

### Characteristics of processes

**Business Process** – Sequence of activities for accomplishing a function

**Activities** – Tasks within a business process

**Resources** – Items necessary to accomplish an activity

**Actors** – Resources that are either human or computers

**Role** – Subset of activities in a business process performed by a particular actor

### Operational Process

Characteristics	Mix of Actors	Frequency	Support System
Common, day to day, routine	More computers than people	High	Transaction Processing System (TPS)

Example: Order supplies, pay bills, and check out customers.

### Managerial Process

Characteristics	Mix of Actors	Frequency	Support System
Allocation and use of resources	Mix	Medium	Management Information System (MIS)

Example: Assessing seasonal promotions & plan and schedule cashiers

### Strategic

Characteristics	Mix of Actors	Frequency	Support System
Broad scope and operational issues	More People than computers	Low	Executive Support System (ESS)

Example: Decide a new location for a store

### Objectives of Processes

Effectiveness	Example
Create more output with the same input or the same output with less input	Use less energy

Efficiency	Example
Achieve organizational strategy	Create better tasting pizzas

### IS Process Improvements

1. Improve an activity
2. Improve data flow among activities
3. Improve control of activities
4. Use automation
5. Improve procedures

### The Downfall of IS

**Information Silo** Data exists in isolated functional IS

### Enterprise Application Integration

1. Connects information silos via a new layer of software
2. Enables existing applications to communicate and share data
3. Provides integrated data
4. Leverages existing systems, leaving departmental information systems as is, but providing an integration layer over the top
5. Enables gradual move to ERP

### ERP integrates the following functions

#### Supply Chain Management SCM

#### Manufacturing

#### Customer Relationship Management CRM

#### Human Resources

#### Accounting

### Five Components of an ERP System

1. Software
2. Hardware
3. Data
4. Procedures
5. People

### Benefits of ERP

Data sharing in real time

Implements integrated processes that are industry best practices

More managers see more data, leading to better oversight

Information silo problem is solved

Better integration with supply chain partners



### ERP Market Share

SAP		22
Oracle		15
Microsoft		10
Other		53

### Fundamental Activities Of Procurement Process

Order	Purchasing Manager
↓	↓
Recieve	Warehouse Manager
↓	↓
Pay	Accounting

### 4 Characteristics of Processes

Characteristic Of Process	Catagorites of Process Characteristics
<b>Stability of Flow</b>	Structured Dynamic
<b>Scope</b>	Operational Managerial Strategic
<b>Objectives</b>	Effectivness Efficiency
<b>Location in Value Chain</b>	Inbound Logistics Outbounng Logistics Operations Sales and Marketing Service Technology Development Infrastructure



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