In the last two decades, Information Technology has emerged in the world affecting our personal, social and public life and has made a significant impact on the quality of life. It handles data and information represented in digital, text, image, graphics or voice media and deals with communication, storage, processing, and printing or exhibition in the manner and find as desired by the users. It is an outcome of the advances in telecommunication and computer technology. Information Technology (IT) helps to optimize the use of scarce resources through intelligent information support for decision making, helps further in its implementation by support co-ordination effort without wasteful delays. Decision making has become a very complex process due to competitive environment, scarce resources, time pressures and unavoidable compulsions to achieve goals.

With the emergence of Internet and the Web, the business processes have undergone a radical change. Information Technology has made decisive inroads in all walks of life, in offices, factories, railway stations, airports, communications, entertainment, education, banking, hotels, hospitals, transportation and shopping. It is being used extensively for decision making, ease of operation, communication, record keeping and for obtaining higher productivity from the system in which it is put to use. Transactions have become paperless, cheque and cash are converted to E-cash, Digital Cash. It has opened new functions in business such as web-based business processes, secured payment processes and managing business from anywhere without being in the office or organization.

All these radical and dramatic changes have affected the working style of the manager. The management processes now need speed, precision, and snapshot business status through relevant information technology support. This requires a new MIS development approach. Though basic role of MIS has not changed, it has changed inside out in terms of content and presentation. It is no more a structural system in terms of regularly processed preformatted reports. The shift is from a centralized MIS to a distributed and knowledge driven, user-triggered MIS system. Management Information System was written to provide a real-world understanding of Information Systems for business and computer science students. By teaching students how to use and manage information technologies to revitalize business processes, improve business decision making and gain competitive advantages. This text establishes a firm foundation in information systems on which students can build successful careers - whether they find themselves formulating strategic plans in executive suits, optimizing operations in business or factory floors, fine-tuning plans for their own entrepreneurial ventures, designing information system to optimize their organization's needs, or creating valuable new information products in any number of industries.

Students who are majoring in General Management, HRM, Accounting, Marketing, Production, Finance & MIS should understand how information system technologies support key organization functions, what information resources are available to them, and how MIS and other professionals are involved in the systems development process. The text does not assume any special background. It can be used by the computer science students to introduce them to the concepts of organizational information systems, by business students interested in entering in the field of information systems, and by students in a variety of disciplines who are users of Information Systems and wish to understand them. Students of MCA or MBA with specialization in Systems can be very much benefited by this book. The concept of this text introduces them to the concepts of information systems, and by students in a variety of disciplines who are users of Information Systems and wish to understand them. Student of MCA or MBA with specialization in Systems can be very much benefited by this book. The concept of this text enables an analyst or designer to operate successfully in current century.

Successful managers need to make critical decisions all the time-quick and correct decisions based on timely, relevant, updated and organized information. Whether the decision is critically important and complicated or a simple and routine one, all decisions have to be based on information - which must be available to decision makers at their fingertips.

It is no longer enough that the business manager be skilled in a functional specialty such as engineering, human resources, finance, manufacturing, marketing and that he or she understands the traditional functions of planning, organizing, staffing and controlling. Some thing more is needed. The systems approach to management, coupled with the ability to effectively participate in the analysis,
design, implementation and utilization of computer based information systems.

The purpose of this book is to put information system in proper perspective so that business managers can understand what such systems can do, and equally important, understand what they cannot do. The book bring home a systematic knowledge of the Management Information Technology so that it can be appreciated and understood for application in business and industry. The text in this book will also enable the computer specialists to better appreciate the users needs and how those needs can be met with computer-based solutions.

The essence of this book is that ISS are everywhere in business. They are pervasive because information is the single most powerful resource in every business function in every industry. MIS provides students with exactly the right balance of technical information and real-world application. This book placed major emphasis on the strategic role of information planning, maintaining proper balance between the technical and the practical, emphasize the latest trends throughout the book. The book consists of real world cases, examples and exercise about the people and companies in the business world. Indian case studies are also discussed. The scope for the text is an organizational information system. It includes standard operational information system, information systems for management control, information system for strategic management, decision support systems, office information systems and knowledge work support systems. The chapters in themselves are divided into sections with Real World case studies in every section. At the end of each chapter summary, key terms and concepts, review quiz, discussion questions and analytical exercises are given for the practical knowledge of each and every concept given in the chapter.

The book is committed to address each IS topic with a constant view towards emerging business trends, including the transformation of business by combination of online electronic commerce and increasingly powerful database and telecommunication technologies. The increasing use of ISS to support decision making from the operational to executive levels, to create leading-edge strategic advantages in competitive markets, and reorganization of business, including moves such as downsizing, right-sizing and merging.

The text in the book has been divided into 5 modules.

The book opens with Module 1, 'Foundation concepts'. Chapter 1 provides an overview of Information System. The components, trends and role of ISS. Types of ISS, OSS, MSS and other classifications are also discussed. Detailed description of Information System Resources, and Information System Activities is also the part of this chapter. Competitive advantage of Information Technology is covered in chapter 2. It includes fundamentals of strategic advantages and use of Information Technology for strategic advantage. Real world case of US Department of Commerce is discussed regarding strategic advantage.

Information Technology is explained in Module 2. Four chapters of the book are covered by information technologies. Module 2 provides reader a sufficient knowledge and understanding of computer concepts. It covers all latest concepts besides providing basic hardware discussed in chapter 3 and software concepts explained in chapter 4. Application software and system softwares are elaborated here. Data resources of computer system i.e files, databases, data warehouses, data mining etc. and their managements are covered under chapter 5. Telecommunications and networks are discussed in chapter 6. This chapter covers networking of enterprise, business values of telecommunications networks and the Internet. A telecommunications network model and network alteration and types of telecommunications networks are the part of Section II in chapter 6. The chapter presents a review on telecommunication media, processors, softwares, wireless technologies, network architectures, protocols and topologies. Application softwares such as e-mail, web browsers, electronic spreadsheets, word processors, desktop publishing, groupware etc. are discussed and different programming language and operating systems are covered by system softwares.

Module 3, Business Applications begins with Electronic Business Systems covered in chapter 7. This chapter emphasizes on cross-functional enterprise applications, marketing systems, manufacturing, human resource accounting systems. Enterprise business systems given in chapter 8, focuses on three important Management Information Systems – CRM, ERP and SCM. Real world examples for these systems are also helpful in proper understanding of these systems. Electronic commerce systems are described in chapter 9. Various e-commerce applications and issues are also integrated in this chapter. Chapter 10 emphasizes the complex decisions by using Decision Support Systems. The text then shows how basic AI techniques, including Expert Systems, Neutral Networks, Fuzzy Logic Systems, Genetic Algorithms, Virtual Reality and Intelligent Agents, can be used by managers to reach decisions.

Various development processes are included in Module 4. Two chapters, chapter 11 and chapter 12 emphasize on developing Business/IT Strategies and Solutions respectively.

Different management challenges e.g. security, integrity, globalization etc. is Module 5. The book concludes with the security, ethical and social challenges of IT, security management, global IT management so that managers can make their enterprise globally available to the people around the world. Chapter 13 focuses on security challenges and security management issues in the use of Information Technology. Global issues such as Global Business/IT strategies, applications, global data access issues, IT platforms are covered in chapter 14. Six Indian real world case studies given in appendix are helpful in understanding the impact of latest technologies in various organizations in India.

Management Information Systems, if properly defined and understood, has untapped potential for business, industry, and government. It may indeed prove to be the only way to maintain a competitive industry posture as information is realized as the fourth major resource. Changing IT present two challenges: learning to use it, and finding new opportunities to improve management. Most students have taken a hands-on course that teaches them how to use a computer. Many expect the introductory MIS course to be more of the same-hand-on computer usage tied to specific needs. However, there are more complex and interesting problems to be solved. Managers need to apply their problems and find new opportunities improve their organizations.

Thus, this book emphasizes on development of concepts of Management Information System. Overall, this book is tremendous utility to business and IT students for understanding the impact of IT on business.
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