

CH 1

- Moore's law: the cost of data communications and data storage is essentially zero.
- Future business professions: need to be able to access, evaluate, and apply emerging information technology to business
- The Nonroutine Skills (Marketable skills)
 - Abstracting reasoning: the ability to make and manipulate models
 - Systems thinking: model system components and show how components' input and outputs relate to one another
 - Collaboration: develop ideas and plans with others provide and receive critical feedback.
 - Experimentation: create and test promising new alternatives, consistent with available resources.

- MIS (management information system): the development and use of information systems that help businesses achieve their goals and objectives.
 - Key elements: development and use, information systems, and business goals and objectives.

- Information system: a group of components that interact to produce information
 - Information system (IS) is not just computer and a program; it is a five component framework. Five component

Hardware	When you use a computer to write an assignment
Software	The Microsoft office you use
Date	The words, sentences, and paragraphs you write
Procedures	The method you start the program, save, report, and backup
People	You (the most important component)

- Five components also need different skills besides those of hardware technicians or computer programmers when building or using an information system.
- Development and use
 - You have to know the "Needs" of information system to your work
 - You have to know "how to use" the information system while you are working
- The most important five components framework: People
 - The quality of yours thinking is a large part of the quality of the information system
 - If people does not know what to do with the information that IS produces, then a perfect IS is simply a time wasting and money costing stuff.
- High Tech vs. Low Tech
 - High Tech: more work has been moved from the human side to the computer side (more work has been moved from "people" and "procedures" to "software" and "hardware")

- Low Tech: small amount of work has been moved from the human side to the computer side. (less work has been moved from “people” and “procedure” to “software” and “hardware”)
- Define “Information”
 - The knowledge derived from data, whereas data is defined as recorded facts and figures.
Ex: the facts that George earns \$17.50 per hour, and Mar earns \$25.00 per hour are data. The average wage is \$22.37 per hour is information.
 - The data presented in a meaningful context.
Ex: George earns \$17.50 per hour is data. He earns less than the average wage is information.
 - The data processed by summing, ordering, averaging, grouping, comparing, or other similar operations. (do something to data to produce information)
 - Information is a difference that makes a difference.
- Information
 - It is always understood in a context, and that context varies from one user to another, in other words, information is always subjective
 - One person’s information might be another person’s data.
Ex: financial statements for managers are information, but for investors are data.
- Characteristics of good information
 - Accurate: good information is based on correct and complete data, and it has been processed correctly as expected. So, be skeptical and cross check when expose to a new IS.
 - Timely: good information is produced in time for its planned use, is provided in an appropriate and realistic timeline needs.
 - Relevant: good information is relevant both to the context and the subject.
 - Just barely sufficient: good information should be sufficient, but just barely, not providing highlight points.
 - Worth its cost: good information should be in an appropriate relationship between cost and value of its information.
- The difference between IT and IS
 - IT (Information Technology): the products, methods, inventions, and standards that are used for the purpose of producing information.
 - IS (Information System): the assembly of hardware, software, data, procedures, and people that produces information.
 - Point: you can buy IT, but you can never buy IS.

CH 2

- Collaboration: two or more people work together to achieve a common goal, result, or work product, which involves feedback and iteration.

The three critical factors:

- Communications: the communication skill and abilities of the group members. The ability to give and receive critical feedback and the availability of effective communication system.
- Content management: to track and report the data of conflicts in user's contribution, and the permissions of those contribution actions.
- Workflow control: the process or procedure by which content is created, edited, used, and disposed.

- The Five Information Systems Components

Hardware	<ul style="list-style-type: none"> + Client Hardware: the computers and other communication devices that users employ to participate in collaboration. + Server Hardware: the computers that are installed and operated by IT professionals that support the collaboration system.
Software	Google Docs. & Spreadsheets, Microsoft Groove, Microsoft SharePoint
Data	Collaboration data consists of documents, discussions, tasks lists, and other types of team data.
Procedure	<ul style="list-style-type: none"> + Procedures for using the collaboration software and procedures and procedures for conducting the collaborative projects. + Procedures concerns how team will perform its collaborative work <ul style="list-style-type: none"> - Starting: to set the ground rules - Planning: determine who will do what and by when - Doing: execution of tasks, changes in tasks when necessary - Wrapping-up: the Q of "Are We Done?", and the after action - Iteration and feedback: exist in every phase
People	The most important component in an information system

- Communication by collaboration system

- Synchronous communication: when all team members meet at the same time.
- Asynchronous communication: when team members do not meet at the same time.
- Virtual meeting tools: conference call, webinars, multiparty text chat, WebEx, Microsoft SharedView, Microsoft Groove, Video conference, email, discussion forums, and team surveys.

- Manage Content by collaboration system

No Control	<u>Example</u>
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