

Unit 318 (B&A 57): Principles of business communications and information

Handout 8: Information systems

Organisations' records

- Customers
- Products/services
- Personnel
- Financial
- Performance figures
- Industry sector information
- Legislative information

Electronic or manual systems

The method will depend on:

- the type and use of information
- the volume of information
- the level and frequency it will need to be accessed
- how often it will require updating
- the need to keep it safe and secure.

Information held

Information's effectiveness depends on it being accurate and up to date.

The information may also need to be evaluated to see what can be learned and how it can be used.

If information needs to be analysed, this will be easier if it is held in an electronic system.

Monitoring systems

Monitor systems to ensure they are:

- efficient
- capable of meeting requirements
- easy to use
- adequately secure.

Electronically held information

Must be controlled like manual information.

A recognised system is needed that is understood and used by all in the organisation.

Electronic records are likely to be held in databases.

Advantages of storing information electronically are:

- space saving
- speed of access/retrieval
- may be used by many people at the same time
- ease of updating.

Database

- Forms the basis of all electronic records systems.
- Information about eg individual or product grouped into 'records'.
- Can be queried to find records matching certain criteria.
- Produces reports in various formats.
- Quick to search.
- Can be accessed by multiple users at the same time.
- Is only as accurate as the inputted data.

Management Information Systems (MIS)

Contains data on:

- people
- resources
- technologies
- applications
- finance
- marketing.

Use of MIS

- Financial statements
- Performance reports
- Planning, monitoring and implementation of a business strategy
- Understanding of the organisation and its business environment

Data an MIS system might contain:

- sales data
- purchasing information
- accounts and payroll information
- information regarding business plans and organisational objectives
- customer information
- productivity and product lifecycle information
- financial information both internal and external to try 'what if' scenarios
- external information on the industry sector.