

**Introduction to Information Systems**  
Essentials for the Interconnected E-Business Enterprise

Eleventh Edition  
James A. O'Brien

Chapter **1**

**Foundations  
of Information Systems  
in Business**

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**Chapter Objectives**

- Explain why knowledge of information systems is important for business professionals and identify five areas of information systems knowledge they need.
- Give examples to illustrate how electronic business, electronic commerce, or enterprise collaboration systems could support a firm's business processes, managerial decision making, and strategies for competitive advantage.

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**Chapter Objectives**

- Provide examples of the components of real world information systems. Illustrate that in an information system, people use hardware, software, data, and networks as resources to perform input, processing, output, storage, and control activities that transform data resources into information products.

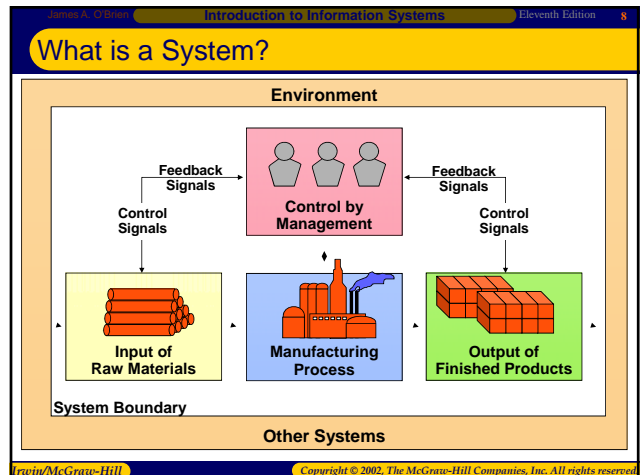
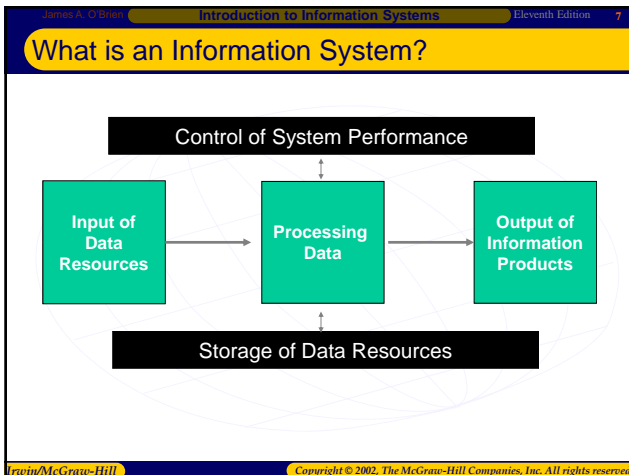
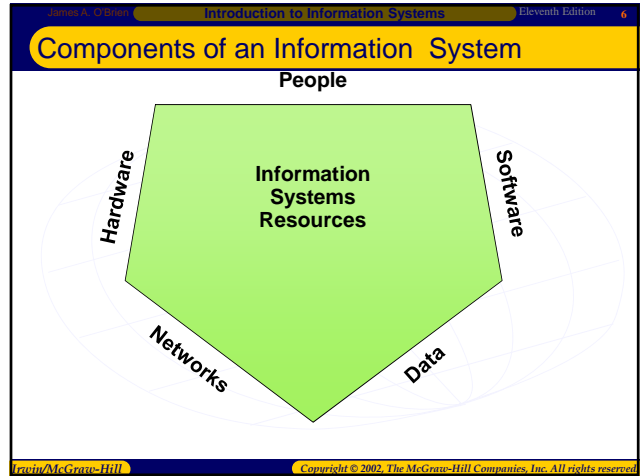
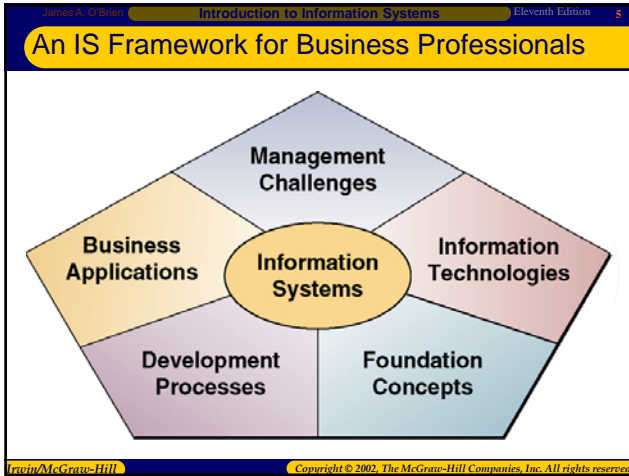
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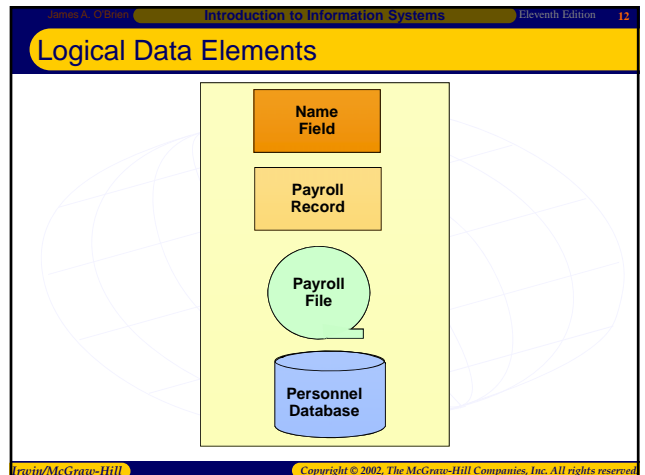
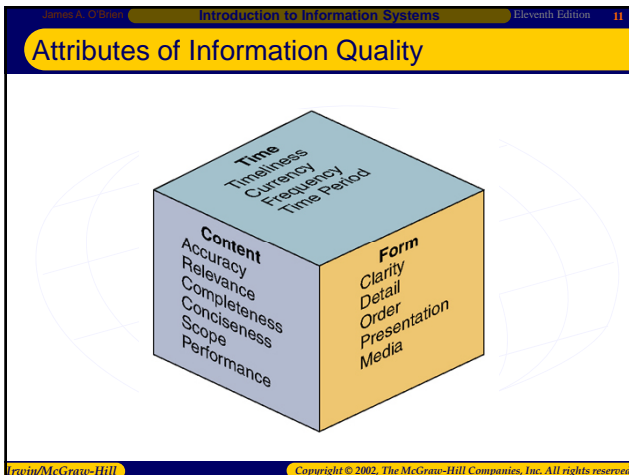
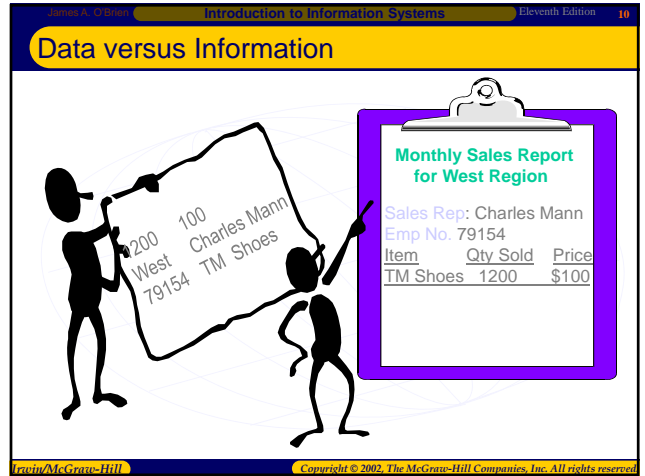
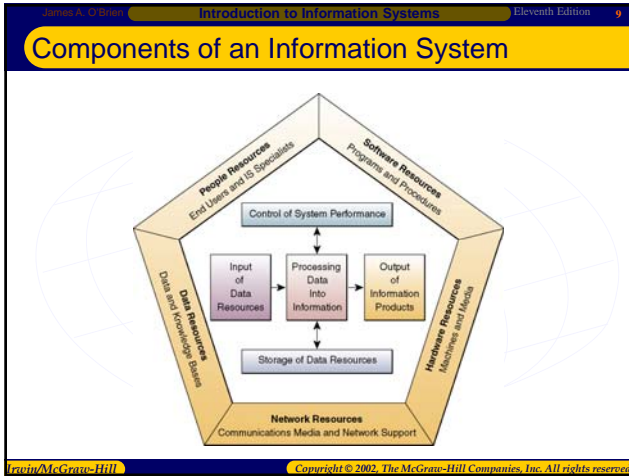
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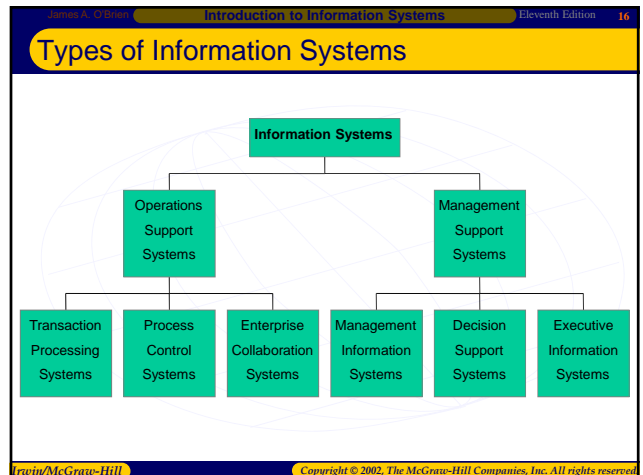
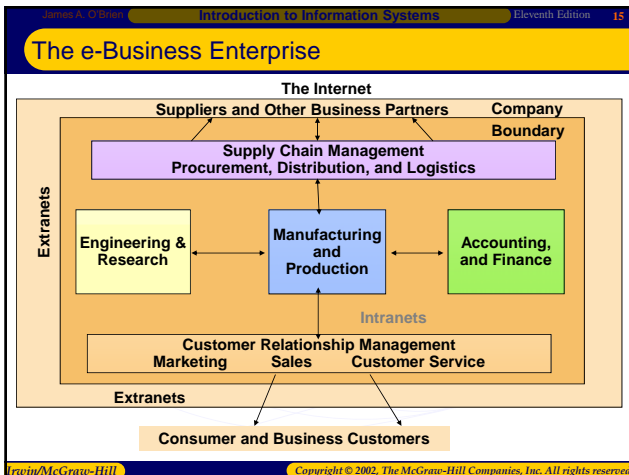
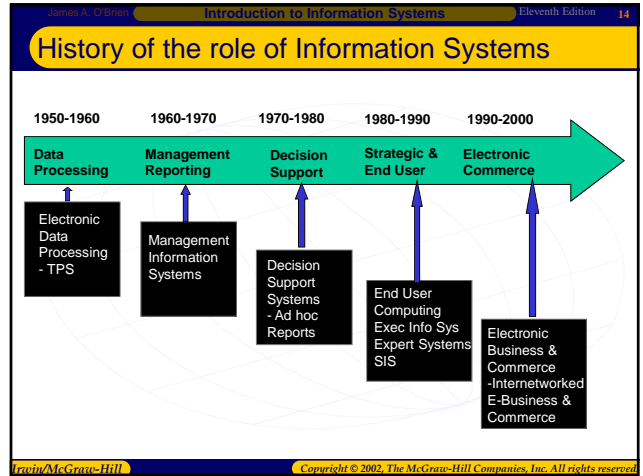
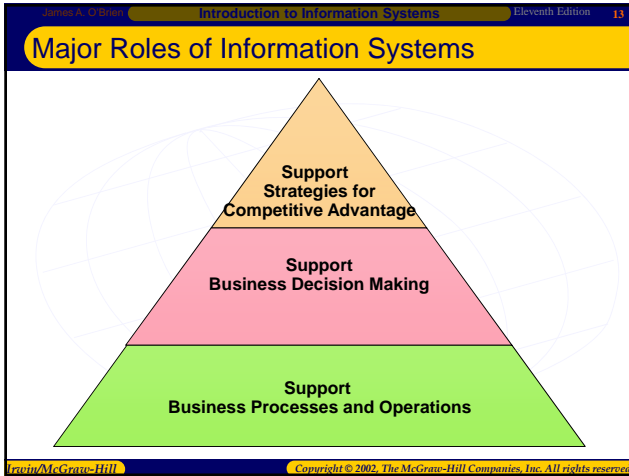
**Chapter Objectives**

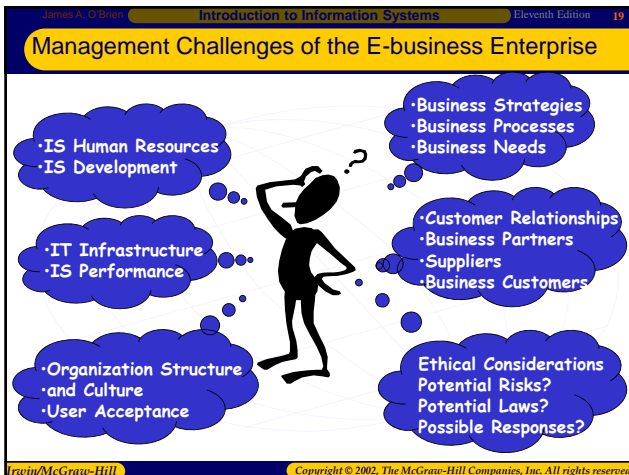
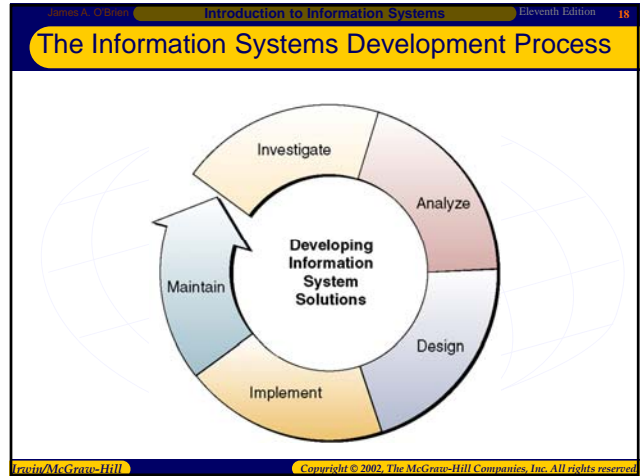
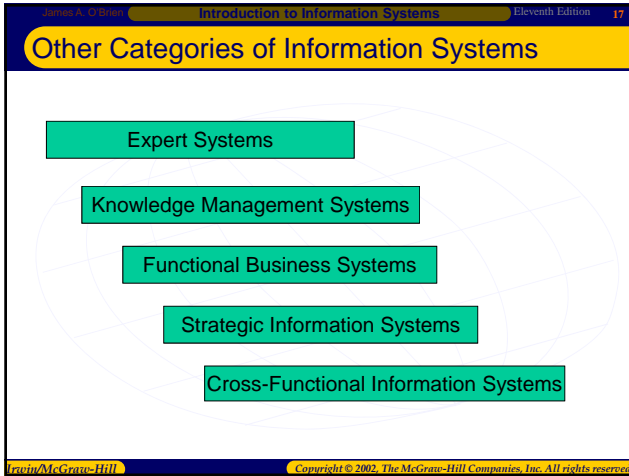
- Provide examples of several major types of information systems from your experiences with business organizations in the real world.
- Identify several challenges that a business manager might face in managing the successful and ethical development and use of information technology in a business.

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### Chapter Summary

Information Systems play a vital role in the efficient and effective operations of E-business, E-commerce and enterprise collaboration.

The business professional must know:

- Foundations (fundamentals) of IS
- Information Technologies
- Business Applications
- Development Processes; and
- Managerial Challenges

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### Chapter Summary (cont)

- **A system is a group of interrelated components working toward the attainment of a common goal by accepting inputs and producing outputs in an organized transformation process.**
- **An information system uses the resources of people, hardware, software, data, and networks to perform input, processing, output, storage and control activities.**

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### Chapter Summary (cont)

- **IS Resources:**
  - Hardware Resources
  - Software Resources
  - People Resources
  - Data Resources
  - Network Resources
- **Products:**
  - Paper Reports
  - Visual Displays
  - Multimedia Documents
  - Electronic Messages
  - Graphics images
  - Audio Responses

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### Chapter Summary (cont)

- **Information systems perform three vital roles in business firms. They support:**
  - Business processes and operations,
  - Business decision making; and
  - Strategic competitive advantage
- **Major application categories of information systems include:**
  - Operations Support Systems; and
  - Management Support Systems

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