Information Systems in Global Business: UPS (Chap. 1)

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1 103/09/18 Introduction to Case Study for Information Management
2 103/09/25 Information Systems in Global Business: UPS (Chap. 1)
3 103/10/02 Global E-Business and Collaboration: NTUC Income (Chap. 2)
4 103/10/09 Information Systems, Organization, and Strategy: iPad and Apple (Chap. 3)
5 103/10/17 IT Infrastructure and Emerging Technologies: Salesforce.com (Chap. 5)
6 103/10/24 Foundations of Business Intelligence: Lego (Chap. 6)
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7 103/10/31 Telecommunications, the Internet, and Wireless Technology: Google, Apple, and Microsoft (Chap. 7)
8 103/11/06 Securing Information System: Facebook (Chap. 8)
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11 103/11/27 Enterprise Application: Border States Industries Inc. (BSE) (Chap. 9)
12 103/12/04 E-commerce: Amazon vs. Walmart (Chap. 10)
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<th>週次</th>
<th>日期</th>
<th>內容（Subject/Topics）</th>
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<tr>
<td>13</td>
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<td>Knowledge Management: Tata Consulting Services (Chap. 11)</td>
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<td>103/12/18</td>
<td>Enhancing Decision Making: CompStat (Chap. 12)</td>
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<td>15</td>
<td>103/12/25</td>
<td>Managing Projects: JetBlue and WestJet (Chap. 14)</td>
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<td>16</td>
<td>104/01/01</td>
<td>開國紀念日(放假一天) (New Year’s Day)(Day off)</td>
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<td>17</td>
<td>104/01/08</td>
<td>Final Report (期末報告)</td>
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Chap. 1
Information Systems in Global Business: UPS
Case Study: UPS (Chap 1.)

UPS Competes Globally with Information Technology

1. What are the inputs, processing, and outputs of UPS’s package tracking system?
2. What technologies are used by UPS? How are these technologies related to UPS’s business strategy?
3. What strategic business objectives do UPS’s information systems address?
4. What would happen if UPS’s information systems were not available?

Information Systems Are More Than Computers

Overview of fundamental MIS Concepts

Overview of fundamental MIS Concepts using an Integrated framework for describing and analyzing information systems

- Monitor games and ticket sales
- Revise business strategy
- Redesign Yankee Stadium
- Redesign work flow and job functions
- Expand sales channels
- Implement HDTV
- Implement touch screen technology
- Implement interactive Web site

Business Challenges
- New sources of competition
- Declining customer base
- Increasing costs

Business Solutions
- Increase revenue
- Display game coverage over new media
- Provide new interactive services
- Provide online information to fans

Management
Organization
Information System
Technology

The Interdependence Between Organizations and Information Technology

Strategic Business Objectives of Information System

- Operational Excellence
- New Products, Services, and Business Models
- Customer and Supplier Intimacy
- Improved Decision Making
- Competitive Advantage
- Survival

Perspectives on Information Systems: Data and Information

Data
331 Brite Dish Soap 1.29
863 BL Hill Coffee 4.69
173 Meow Cat .79
331 Brite Dish Soap 1.29
663 Country Ham 3.29
524 Fiery Mustard 1.49
113 Ginger Root .85
331 Brite Dish Soap 1.29

Information

Sales Region: Northwest Store: Superstore #122

<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>DESCRIPTION</th>
<th>UNITS SOLD</th>
<th>YTD SALES</th>
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<tr>
<td>331</td>
<td>Brite Dish Soap</td>
<td>7,156</td>
<td>$9,231.24</td>
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</table>

Functions of an Information System

Dimensions of Information Systems

• Organizations
  – People, structure, business processes, politics, and culture.

• Management
  – Make sense out of the many situations faced by organizations, make decisions, and formulate action plans to solve organizational problems.

• Information Technology
  – Computer hardware, software, data management technology, networking and telecommunications technology

Levels in a Firm

Senior Management

Middle Management
Scientists and knowledge workers

Operational Management
Production and service workers
Data workers

## MAJOR BUSINESS FUNCTIONS

<table>
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<th>FUNCTION</th>
<th>PURPOSE</th>
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<tr>
<td>Sales and marketing</td>
<td>Selling the organization’s products and services</td>
</tr>
<tr>
<td>Manufacturing and production</td>
<td>Producing and delivering products and services</td>
</tr>
<tr>
<td>Finance and accounting</td>
<td>Managing the organization’s financial assets and maintaining the organization’s financial records</td>
</tr>
<tr>
<td>Human resources</td>
<td>Attracting, developing, and maintaining the organization’s labor force; maintaining employee records</td>
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IT ISN’T JUST TECHNOLOGY: A BUSINESS PERSPECTIVE ON INFORMATION SYSTEMS

The **Business Information Value Chain**
The Business Information Value Chain

• From a business perspective, information systems are part of a series of value-adding activities for acquiring, transforming, and distributing information that managers can use to improve decision making, enhance organizational performance, and, ultimately, increase firm profitability.

COMPLEMENTARY SOCIAL, MANAGERIAL, AND ORGANIZATIONAL ASSETS REQUIRED TO OPTIMIZE RETURNS FROM INFORMATION TECHNOLOGY INVESTMENTS

Organizational assets

- Supportive organizational culture that values efficiency and effectiveness
- Appropriate business model
- Efficient business processes
- Decentralized authority
- Distributed decision-making rights
- Strong IS development team

Managerial assets

• Strong senior management support for technology investment and change
• Incentives for management innovation
• Teamwork and collaborative work environments
• Training programs to enhance management decision skills
• Management culture that values flexibility and knowledge-based decision making.

Social assets

• The Internet and telecommunications infrastructure
• IT-enriched educational programs raising labor force computer literacy
• Standards (both government and private sector)
• Laws and regulations creating fair, stable market environments
• Technology and service firms in adjacent markets to assist implementation

Contemporary Approaches to Information Systems

- Technical Approach
- Behavioral Approach
- Sociotechnical Systems

Contemporary Approaches to Information Systems

In a sociotechnical perspective, the performance of a system is optimized when both the technology and the organization mutually adjust to one another until a satisfactory fit is obtained.
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?

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