Global E-Business and Collaboration: NTUC Income (Chap. 2)

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Chap. 2
Global E-Business and Collaboration:
NTUC Income
Case Study: NTUC Income

Modernization of NTUC Income

1. What were the problems faced by Income in this case? How were the problems resolved by the new digital system?

2. What types of information systems and business processes were used by Income before migrating to the fully digital system?

3. Describe the Information systems and IT infrastructure at Income after migrating to the fully digital system?

4. What benefits did Income reap from the new system?

5. How well is Income prepared for the future? Are the problems described in the case likely to be repeated?

The Order Fulfillment Process

1. Sales
   - Generate order
   - Submit order

2. Accounting
   - Check credit
   - Approve credit
   - Generate invoice

3. Manufacturing and Production
   - Assemble product
   - Ship product

A Payroll TPS

Employee Data

Payroll System

To General Ledger

Management reports

To government agencies

Employee paychecks

Online queries

Employee/File Database

Payroll data on master file

Employee Number
Name
Address
Pay rate
Gross pay
Federal tax
FICA
Medicare
State tax
Net pay
Earnings (YTD)

How Management Information Systems Obtain Their Data from the Organization’s TPS

Voyage-Estimating Decision Support System

Requirements for Collaboration

Collaboration Capability
- Open culture
- Decentralized structure
- Breadth of collaboration

Collaboration Technology
- Use of collaboration technology for implementation and operations
- Use of collaborative technology for strategic planning

Collaboration Quality

Firm Performance

The Time/Space Collaboration Tool Matrix

Same time  
synchronous

Different time  
asynchronous

Same place  
colocated

Face to face interactions
decision rooms, single display

groupware, shared table, wall
displays, romware,…

Continuous task

team rooms, large public display,

cpyest work groupware, project

management,…

Time/Space

Collaboration Tool Matrix

Different place  
remote

Remote interactions
video conferencing, instance

messaging, charts/MUDs/ virtual

words, shared screens, multi-user

editors,…

Communication + coordination

e-mail, bulletin boards, blogs,

asynchronous conferencing, group

calenders, workflow, version control,

wikis,…

資訊管理個案
(Case Study for Information Management)

1. 請同學於資訊管理個案討論前應詳細研讀個案，並思考個案研究問題。
2. 請同學於上課前複習相關資訊管理相關理論，以作為個案分析及擬定管理對策的依據。
3. 請同學於上課前先繳交個案研究問題書面報告。
References


– 周宣光 譯 (2011)，資訊管理系統－管理數位化公司，第12版，東華書局