

2

THE IS BUSINESS ENVIRONMENT

Chapter Summary

Information Systems (IS) are an essential part of the infrastructure of businesses/organizations. IS are used at all levels within the organization:

- ◆ At the operations level for the organization's business process – be that manufacture, sales (wholesale/retail), transport or service
- ◆ At the operations level for support functions such as marketing, human resources, finance and innovation
- ◆ At the management level for management information and decision support
- ◆ In the organization's (external) environment for electronic communications with suppliers, customers, government and other stakeholders.

Many Information Systems serve requirements at more than one level. They also need seamless interfaces with other systems if the organization is to operate efficiently.

These levels are represented in the IS Business Model. The model has four concentric levels: operations, support functions, management and the environment, and IS/IT, which cuts across all levels. This model is used throughout the rest of the book.



Learning resources – *An Introduction to Information Systems* by David Whiteley