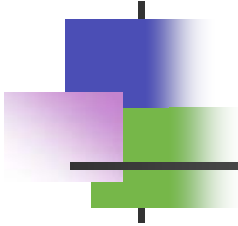


Decision support system (DSS) (Cont.)

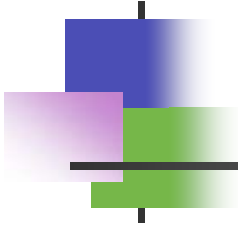
■ Executive information system (EIS)

- 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



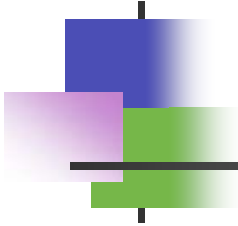
Expert Systems

- 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

Preview from Notesale.co.uk
page 24 of 25

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

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