

# INFS1000 FINAL EXAM NOTES

2 hours + 10 mins reading → 40 marks

Part a - 15 MC (15 marks) → All topics

Part b - 2 short answer on BIS fundamentals (10 marks)

Part c - 2 case study q's on applied knowledge (15 marks)

B&C --> Focus on

- BPM
- BPMN model
- BIS ethics
- Digital commerce
- Business intelligence

---

## WEEK 1

---

### Purpose of a business

- Add value through production of G&S
- Division of labour
- Collaboration of individuals
- Governance and control
- Efficient allocation of resources
- To make profit

Effectiveness → doing the right thing (Value & Quality)

Efficiency → doing things right (Cost & Speed)

### Business organisation

#### Functional

Vertical and horizontal distribution of tasks

Horizontal – different departments (functional specialisation)

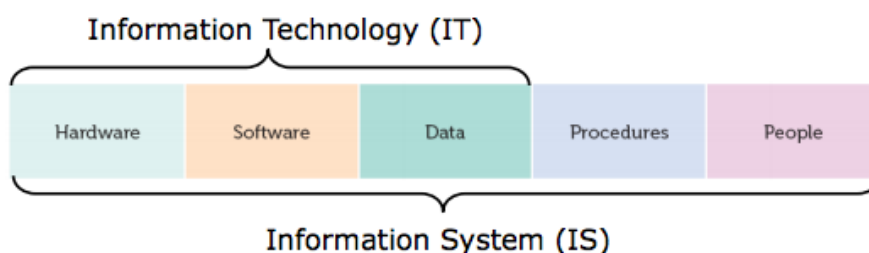
Vertical – division into different hierarchical levels (Chain of command)

#### Process organisation

- Organise materials/value flow through the organisation
- Fulfil orders, get things done (operations)

IS allows for workflow to be managed efficiently, and for collaboration

Collaboration means you need to consider efficiency of entire supply chain – not just your business



IT alone will not achieve organisational goals until it is embedded in IS

- Gain competitive advantage through IS, think creatively about challenges and opportunities

## **BP**

“structured network of activities supported by resources, facilities and information that interact to achieve some business function”

- Turn input into higher value output
- BP is a system (sometimes called Business Systems)

Everything is a result of BP's

- Various parts of a business must work together as an integrated system
- BPs need to be specified, executed and managed for businesses to work
- Often cross-functional

## **Characteristics of well-designed BP**

### Complete

- Includes all activities necessary to achieve business goal

### Minimal

- Does not include unnecessary activities (cost efficiency)

### Well-structured

- Activities organised in logical sequence

### Embedded

- Logically connect with other BPs in the organisation

### *Outcome*

Increased effectiveness (value for customer)

Increased efficiency (less cost for company)

## **Level of abstraction**

On highest level – core value creation of a business can be depicted as one high level BP (Most abstract)

- This BP can be broken down into smaller sub processes until describing granular activities

## **Components of a BP**

### Activities

- Transform resources and info of one type into another

### Decisions

- Question that can be answered Y or N

### Roles

- Look after sets of procedures

### Resources

- People, facilities or computer programs that are assigned roles

### Repositories

- Collection of business records (databases)

### Data/info flow

- Movement of data item from one activity to another or to a repository/database

## **Business infrastructure**

- Repetitive use of IS gets standardised over time and becomes part of infrastructure
- BP and IS are part of the infra, driving efficiency

## How IS supports BPs

- Several activities may use 1 integrated IS
- Activity may have its own IT system
- Activity may use several IT systems

New BP may require new IT system

New IS facilitate new activities and lead to changes in existing BPs from 'as is' process to 'to be' process

- Some processes are automated (run by IT systems) while others are manual
- Manual processes tend to require human accountability

## Benefits of IT use in BPs

### more accurate info

- Bps draw on databases which ensure accurate info across many activities are BPs
- Just enter once and saved in database – less space for error

### more automated

- Some activities can be automated that were previously manual
- Tedious, mindless, routine work (Chances of error much higher – automation eliminates this)

### more streamlined (faster)

- Quick handover of activities between workplaces
- No need to pass on info, photocopy or enter info separately

### more efficient (lower cost)

- All of the above together can lead to significantly reduced cost
- Machines are quick and automated, faster pace=lower costs

---

## WEEK 3

---

## Competitive strategy and IS

IS helps achieve business objectives

Objectives come from

1. Examination of industry structure (what are competitors doing?)
  - o to understand opportunities and risks
  - o analysis of mkt structure, competition, strategic position
2. formulation of comp strategy
  - o to leverage opportunities and respond to risks
3. design org structure and processes to implement strategy
  - o by creating suitable internal structures
4. design (or buy) and implement IS (features, applications) to execute processes
  - o by designing efficient BPs
5. facilitation through IS
  - o by designing and implementing IS

## 5 forces

need to judge whether low, moderate or high

- bargaining power of customers
- bargaining power of suppliers