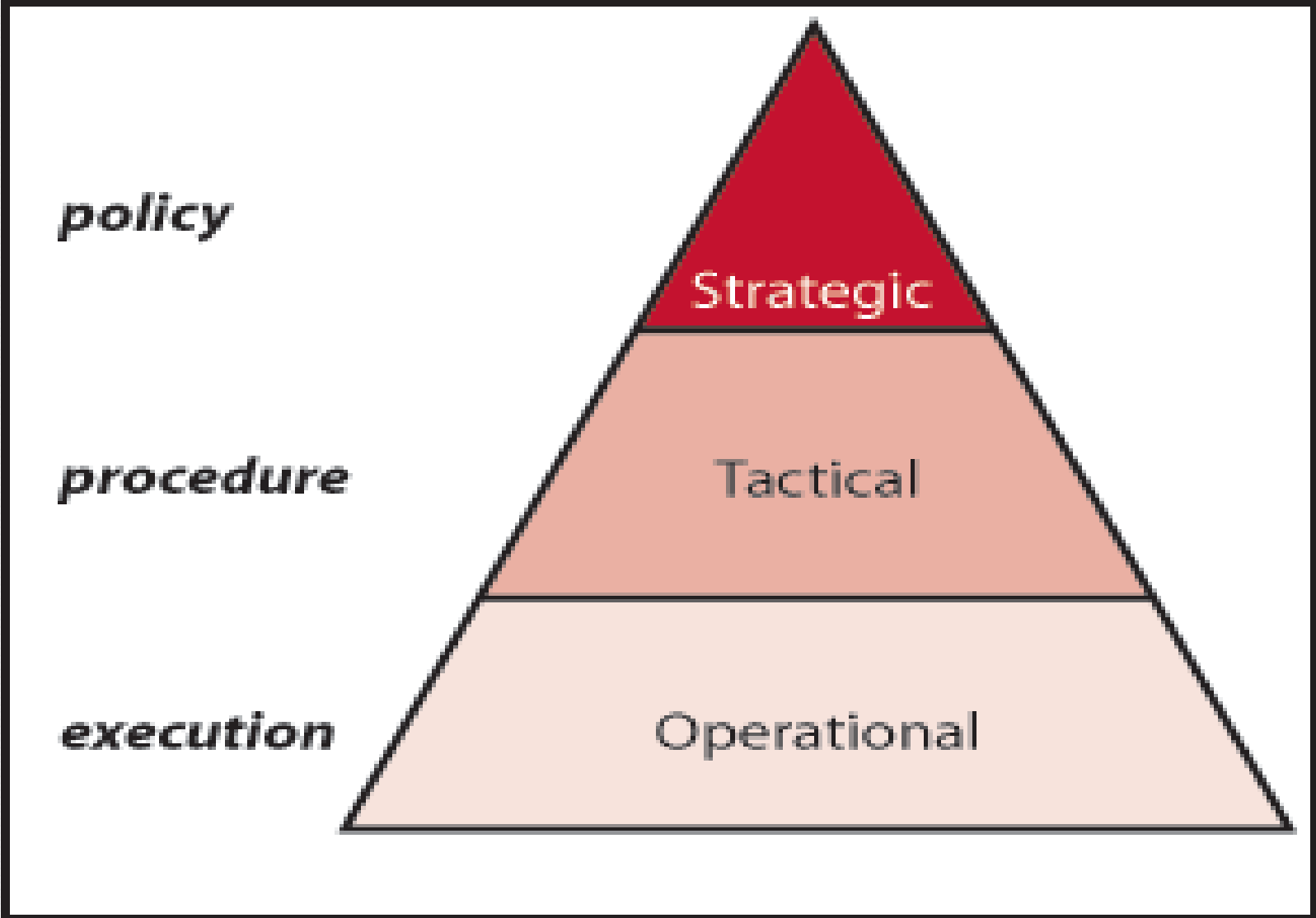Archives
- Paper
- Film
- Optical
- NAS/SAN
- CAS

Info management activity

- Gathered from different locations and sources
- Stored in one or more locations in a predefined format
- Analyzed in several methods
- Retrieved as required

System developed to perform all the above tasks - MIS

Levels of management

policy   Strategic

procedure   Tactical

execution   Operational

Top level management

- Planning and other strategic activities

- CEO and board of directors

- Decisions have a lasting impact

- E.g. Open a factory, Launch a product

Middle level management

- Smooth functioning of the company

- Passing critical info to top management

- Preventive and breakdown maintenance

- Production planning and scheduling for new product.

Lower level management

- Structured format of working

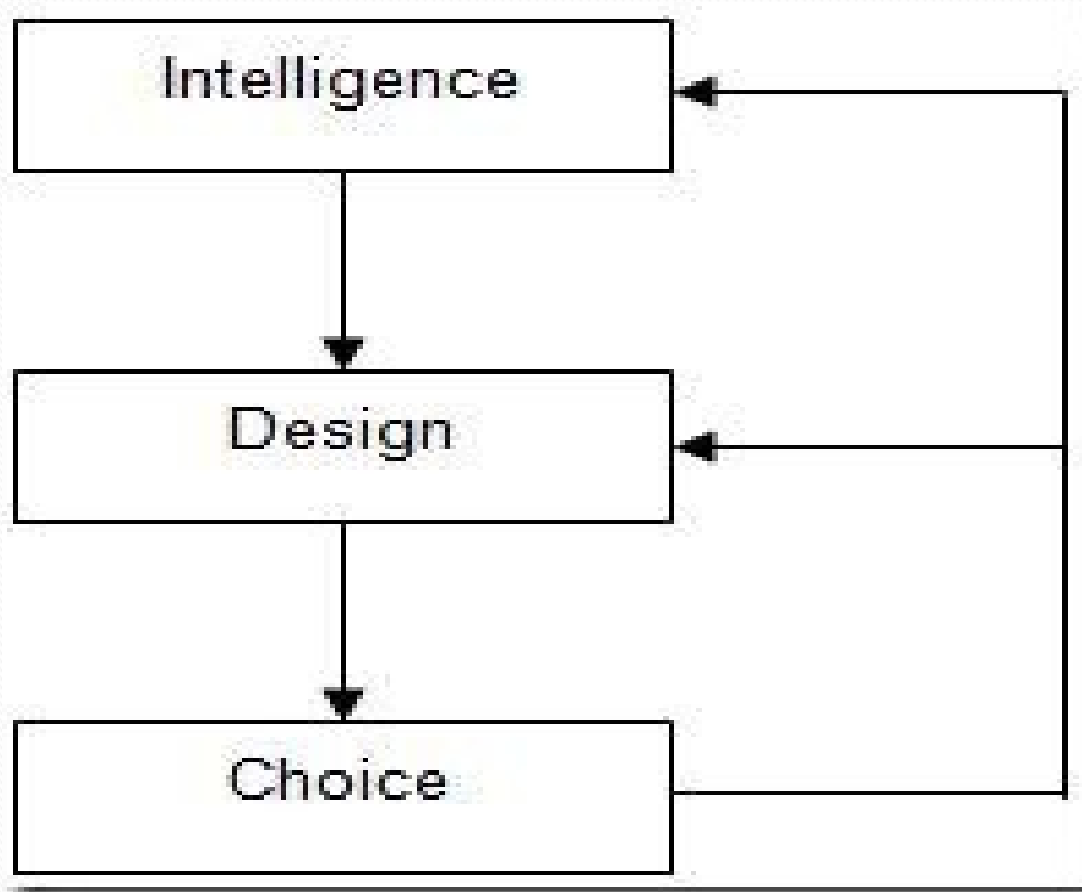- Decisions like shutting down a machine if there is some problem.

Info and Decision making

- DM is identification of a problem or opportunity

- E.g. A person alone standing somewhere at midnight.

Herbert Simon's DM model

Structured Vs Unstructured DM

- Routine , simple and easy tasks – programmable (structured)

- Complex Tasks – Non – programmable (Unstructured)

- Bounded rationality : Rationality bounded by limitations

The type of decision depends on

1.   Level of programmability

2.   Purpose of DM

3.   Knowledge of outcome

The system

- Set of interacting entities

- White box : Clear understanding of internal working of a system

- Black box : No clear understanding of internal working of the system

Types of system

- Closed and open
- Deterministic , probabilistic and random
- Human, Machine and Human-machine system
- Abstract and concrete system
- Adaptive and non-adaptive system
- Simple and Complex system

Organization as a system

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