CONTENTS

Preface 6

Chapter I. Introduction to Information Technology (IT) **8**
1.1. What is Information Technology? 11
1.2. What are Data, Information and Knowledge? 14
1.3. Data, Information and Knowledge in Organizations 21
1.4. What is Digitization and Datatization? 29
1.5. Basic Theories and Standards of Information Technology 32
1.6. Information Technology and Communication 37
1.7. What Kind of Values that IT Produces 41
1.8. The Effects of IT on Organizational Structure 44
1.9. The Effects of IT on Organizational Management 49
1.10. The Effects of IT on Decision Making 55
1.11. The Effects of IT on Organizational Productivity 58
Chapter II. Information Systems Infrastructure **62**
2.1. Hardware 63
2.2. Software 71
2.3. Databases (DB) 79
2.4. Networking 87
2.5. Internet Technology 93
2.6. Wireless and Mobile Technologies 103
2.7. Cloud Computing (CC) 112
2.8. How to Make the Choice of Information Technologies? 118
2.9. Total Cost of Ownership of Information Systems 125
Chapter III. Introduction to Information Systems (IS) **129**
3.1. What is a System? 133
3.2. What is a System Approach? 136
3.3. What is Information System? 139
3.4. Data Processing Systems (DPS) 148
3.5. Office Automation Systems (OOS) 152
3.6. Process Control Systems (PCS) 156
3.7. Business Process Management Systems (BPR) 162
3.8. Management Information Systems (MIS) 166
3.9. Management Information Systems Expert 173
3:10. Decision Support Systems (DSS) 181
3.11. Group Decision Support Systems (GDS) 186
3:12. Senior Management Support Systems (SMSS) 189
3:13. Intranet and Extranet Systems 195
3:14. Information and Knowledge Management (KM) 198

3.15. Information and Knowledge Management Models 205
3:16. Information System Employees and Administrators 212
Chapter IV. MIS Subsystems 218
4.1. Sales and Marketing Information System (MIS) 220
4.2. Production Informatics System (PIS) 223
4.3. Human Resources Information System (HRIS) 228
4.4. Financial Information System (FIS) 234
4.5. Accounting Information System (AIS) 236
4.6. Supply and Logistics Information System (LIS) 242
4.7. Engineering and R & D Information System 245
4.8. After Sales Services (ASS) Information System 247
Chapter V. Enterprise Systems 250
5.1. Enterprise Resource Planning (ERP) System 253
5.2. Supply Chain Management (SCM) System 262
5.3. Customer Relationship Management (CRM) System 272
5.4. Corporate Web Site 281
5.5. Electronic Commerce (e-Commerce) 292
5.6. Mobile Commerce (m-Commerce) 307
5.7. Collaboration Technologies and Social Networks 309
5.8. Electronic Meeting Systems (EMS) 314
Chapter VI. Business Intelligence Systems Management 318
6.1. What is Business Intelligence Systems? 320
6.2. OLAP Systems 327
6.3. Data Warehouses (DW) and Data Mart (DM) 333
6.4. Data Mining (DM) 341
6.5. Text and Web Mining (WM) 350
6.6. ETL Software 352
6.7. Information Reporting Systems 354
Chapter VII. Artificial Intelligence (AI) Management 357
7.1. What is Artificial Intelligence? 358
7.2. Expert Systems (ES) 364
7.3. Robotic Systems 371
7.4. Genetic Algorithms (GA) 374
7.5. Artificial Neural Networks (ANN) 377
7.6. Fuzzy Logic (FL) 380
Chapter VIII. Information Systems Design 383
8.1. Information Systems Design Methods 387
8.2. Information Systems Design 393
8.3. Information System Software Quality and Evaluation 404
8.4. Information Systems Modeling Language 409
Chapter IX. Information Systems Management 411

9.1. What is Information Systems Management? 412
9.2. Global Information Systems Management 415
9.3. Information Systems Project Management 418
9.4. Information Systems Risk Management 428
9.5. Information Systems Strategy Management 430
9.6. Information Systems Security Management 432
Chapter X. Digital Organization Management 447
10.1. What is Digital Organization Management? 448
10.2. Management Levels at Organizations 453
10.3. Internal and External Factors Affecting Organizations 457
10.4. SWOT Analysis in Organizations 460
10.5. Business Vision, Mission and Values 463
10.6. Business Strategic Plan (BSP) 470
10.7. Management Factors in Digital Organizations 474
10.8. Administrator Functions in Digital Organizations 479
10.9. Competition Management in Digital Organizations 483
10:10. Change Management in Digital Organizations 497
Chapter XI. Information Technology Ecosystem 502
11.1. Information Class and Its Properties 503
11.2. Information Technologies and Employment 505
11.3. Information Technologies and Unemployment 511
11.4. Information Technologies and Learning Organizations 514
11.5. Information Technologies and Innovation 520
11.6. Informatics Law, Ethics and Intellectual Property 527
11.7. Computer Ergonomics, Working Environment and Health 534
11.8. Computer Viruses and Losses 541

Chapter XII. Information Systems Philosophy and Suggestions 547

Epilogue 555
Abbreviations 556
Internet References 564
References 565
Curriculum Vitae 589
Other Books by Author 590