



MANAGEMENT INFORMATION SYSTEMS

RECAP

<p>Data Processing Systems</p>	<p>These are basically computers used everyday by banks, hospitals and supermarkets. Transactions are recorded when goods or services are bought/sold/dealt with</p> <p>Batch Systems – transactions collected over a period of time where there is no immediate need for the data to be processed</p> <p>Online Systems – data processed as soon as it is collected as it needs to be – for example booking a theatre seat</p> <p>Pseudo Real-Time Systems – an online system that processes data within a few minutes</p>
<p>Knowledge Work Systems</p>	<p>These are used by professionals, middle managers, and accountants to deal with problems requiring technical knowledge/expertise</p> <p>Word-processing - clerical staff; Spreadsheets – accounts/sales staff; Database managements systems - keeping records; Computer Aided Design - designers Project management systems; Expert systems – diagnosis via series of closed questions answered by the user</p>
<p>Management Information Systems</p>	<p>A system which converts data from internal and external sources into information. This is communicated in an appropriate form to managers at different levels to enable them to make effective decisions for planning, directing and controlling the activities for which they are responsible.</p>

A **data processing system** records daily transactions and for an organisation and **information system** then uses the data it has collected and turns it into meaningful and useful information

INTERNAL & EXTERNAL INFORMATION

Management information systems mainly include the **internal** workings of a company or organisation. However the system will also include **external** information which is relevant to the company.

Complete the table below with your thoughts on what external information the Schools Information Management System.

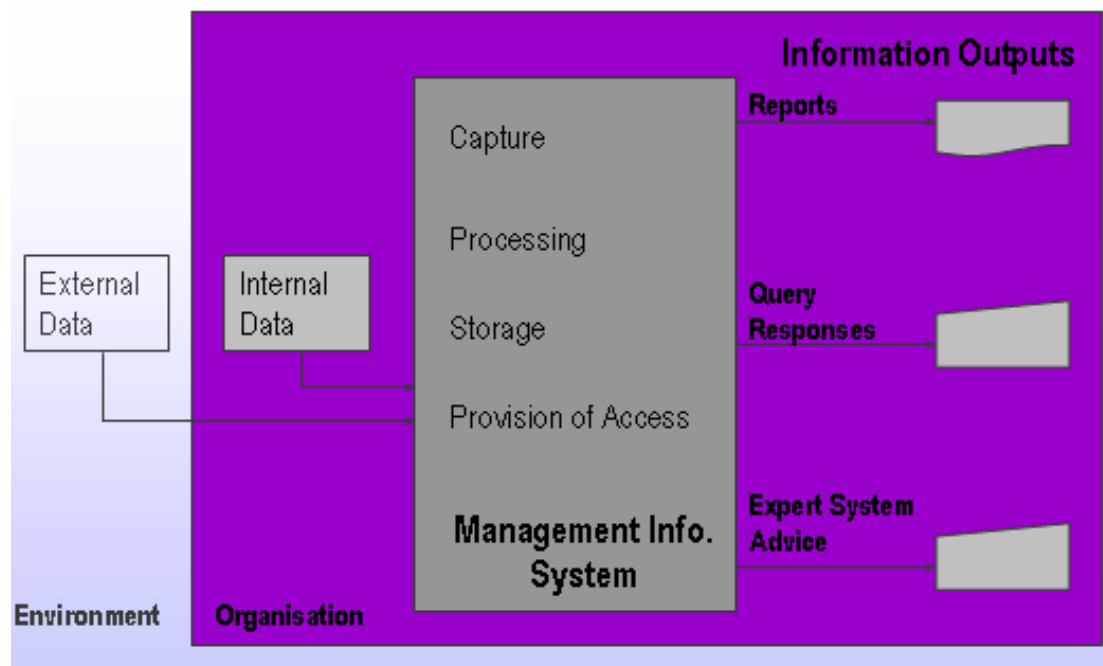
TYPE OF EXTERNAL INFORMATION	IN CONTEXT OF SIMS
<p style="text-align: center;">Competition from other companies and organisations</p>	
<p style="text-align: center;">Changes in customer demographics/population changes</p>	
<p style="text-align: center;">Socio-economic factors</p>	
<p style="text-align: center;">Government legislation</p>	

INFORMATION FLOW

Information 'gets around' and organisation or company in an **informal** or **formal** way

INFORMAL WAYS	FORMAL WAYS
<p>Media</p> <ul style="list-style-type: none"> ▪ television programmes ▪ radio programmes ▪ internet ▪ publications <ul style="list-style-type: none"> ○ newspapers ○ magazines <p>Conversations</p> <ul style="list-style-type: none"> ▪ face-to-face ▪ telephone 	<p>Software packages allow cooperative working eg. Lotus Notes</p> <p>Computerised information systems</p> <ul style="list-style-type: none"> ▪ Search databases over company network ▪ Email <ul style="list-style-type: none"> ○ Within the company ○ Other organisations <p>Intranets</p> <ul style="list-style-type: none"> ▪ Internal memorandums

Below is a diagram from Heathcote (2003) which shows how the different types of data are fed into the management information system:



WHAT DO MANAGERS DO?

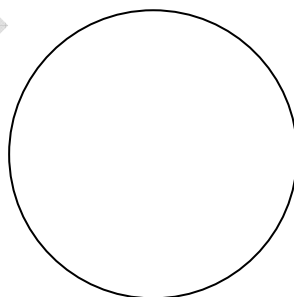
Most managers don't get paid a lot of money for doing nothing these days as businesses need to be cost-effective and fight off the competition to become as profitable as possible.



Make notes on the five functions of a manager in the table below:

Planning	
Coordinating	
Controlling	
Organising	
Decision-making	

Copy the pie chart which shows how managers spent their time in 1973:



Now make brief notes on how a Management Information System could help the senior management with PC COD.

TYPES OF DECISION

The two types of decision that managers make are **unstructured** and **structured**.

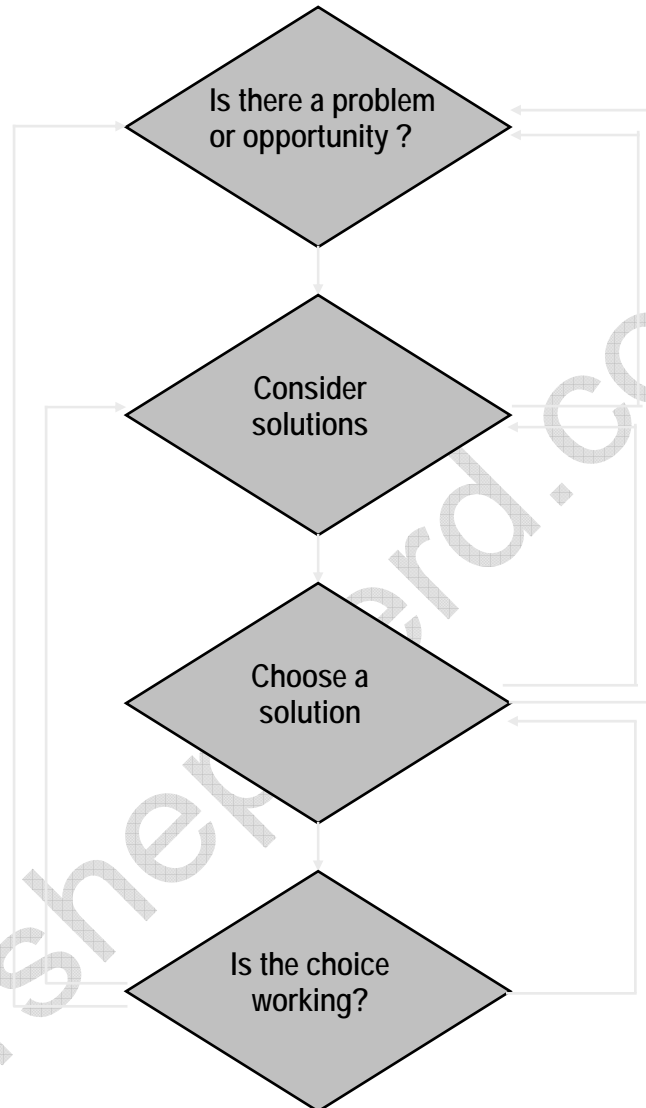
Structured Decisions	Set procedure for handling the decision that has to be made eg. Redundancies; grievances
Unstructured Decisions	These need discussion, research and evaluation eg. Changes to company policies

Give reasons why the decisions below are structured/unstructured or both:

DECISION	STRUCTURED	UNSTRUCTURED
In which town shall we open the next branch?		
How many extra staff shall we hire for the Christmas rush?		
What shall we do about an employee who has had thirty sick days in the last six months?		
Should we try and increase the number of customers who hold a store card?		

DECISION-MAKING STAGES

Complete the flowchart below with the connecting lines to show how a manager will make non-routine decisions:



The lines on your diagram should show how decisions do not follow one straight-forward path. Managers often go back to previous stages.

EFFECTIVE MANAGEMENT INFORMATION SYSTEMS

- They are flexible
 - allowing for many different ways of analysing data and evaluating information
- They are capable of supporting a range of skills and knowledge
- They help managers get things done
 - through interpersonal communication with other members of the organisation
- They should not require extensive periods of concentration
 - because managers are busy people who switch rapidly between different tasks
- They should make it easy to interrupt the work and return to it at a later time
- They should protect a manager, as far as possible, from information overload.

SUCCESS & FAILURE OF MIS

Complete the bullet-pointed list of factors which affect the success of a MIS:

- Inadequate analysis
- Lack of management involvement in design
- Emphasis on the computer system

TO DO

1. Ensure you have a complete set of notes
2. Refresh your knowledge by looking at the presentation on mrshepherd.co.uk/y13
3. Read the case study on page 207 of your text book and complete the discussion in Word
4. Complete questions 2 and 4 on page 208 of your text book in Word
5. Send your work from mrshepherd.co.uk/smw