Operational Departments of Cool Stickers

Information system needs

	Information System Needs	Data input, stored & information out
Managing Director	Financial spend against budget	
	Sales reports	
	Orders reports	
	Production costs	
	Production timings	
	Staffing reports	
	Overheads cost report	
	Stocktaking reports	
	Bank accounts	
Finance	Cash in bank	Cash banked, cheques drawn
	Profit and Loss accounts	Transaction details
	Pensions statistics	Payment of overheads
	Salary reports	Payment of invoices
	Trends	Payment of salaries and pensions
	Cash flow forecast	Invoices
	Overheads	Remittances
	Operating costs	Delivery Note information
	Accounting	Petty Cash
	Purchase costs	Shop takings
	Bank transfers	Online orders and payments
	Budget reports	
Production & Distribution	Forecast Order Report	Orders
	Raw Materials Report	Materials information
	Suppliers Report	Supplier contact details
	Production dates	Delivery Notes
	Production times	Design details
	Production amounts	Waste materials
	Current Order Report	Custom designs
	Distribution Report	Amount of raw materials used for each job
	Stock Control Report	Inputting stock changes
	Location of stock Stock level	Current job details Bar code reader
	Design Report	Delivery note reader
	Custom Designs Report	Design templates
	Location of delivery	Copyright details
	Delivery schedule	Access to prototype designs for printing

	Information System Needs	Data input, stored & information out
	Trends (i.e. seasonal)	Delivery schedule
	Copyright report	Vehicle details
	Vehicle Documentation	Expenses
IT	System details	System details
	Number of users	Password controls
	Budget	Hardware details
	Spend forecast	Access to system
	Error reports	Online orders
	Inventory of IT equipment	Access to web pages to update stock & prices
	Website management	Back up files
	Website statistics	Access storage to archive and locate
	Database statistics	
	Online orders reports	
	Storage and backup	
	Administrator controls to Network	
	Applications information	
Sales and Marketing	Sales figures	Sales information
	Commission amounts	Individual commissions
	Company income	Orders
	Reports on sales	Weekly sales amounts
	Reports on enquiries	Enquiry packs
	Customer Complaints	Customer Complaints and responses
	Trends	
Human Resources	Staff details	Access to sickness claim
	Staff training	Access to holiday information
	Company procedures	Recruitment information
	Absence Reports	Training venue information
	Recruitment reports	Training lists
	Staff planning	

Summary of the 5 main types of Information System

Information system	Summary	Use for the business?
Enterprise Computing Systems	These are large systems for large corporate companies and when implemented well make remarkable savings. They integrate the company's primary functions such as production, sales, service, stock control and accounting. However they are not easy to reprogram and once designed and installed will perform well but are inflexible to change	**NO** The business is a relatively new business, although well established, will continue to grow and change. The marketplace is constantly changing and this business has kept up with change by having in house programmers addressing each issue and design systems to support need. This business requires more flexibility than this system can offer.
Business Support Systems	A user can input some variables and get an informed estimate or trend based on the information held in this system. This system also provides a multitude of statistics, and can be programmed to work hand in hand with a Transaction Processing System which again provides valuable statistics This system also can provide 'tracking' otherwise known as radio frequency identification (RFID).	**YES** This is an essential system because the business needs to obtain, provide and use various statistics. Without a quality Business Support System a lot of time will be wasted trying to find out information and a lot of money will be lost on 'Lost Opportunity'. The company will also appear inefficient to customers against other competing companies that use quality software. This system also ties in with the TP System. This system will help the business to grow and compete well in a tough market. The RFID that can be enabled with this system will provide valuable tracking information and increase customer satisfaction.
Knowledge Management Systems	This system is in effect a knowledge base and holds a lot of information and statistics and can provide logical statistics on search. It operates using 'fuzzy logic' and will put the search results in order of priority.	**NO** This system is useful if it is free. However it is better to use the Business Information System because the statistics are more focussed on the actual business and obtain accurate figures for forecasting from TP system. This system does not provide all the information the business needs.

Unit 16 - Information Systems
Unit 2   - Systems Analysis

Information System	Summary	Use for this business?
Transaction Processing Systems	This system manages transactions thoroughly from start to finish, ie. purchase by credit card or other means, accounts, claim on warranty, credit check and stock control, updating all related records. These systems are mission critical and require safe back up	**YES** This is essential for the business. With over 60 members of staff and a 5-figure weekly payroll the orders need to be transacted in the most efficient manner. The amount of transactions would also make this cost effective and reduce on staffing costs and financial errors. This system also ties in with the Business Support System and provides first class Management Information which will assist the business in monitoring its continuing growth.
User Productivity Systems	Intranet, Internet, Email, Word processing, Spreadsheet, Voicemail, Fax, Calendar, Desktop Publishing	**YES** These systems are incredibly popular and are standard in most offices. Most staff members will benefit from using the Intranet, which will keep them informed of company events. Email is likely to be the most used system with applications such as Lotus Notes, where email ties in with calendar, diary and room booking. These systems need to be assessed accurately for each user so as to reduce cost as there is a licence fee to pay per computer.

The difference between horizontal, vertical and bespoke software

Software is essential to provide instructions to the computer so that a person may use the computer to carry out a certain task.

There are three types of software, being:

- horizontal
- vertical
- bespoke

Horizontal software is software that can be used by many different companies and users without any major change to the application. This means that a software company such as Microsoft, can design an application that is suitable for a multitude of users. These are applications such as Word, Excel, Access as well as finance packages such as SAGE and Quicken. SAGE is used for accounting purposes.

Vertical application software is designed for a specific use. It can be used by several different companies provided their needs are the same, i.e. a dentist surgery to manage appointments, treatments, insurance claims; an estate agency to manage properties and potential buyers, printing details, emailing new properties to clients, managing the sales process and providing statistics.

Bespoke software is a unique custom designed application tailored exactly to the user's needs. These systems are the most expensive out of the three systems and will be designed either in-house or outsourced. A bespoke system is usually commissioned because no commercially available software package is obtainable that meets the unique business requirement. Bespoke systems can be designed to be compatible with some or all of the existing software, some of which may remain in use. A company such as British Airways is likely to have its own software systems for managing the Pilot and airspace, correlating with the bespoke system of Air Traffic Control.

Sometimes a company will use a variety of software systems at the same time, i.e. payroll may be carried out by a horizontal system, order management may be carried out by a vertical system and manufacturing may be carried out by a bespoke system.

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