



# Introduction to Information

### Systems

- Information Concepts
- System
- Business Information Systems
- Management Information Systems
- Decision Support Systems
- Expert Systems

# Information Concepts

• Data

- Collection of Raw facts and figures
- Distinct pieces of information, usually formatted in a special way.
- Eg.
  - Banda
  - 1989
  - Lusaka

Types of D	ata
Data	Represented by
Alphanumeric data	Numbers, letters, and other characters
Image data	Graphic images or pictures
Audio data	Sound, noise, tones
Video data	Moving images or pictures

## Information Concepts

### Information

- A collection of facts organized in such a way that they have additional value beyond the value of the facts themselves
- Eg:
  - Banda was born in Lusaka in 1989

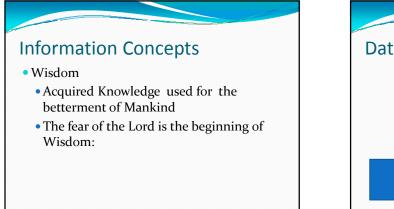
Data → Information

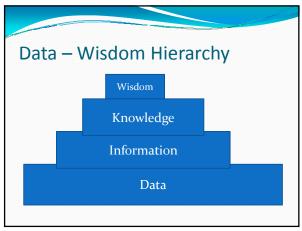
# Information Concepts

- Process
  - A set of logically related tasks performed to achieve a defined outcome
- Process
- (n) An executing program. The term is used loosely as a synonym of task.
- (v) To perform some useful operations on data.

# Information Concepts

- Knowledge
  - An awareness and understanding of a set of information and how that information can be made useful to support a specific task
- Knowledge base
- The collection of data, rules, procedures, and relationships that must be followed to achieve value or the proper outcome





### Characteristics of Valuable Information

- Characteristics
  - Accurate, complete, economical, flexible, reliable, relevant, simple, timely, verifiable, accessible, secure

# A System System A set of elements or components that interact to accomplish goals A combination of components working together to achieve set objectives

# System Elements

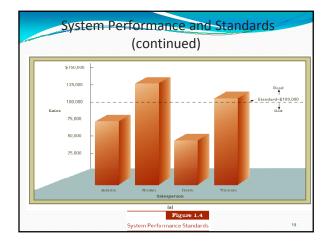
- Inputs
- Processing mechanisms
- Outputs
- Feedback

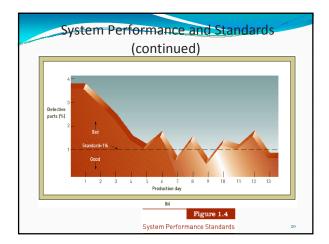
Syst	em Exam			
System	Inputs	Processing elements	Outputs	Goal
Movie	Actors, director, staff, sets, equipment	Filming, editing, special effects, distribution	Finished film delivered to movie studio	Entertaining movie, film awards, profits

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Syste	m Exam	ple2		
System	Inputs	Processing elements	Outputs	Goal
Universi ty	Students, staff, equipment	Lectures, tutorials, Exams	Graduates	Provide human resorce

### System Performance and Standards

- Efficiency
  - A measure of what is produced divided by what is consumed
- Effectiveness
  - A measure of the extent to which a system achieves its goals
- System standard
  - A specific objective of the system





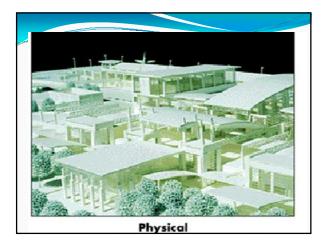
### System Variables and Parameters

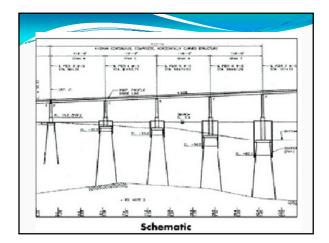
- System variable
  - A quantity or item that can be controlled by the decision maker
  - E.g. the price a company charges for a product
- System parameter
  - A value or quantity that cannot be controlled by the decision maker
  - E.g., cost of a raw material

# Modeling a System

- Model
  - An abstraction or an approximation that is used to represent reality
- Types of models
  - Narrative (aka descriptive)
  - Physical
  - Schematic
  - Mathematical







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