Executive information system (EIS)

- A highly interactive system that provides a flexible access to information for monitoring results and general business conditions

- Use both internal and competitive information

- User-friendly interface
Expert Systems

- Support professionals faced with complex situations requiring expert knowledge in a well-defined area
  - They represent human expertise also called knowledge-based systems
  - Typically use if-then rules
  - Used as interactive advisors or as automated tools
Communication Systems

- Sharing information in many different forms
- Teleconferencing
  - The use of electronic transmission to permit same-time different-place meetings
- Audio conferencing
  - a single telephone call involving 3 or more people
- Audio-graphic conferencing
  - an extension of audio conferencing, permitting the participants to see graphical material
- Videoconferencing
  - interactive meeting involving groups of people that can see each other using display screens
- E-mail, Voice Mail, and Fax
- Instant Messaging and Chat
Information Systems: Types

- Information System Categories Related to Specific Functional Areas of Business.

  - Cross-Functional Systems
  - Management Support Systems
  - Operations Support Systems