

Final Exam:

When: December 8th, 2004

@ 9-10:50

Where: In Class! Don't be late!

What: Chapters 12, 13, 14, 15!

Why: So I know how much you know!

Who: You and your soul!

**How: Closed Book, Closed Neighbor,
No networking is allowed!**

Information Systems of an Enterprise

- General purpose IS (enterprise-wide systems)
- Examples:
 - Office IS (Enable employees to use computers and other electronic devices)
 - Management IS (generates accurate and timely information about the enterprise)
 - Decision support system (Helps the user to analyze the data)
 - Expert system (imitate human reasoning)
 - Customer relationship management (information about customers)

Technologies used of an Enterprise

- Many different technologies are used in an enterprise
- Portal
 - Collection of links, contents and services on a web page providing the required information
- Electronic data interchange
 - Controls the transfer of data between computers
- Data warehouse
 - Manages and analyses data and transactions
- Extranet
 - Allows customers to access intranet
- Web service
 - B2B Interactions
- Workflow application
 - Tracking all activities
- Virtual private network
 - Providing a secure information with a resource connection

Information Requirement of an Enterprise

- Enterprise (A large organization)
- Enterprise computing solution (requiring special computing solution)
 - Interconnected computers
 - Interconnected networks
- Information Pyramid
 - Executive Management (overall goals and objectives)
 - Middle Management (specific plans)
 - Operational Management (day-to-day decisions)
 - Non-management Employees (on-the-job decisions)

Fundamental Units of an Enterprise

- Information System (set of HW, SW, people, data, and procedures that work together to produce information)
- Each individual entity is called a Functional Unit)
- Each functional unit has its own requirements
 - Human Resources IS (human resource functions)
 - Accounting IS (everyday financial transactions)
 - Computer Aided Design (assisting engineers to design)
 - Computer Aided Manufacturing (production equipments)
 - Distribution systems (inventory and shipping)

Computer hardware needs of an Enterprise

- Enterprise hardware:
 - Allowing large organizations to manage and share information
 - Uses many types of hardware
- RAID (redundant array of independent disks)
 - Group of integrated disks to protect data reliability
- Network attached storage (NAS)
 - Server providing storage for users
- Storage area network (SAN)
 - Storage for other servers
- Enterprise storage system
 - A combinations of techniques to provide information storage capacity
 - Blade Server: Pack a complete server on a card!
 - High availability systems: 99% Reliable systems!

Data Reliability needs of an Enterprise

- Data backup (duplicate the data)
- Full backup
 - Copies everything
- Differential backup
 - Copy only files that are changed
- Incremental backup
 - Copy only files that are changed since last time
- Selective backup
 - Copy specific files
- Backup procedure
 - A backup plan; how often and what to copy!

WHT IS YOUR BACKLUP PLAN TODAY?

Disaster and Recovery Plans of an Enterprise

- Steps to restore computer operations and information in the event of a disaster (such as?)
- Consists of four components
 - Emergency plan (steps immediately after the disaster)
 - Backup plan (how to use backup files to resume normal operations)
 - Recovery plan (how to retrieve full information processing)
 - Test plan (simulating a disaster and recording the organization's ability to recover)

Computer Security Issues of an Enterprise

- Maintain confidentiality, availability, and reliability within the law
- Computer security plan
 - Safeguard to protect company information assets

E-retailing and E-Commencing

- E-retail: using the web technology to sell products and services
 - Electronic shopping card
 - Secure connection
 - E-money
 - Shipping
- E-commencing (taking advantage of the web technology)
 - Online banking (pay bills and other financial transactions)
 - Online Investing (investing without brokers!)
 - Online Shopping
 - Using shopping bot (searching for the best price)

How about Online Haircut?