- Part I Information Technology in the Business Environment
- 1. Introduction: Business and Information Technology p. 1
- Business in the Information Age: Pressures and Responses p. 3
- Reality Check: Why You Need to Know about Information Technology p. 13
- What Is an Information System? p. 17
- Reality Check II: Strategic Questions and Information Technology Answers p. 23
- The Plan of this Book p. 26
- 2. Organizations and Information Technology Support p. 32
- Information Systems Infrastructure and Architecture p. 34
- Organizations: Structure and IT Support p. 39
- The Evolution and Types of Information Systems p. 42
- IT Support at Different Organizational Levels p. 47
- Managing Information Technology in Organizations p. 50
- Part II Information Technology Infrastructure
- 3. Computer Hardware p. 59
- The Significance of Hardware p. 61
- The Central Processing Unit p. 63
- Computer Memory p. 66
- Computer Hierarchy p. 73
- Input Technologies p. 82
- Output Technologies p. 86
- Strategic Hardware Issues p. 89
- 4. Computer Software p. 96
- Software History and Significance p. 98
- Systems Software p. 100
- Application Software p. 104
- Software Issues p. 113
- Programming Languages p. 117
- Enterprise Software p. 124
- 5. Managing Organizational Data and Information p. 133
- Basics of Data Arrangement and Access p. 134
- The Traditional File Environment p. 137
- Databases: The Modern Approach p. 139
- Database Management Systems p. 145
- Logical Data Models p. 147
- Data Warehouses p. 155
- 6. Telecommunications and Networks p. 171
- The Telecommunications System p. 173
- Networks p. 186
- Network Communications Software p. 189
- Network Processing Strategies p. 193
- Telecommunications Applications p. 197
- 7. The Internet and Intranets p. 206
- What Is the Internet? p. 208
- The Evolution of the Internet p. 210
- The Operation of the Internet p. 213

- Services Provided by the Internet p. 216
- The World Wide Web p. 223
- Internet Challenges p. 230
- Intranets p. 234
- Part III Applying Information Technology for Competitive Advantage
- 8. Interorganizational and Global Information Systems p. 242
- Interorganizational Information Systems p. 244
- Global Information Systems p. 245
- Electronic Data Interchange (EDI) and Electronic Funds Transfer (EFT) p. 253
- Extranets p. 260
- Implementing Interorganizational Information Systems p. 265
- 9. Functional and Enterprise Systems p. 272
- Information Systems to Support Business Functions p. 274
- Transaction Processing Information Systems p. 276
- Accounting and Finance Systems p. 281
- Marketing and Sales Systems p. 286
- Production and Operations Systems p. 290
- Human Resource Management Systems p. 296
- Integrated Information Systems and Enterprise Resource Planning p. 300
- 10. Data, Knowledge, and Decision Support p. 311
- Management and Decision Making p. 313
- The Data Management Life Cycle p. 316
- Decision Support Systems p. 321
- Enterprise Decision Support p. 328
- Data Visualization Technologies p. 335
- Knowledge Management and Organizational Knowledge Bases p. 338
- Knowledge Discovery and Analysis p. 342
- 11. Intelligent Systems in Business p. 352
- Artificial Intelligence and Intelligent Systems p. 354
- Expert Systems p. 360
- Other Intelligent Systems p. 366
- Intelligent Agents p. 374
- Virtual Reality: An Emerging Technology p. 376
- Ethical and Global Issues of Intelligent Systems p. 378
- 12. Electronic Commerce p. 387
- Foundations of Electronic Commerce p. 389
- Business-to-Consumer Applications p. 392
- Business-to-Business Applications p. 409
- Consumers, Market Research, and Customer Support p. 412
- Infrastructure, Payments, and Other Support p. 419
- Legal and Ethical Issues in Electronic Commerce p. 426
- 13. Strategic Information Systems and Reorganization p. 435
- Strategic Advantage and Information Technology p. 438
- Porter's Competitive Forces Model and IT p. 440
- Illustrative Strategic Information Systems p. 445
- Ineffective Organizations in the Information Age p. 449

- Business Process Reengineering p. 453
- Virtual Corporations and Information Technology p. 465
- Part IV Developing and Managing Systems
- 14. Information Systems Development p. 473
- Information Systems Planning p. 475
- The Traditional Systems Development Life Cycle (SDLC) p. 477
- Alternative Methods for Systems Development p. 486
- Systems Development Outside the Information Systems Department p. 492
- Building Internet and Intranet Applications p. 502
- 15. Implementing IT: Ethics, Impacts, and Security p. 509
- Ethical Issues p. 511
- Impacts of IT on Organizations and Jobs p. 519
- Impacts on Individuals at Work p. 521
- Societal Impacts and Internet Communities p. 525
- Security Is a Concern of Everyone p. 532
- Protecting Information Systems p. 537
- Glossary p. 1
- References p. 1
- Index p. 1