

- Part One Business Processes and Information Systems Foundation
- 1 Introduction to Information Systems
- 2 Documenting Business Processes and Information Systems
- Part Two Technology for Business Processes and Information Systems
- 3 Database Management Systems
- 4 E-business
- 5 Business Intelligence & Knowledge Management Systems
- Part Three Development of Information Systems
- 6 Systems Analysis
- 7 Systems Design and Implementation
- Part Four Internal Control for Business Processes and Information Systems
- 8 IT Governance: The Management and Control of Information Technology and Information Integrity
- 9 Controlling Information Systems: Process Controls
- Part Five Core Business Processes
- 10 The "Order-to-Cash" Process: Part I. Marketing and Sales
- 11 The "Order-to-Cash" Process: Part II, Revenue Collection
- 12 The "Purchase-to-Pay" Process
- 13 Integrated Production Processes
- 14 The Business Reporting Process