Case Study for Information Management

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

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http://mail.tku.edu.tw/myday/
2013-10-02
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Chap. 2
Global E-Business and Collaboration:
NTUC Income
Case Study: NTUC Income (Chap. 2) (pp.105-106)

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?

Overview of fundamental MIS Concepts
The Order Fulfillment Process

Sales
- Generate order
- Submit order

Accounting
- Check credit
- Approve credit
- Generate invoice

Manufacturing and Production
- Assemble product
- Ship product

A Payroll TPS

Employee Data

Employee/File Database

Payroll System

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

Management reports

To General Ledger

To government agencies

Employee paychecks

Online queries

Payroll data on master file

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

Face to face interactions
decision rooms, single display
groupware, shared table, wall
displays, roomware,…

Continuous task
team rooms, large public display,
shift work groupware, project
management,…

Different time
asynchronous

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
calendars, workflow, version control,
wikis,…

Same place
colocated

Different place
remote

Time/Space
Collaboration Tool Matrix

Is the iPAD a Disruptive Technology?

1. Evaluate the impact of the iPad using Porter’s competitive forces model.

2. What makes the iPad a disruptive technology?
   Who are likely to be the winners and losers if the iPad becomes a hit?
   Why?

3. Describe the effects that the iPad is likely to have on the business models of Apple, content creators, and distributors.
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