

Case Study for Information Management

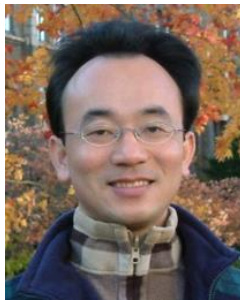
資訊管理個案

Information Systems, Organization, and Strategy: iPad and Apple (Chap. 3)

1031CSIM4A04

TLMXB4A (M1824)

Thu 8, 9, 10 (15:10-18:00) B608



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課程大綱 (Syllabus)

週次 (Week)	日期 (Date)	內容 (Subject/Topics)
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)

課程大綱 (Syllabus)

週次 (Week)	日期 (Date)	內容 (Subject/Topics)
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)
9	103/11/13	Midterm Report (期中報告)
10	103/11/20	期中考試週
11	103/11/27	Enterprise Application: Border States Industries Inc. (BSE) (Chap. 9)
12	103/12/04	E-commerce: Amazon vs. Walmart (Chap. 10)

課程大綱 (Syllabus)

週次	日期	內容 (Subject/Topics)
13	103/12/11	Knowledge Management: Tata Consulting Services (Chap. 11)
14	103/12/18	Enhancing Decision Making: CompStat (Chap. 12)
15	103/12/25	Managing Projects: JetBlue and WestJet (Chap. 14)
16	104/01/01	開國紀念日(放假一天) (New Year's Day)(Day off)
17	104/01/08	Final Report (期末報告)
18	104/01/15	期末考試週

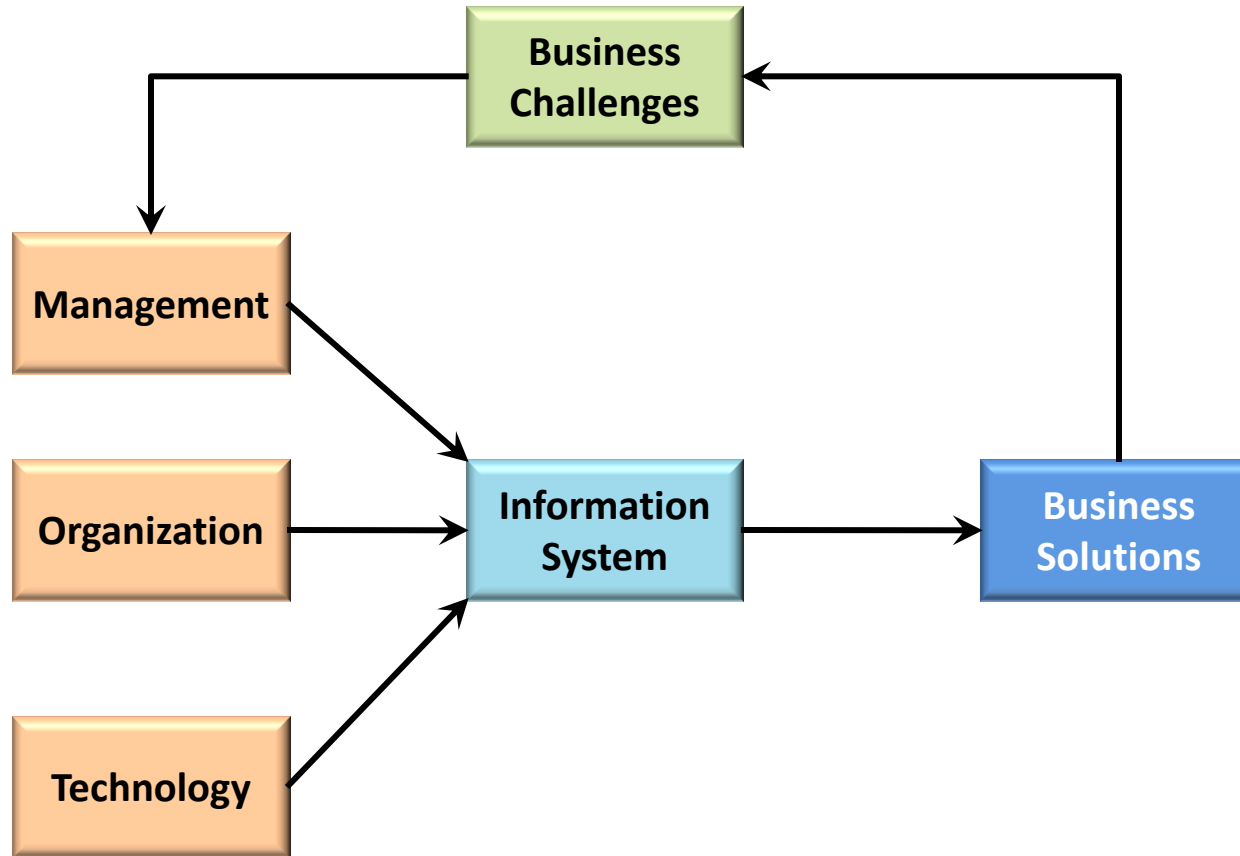
Chap. 3
Information Systems,
Organization, and Strategy:
iPad and Apple

Case Study: iPad and Apple (Chap. 3) (pp.133-134)

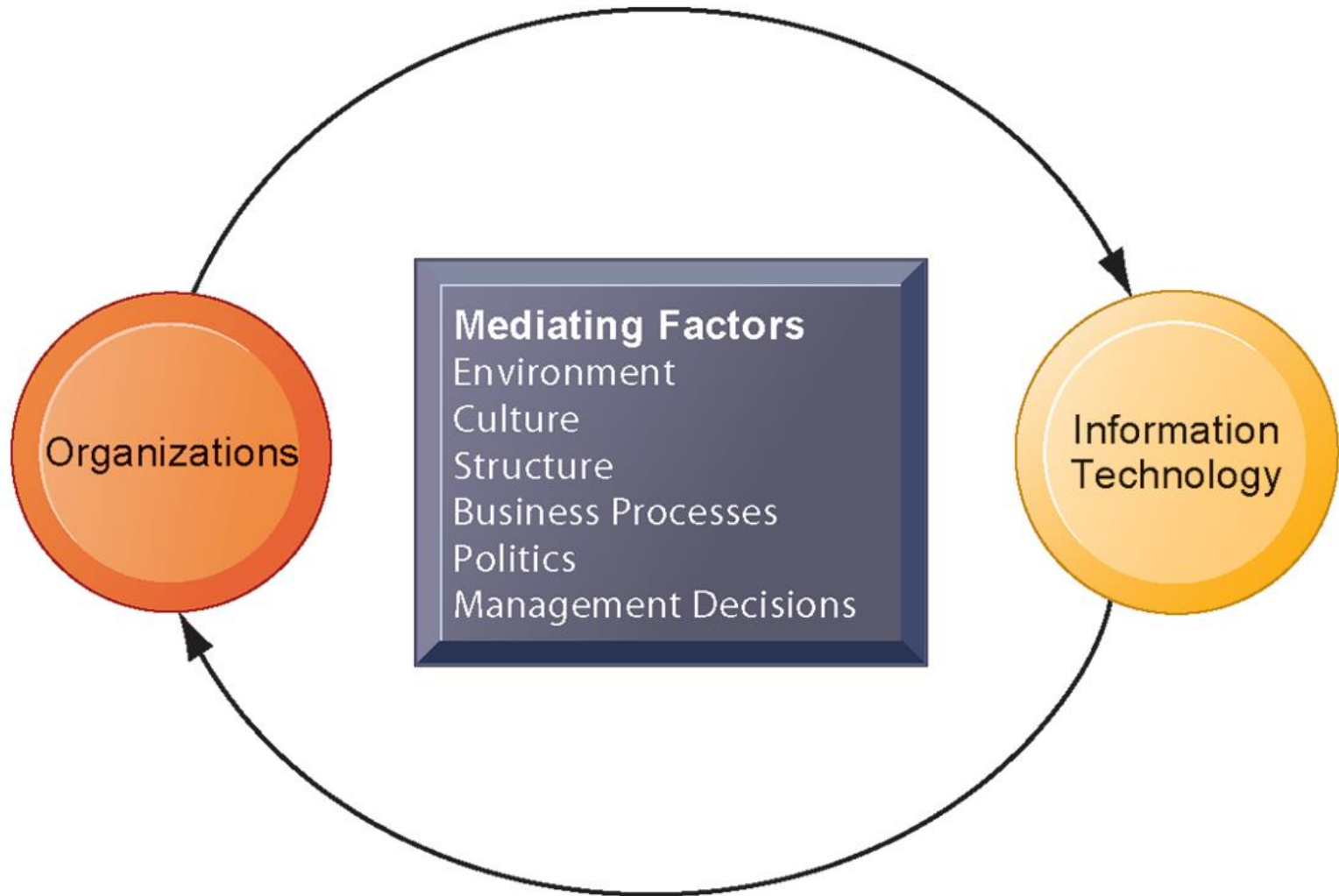
Is the iPad a Disruptive Technology?

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.

Overview of Fundamental MIS Concepts



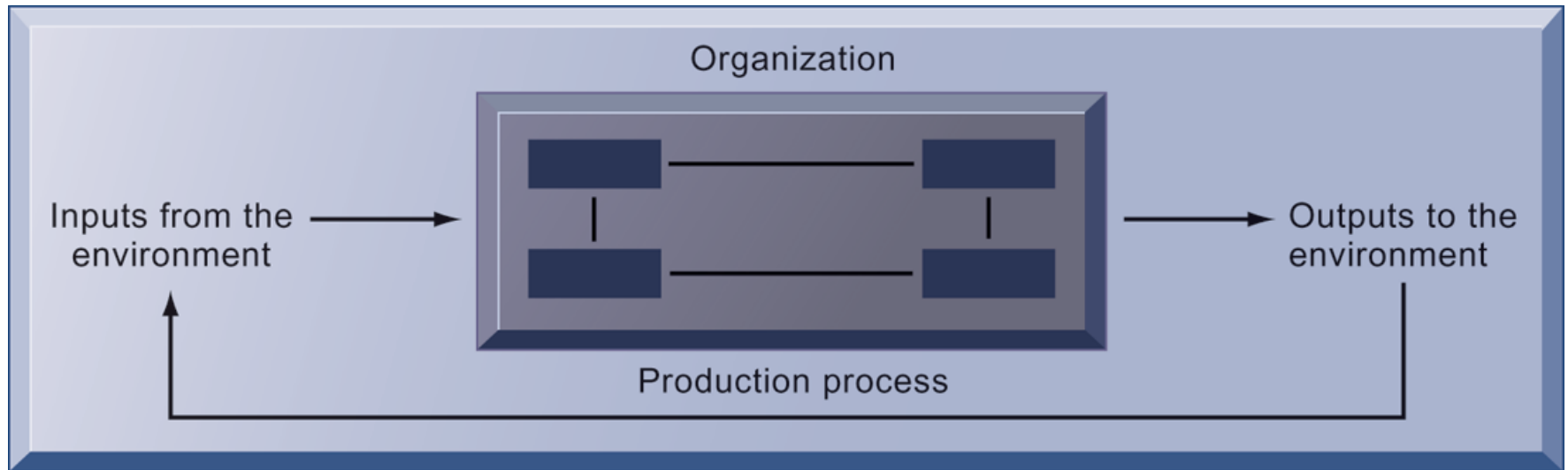
THE TWO-WAY RELATIONSHIP BETWEEN ORGANIZATIONS AND INFORMATION TECHNOLOGY



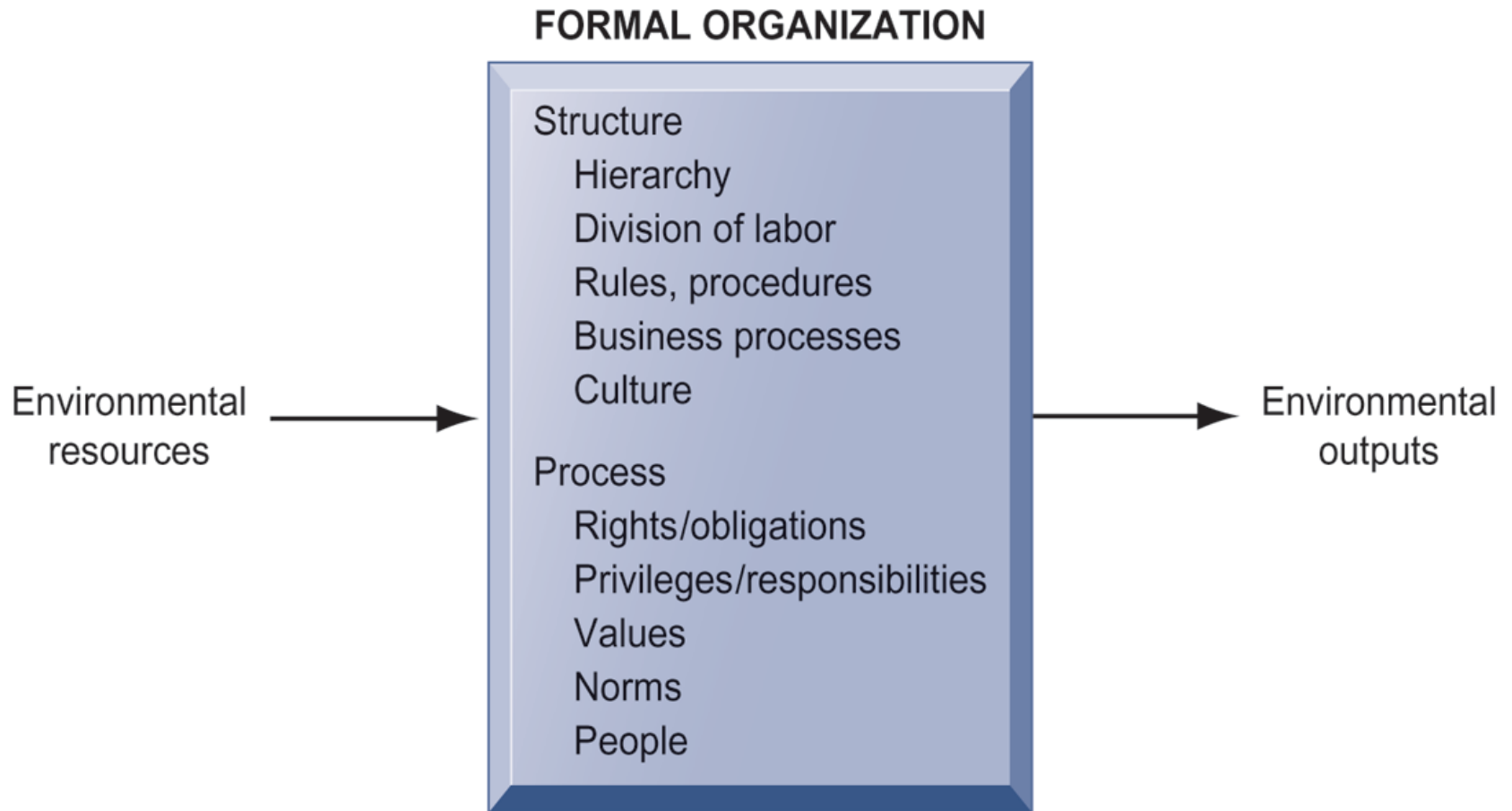
Definition of **Organization**

- What is an organization?
 - Technical definition:
 - **Stable, formal social structure** that takes resources from environment and processes them to produce outputs
 - **A formal legal entity** with internal rules and procedures, as well as a social structure
 - Behavioral definition:
 - **A collection of rights, privileges, obligations, and responsibilities** that is delicately balanced over a period of time through conflict and conflict resolution

THE TECHNICAL MICROECONOMIC DEFINITION OF THE ORGANIZATION

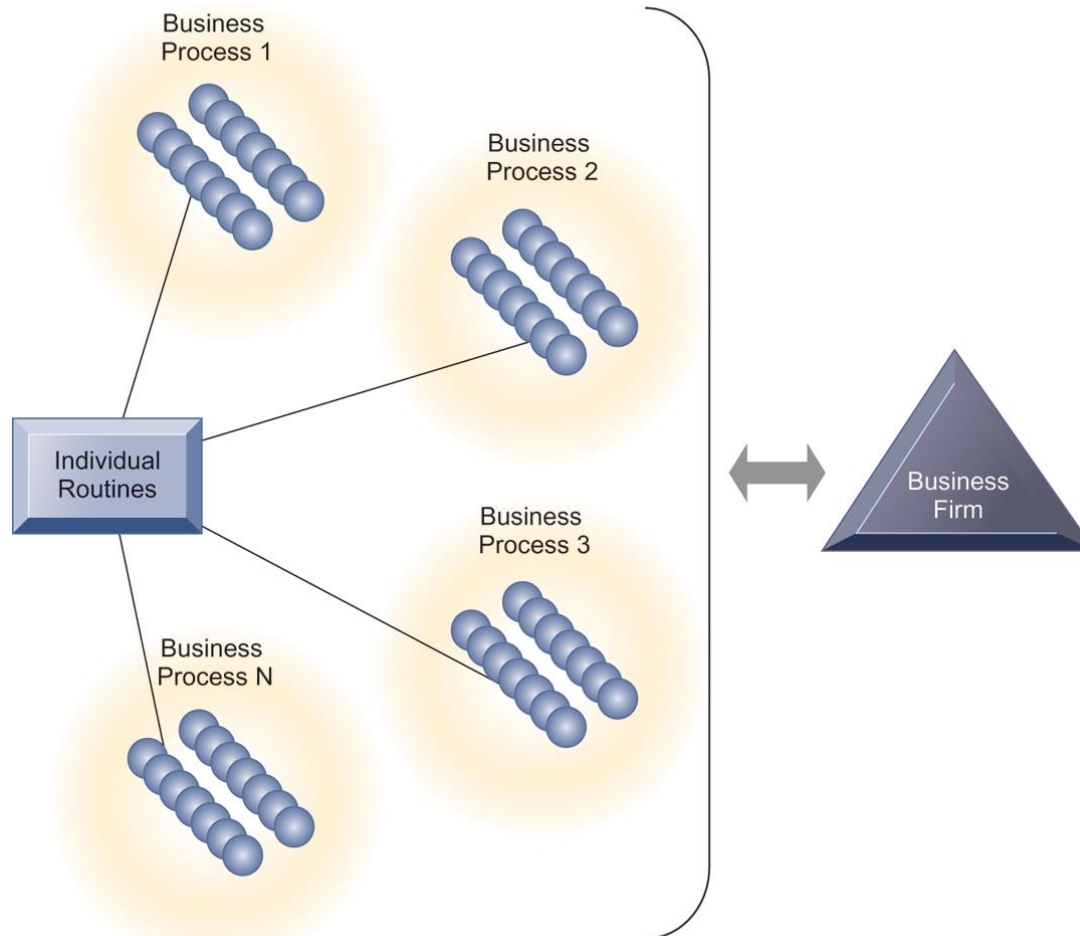


THE BEHAVIORAL VIEW OF ORGANIZATIONS

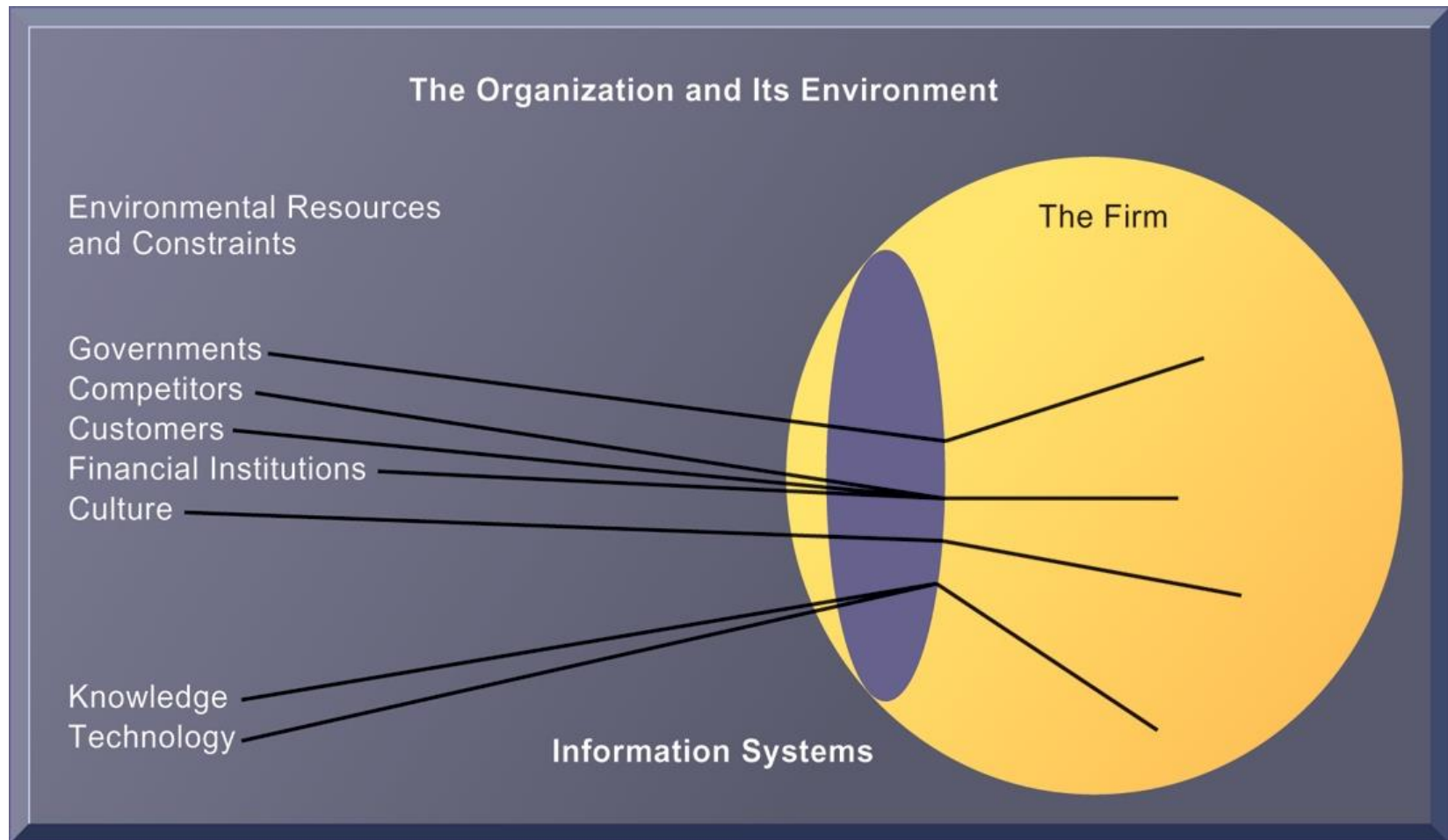


ROUTINES, BUSINESS PROCESSES, AND FIRMS

Routines, Business Processes, and Firms



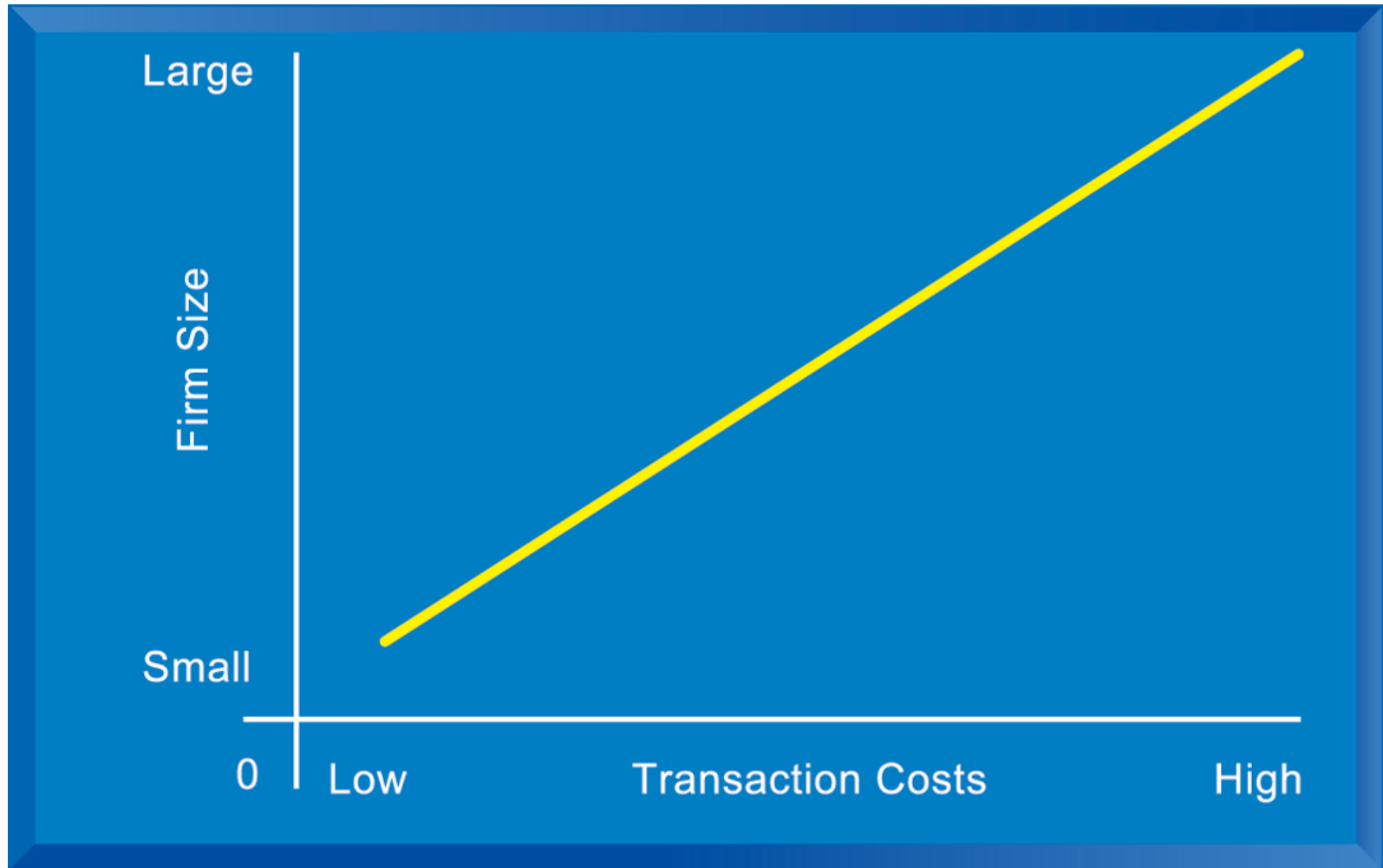
ENVIRONMENTS AND ORGANIZATIONS HAVE A RECIPROCAL RELATIONSHIP



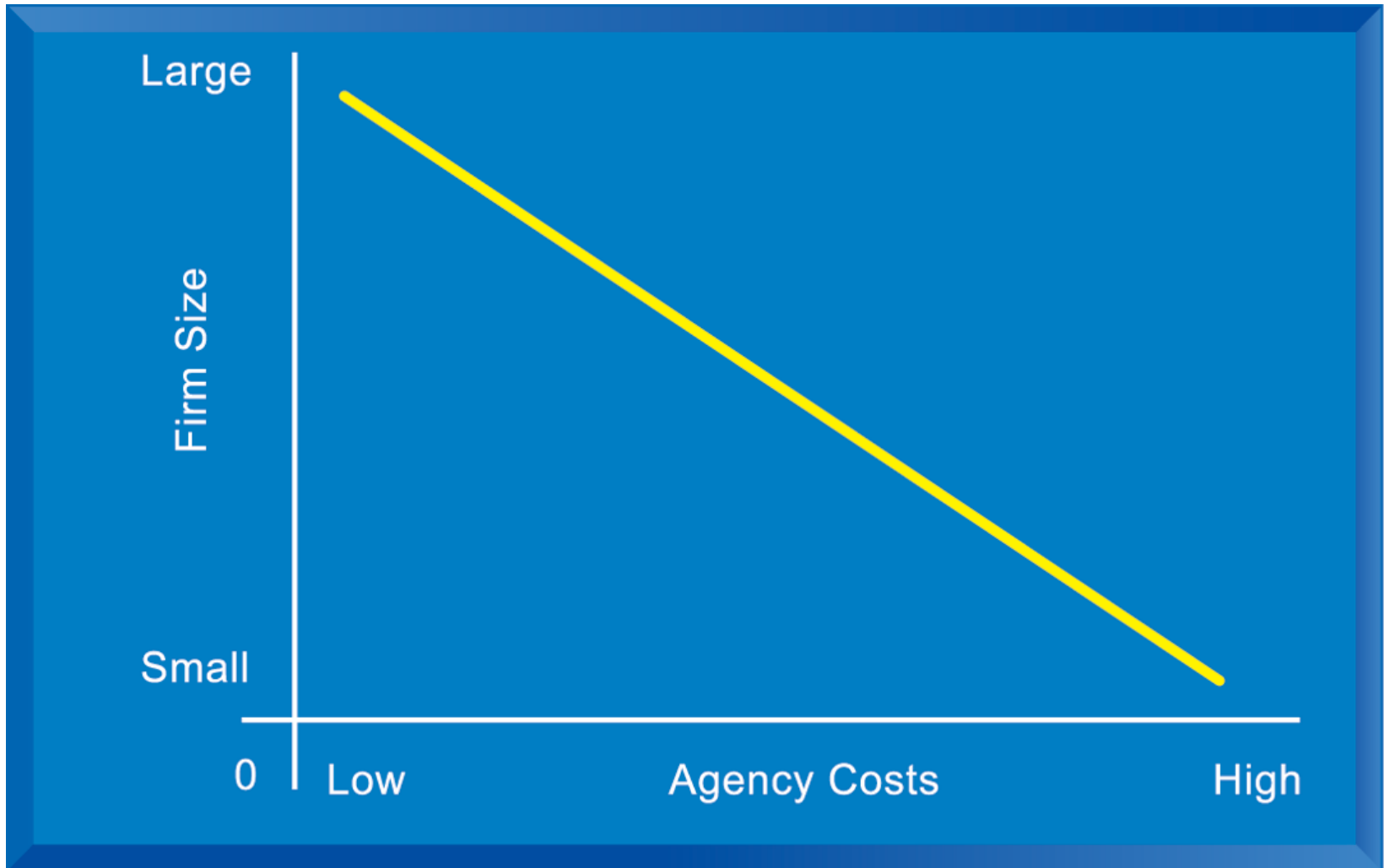
5 Basic Kinds of **Organizational Structure**

- Entrepreneurial:
 - Small start-up business
- Machine bureaucracy:
 - Midsize manufacturing firm
- Divisionalized bureaucracy:
 - Fortune 500 firms
- Professional bureaucracy:
 - Law firms, school systems, hospitals
- Adhocracy:
 - Consulting firms

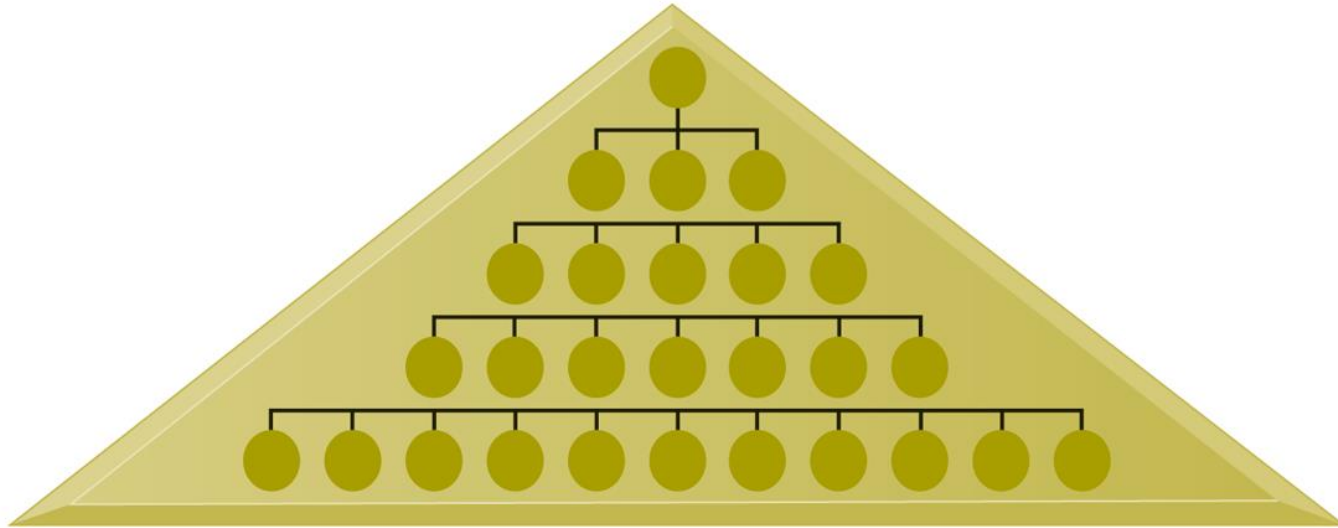
THE **TRANSACTION COST THEORY** OF THE IMPACT OF INFORMATION TECHNOLOGY ON THE ORGANIZATION



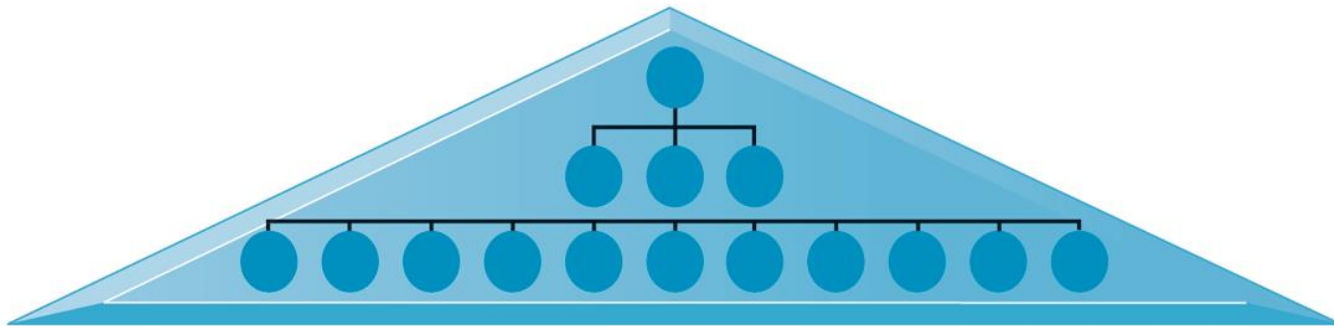
THE **AGENCY THEORY** OF THE IMPACT OF INFORMATION TECHNOLOGY ON THE ORGANIZATION



FLATTENING ORGANIZATIONS

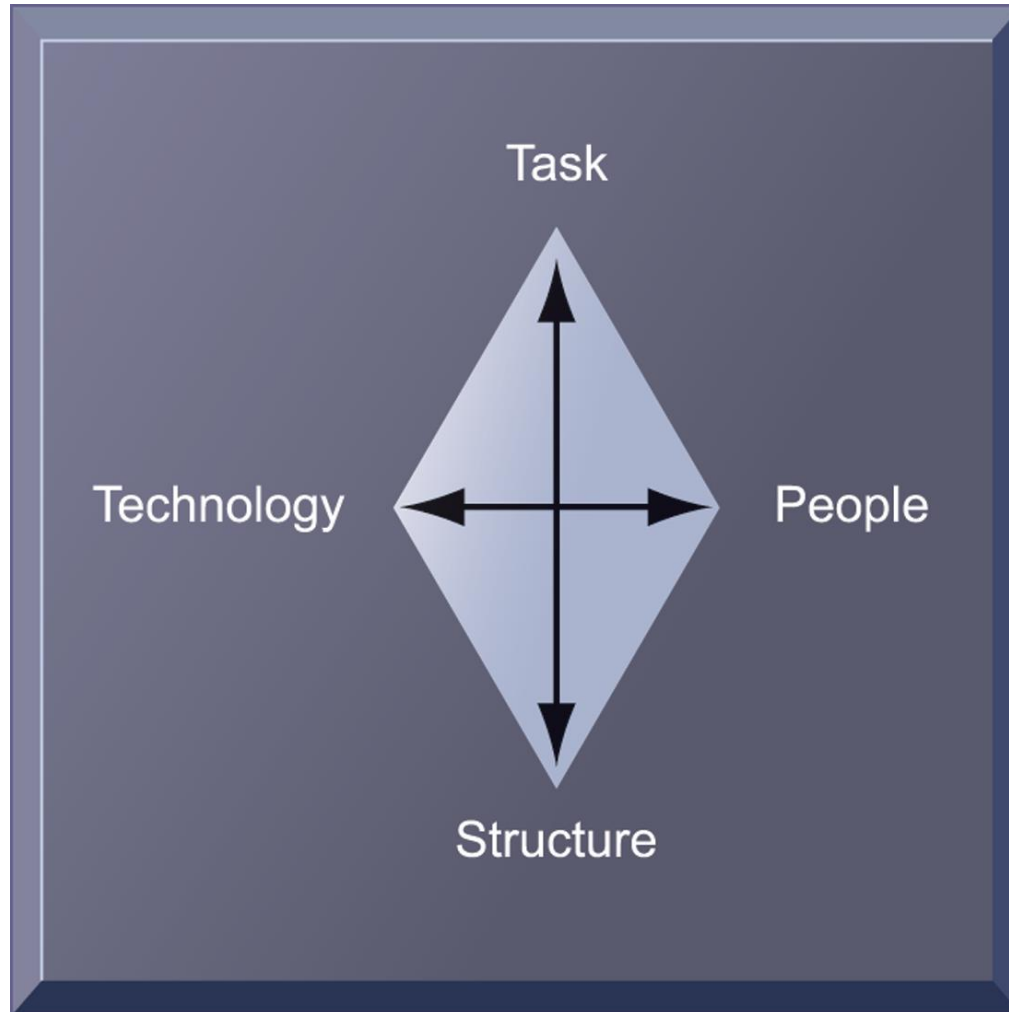


A traditional hierarchical organization with many levels of management

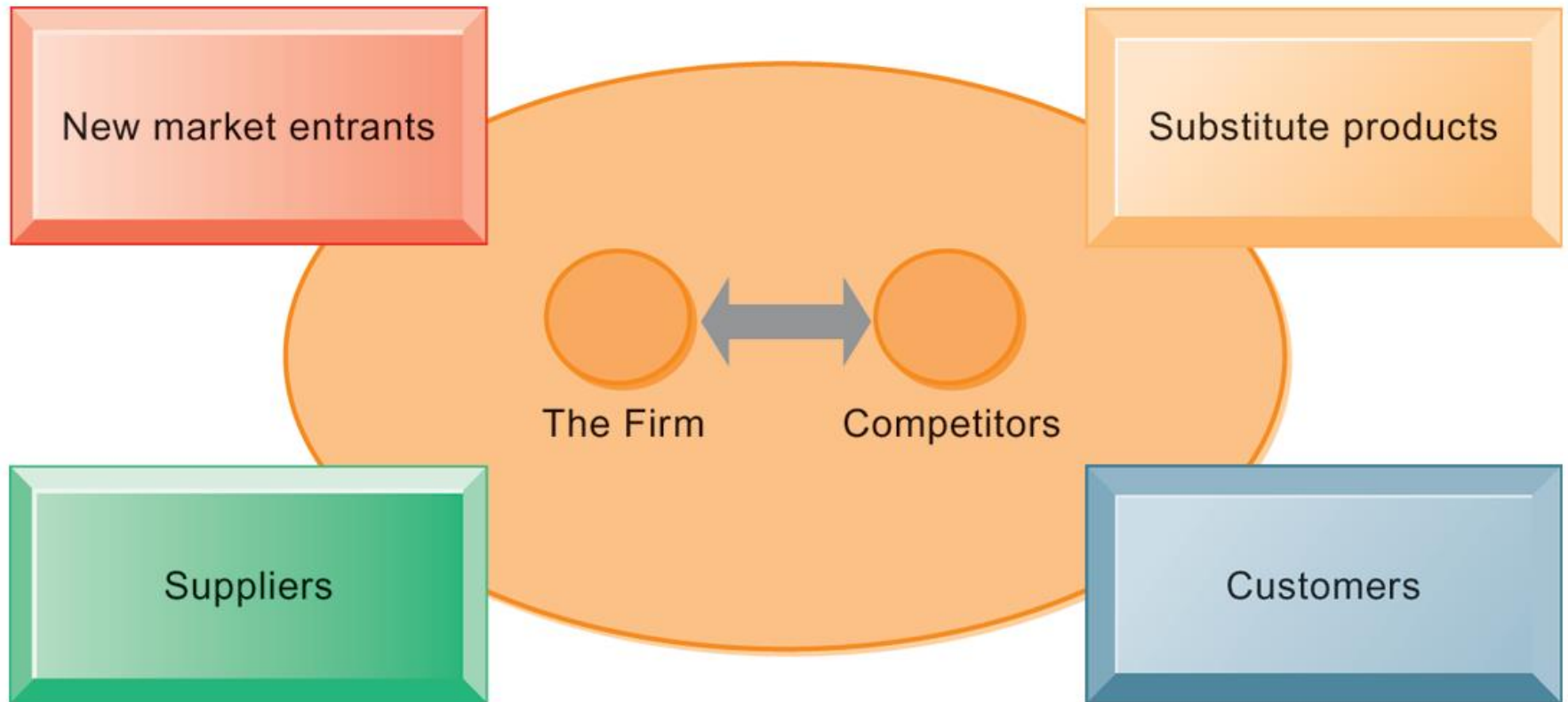


An organization that has been "flattened" by removing layers of management

ORGANIZATIONAL RESISTANCE AND THE MUTUALLY ADJUSTING RELATIONSHIP BETWEEN TECHNOLOGY AND THE ORGANIZATION



PORTER'S COMPETITIVE FORCES MODEL



Information System Strategies for Dealing with Competitive Forces

1. Low-cost leadership
2. Product differentiation
3. Focus on market niche
4. Strengthen customer and supplier intimacy

Information System Strategies for Dealing with Competitive Forces

1. Low-cost leadership

- Produce products and services at a lower price than competitors while enhancing quality and level of service
- Examples: Wal-Mart

Information System Strategies for Dealing with Competitive Forces

2. Product differentiation

- Enable new products or services, greatly change customer convenience and experience
- Examples: Google, Nike, Apple

Information System Strategies for Dealing with Competitive Forces

3. Focus on market niche

- Use information systems to enable a focused strategy on a single market niche; specialize
- Example: Hilton Hotels

Information System Strategies for Dealing with Competitive Forces

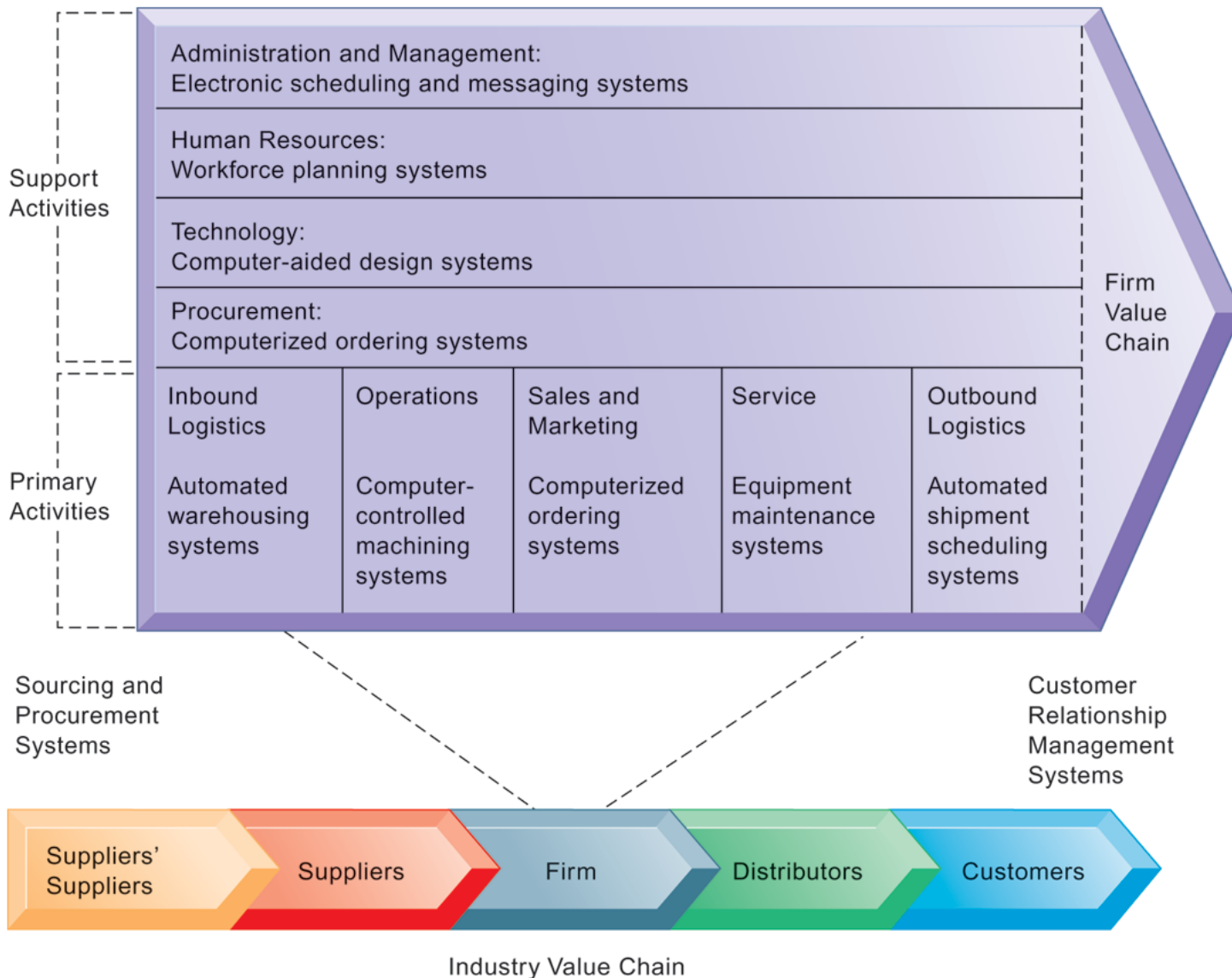
4. Strengthen customer and supplier intimacy

- Use information systems to develop strong ties and loyalty with customers and suppliers; increase switching costs
- Example: Netflix, Amazon

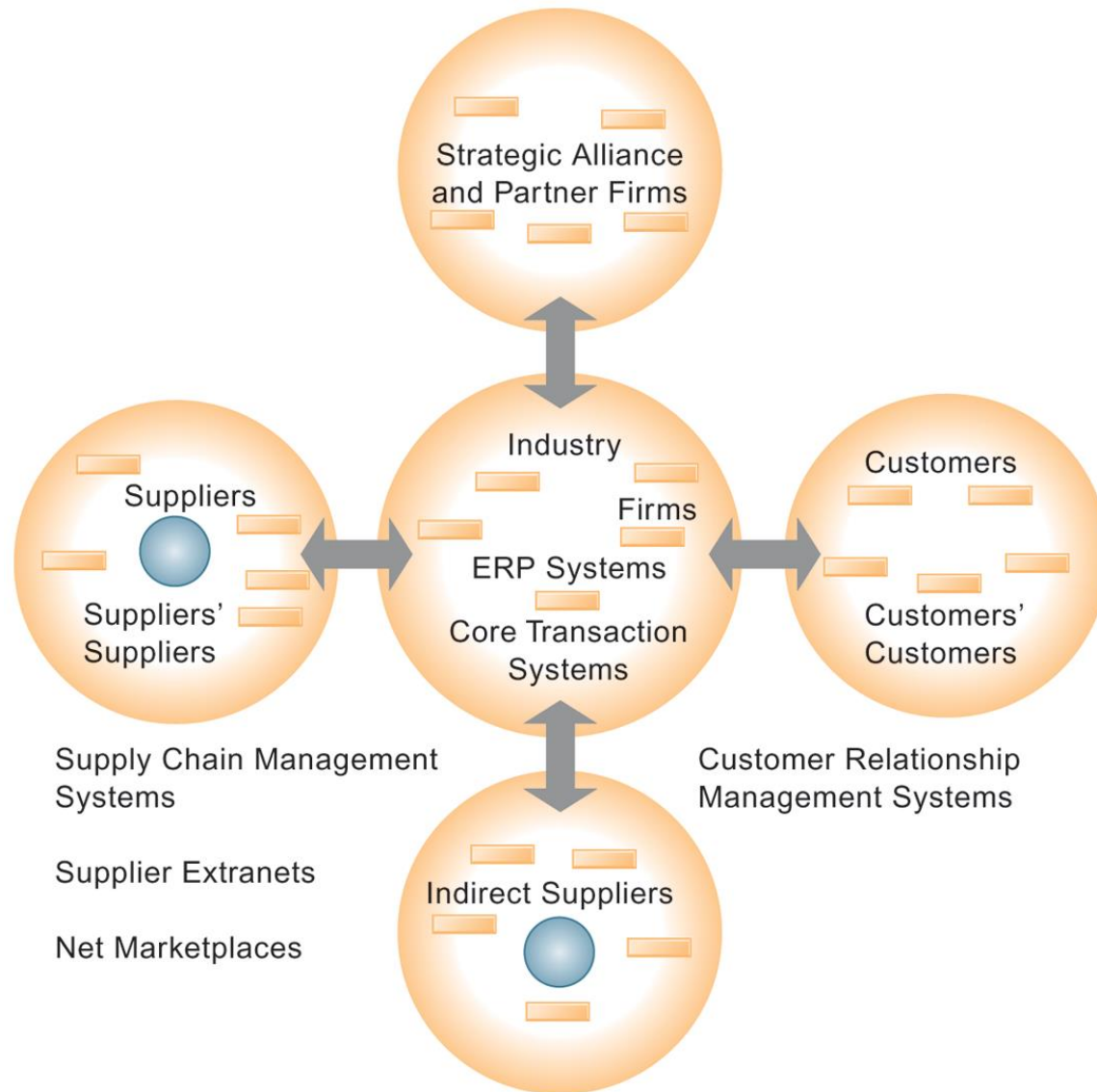
The Internet's impact on competitive advantage

- Transformation, destruction, threat to some industries
 - E.g. travel agency, printed encyclopedia, newspaper
- Competitive forces still at work, but rivalry more intense
- Universal standards allow new rivals, entrants to market
- New opportunities for building brands and loyal customer bases

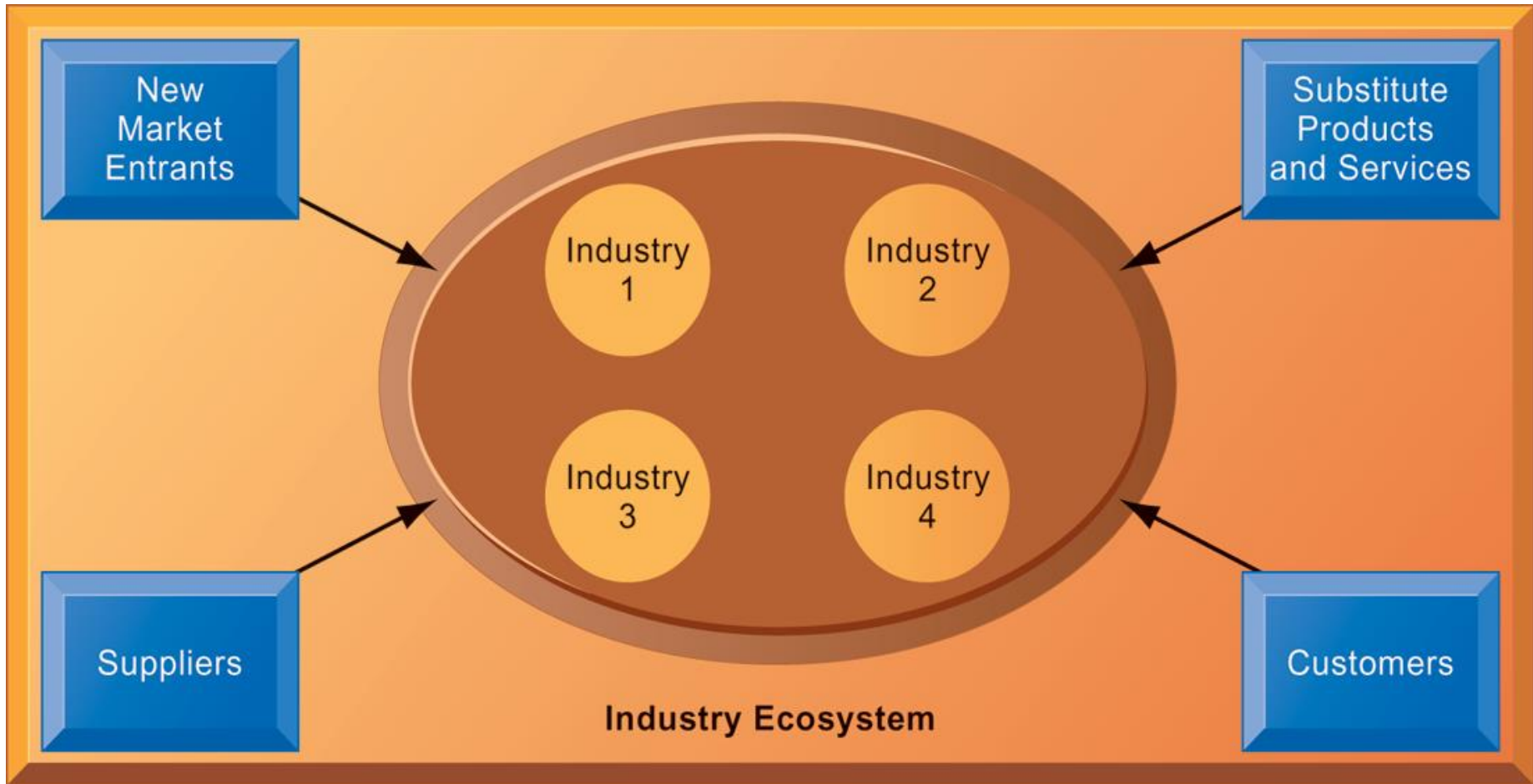
THE VALUE CHAIN MODEL



THE VALUE WEB



AN ECOSYSTEM STRATEGIC MODEL



Using Information Systems for Competitive Advantage: Management Issues

- Sustaining competitive advantage
 - Because competitors can retaliate and copy strategic systems, competitive advantage is not always sustainable; systems may become tools for survival
- Performing strategic systems analysis
 - What is structure of industry?
 - What are value chains for this firm?
- Managing strategic transitions
 - Adopting strategic systems requires changes in business goals, relationships with customers and suppliers, and business processes

Case Study: Salesforce.com (Chap. 5) (pp.233-235)

Salesforce.Com: Cloud Services Go Mainstream

1. How does Salesforce.com use cloud computing?
2. What are some of the challenges facing Salesforce as it continues its growth? How well will it be able to meet those challenges?
3. What kinds of businesses could benefit from switching to Salesforce and why?
4. What factors would you take into account in deciding whether to use Salesforce.com for your business?
5. Could a company run its entire business using Salesforce.com, Force.com and App Exchange? Explain your answer.

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

- Kenneth C. Laudon & Jane P. Laudon (2012),
Management Information Systems: Managing the
Digital Firm, Twelfth Edition, Pearson.
- 周宣光 譯 (2011) ,
資訊管理系統－管理數位化公司 ,
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