What is information system? is a collection of components that work together to provide information to help in the operations and management of an organization. An Information System collects, processes, stores, analyzes, and disseminates information for a specific purpose Information System is an *arrangement of people, data, processes, information presentation, and IT* that interact to support and improve day-to-day operations in an organization (As well as support the problem solving and decision making needs of various people) .

An Information System is not necessarily be computerized. What information does this system provide? .Periodically the system reports on the books available, books overdue, membership, Calculates fines for overdue books, Check for valid membership. An Information System accepts facts or data from outside the system, stores and processes the facts, and produces the results for use outside the system.

When you go to a fast food restaurant and buy a hamburger, the counter person is the user of the retail food system. When you go to a retail goods store and buy some essential items, the cashier is the user of, the point of sales system. **Direct Users** - Users may use an information system **directly** by pressing keys on a computer keyboard or by operating a piece of equipment that sends input data to a computer.

So, we need a way to categorize Information Systems…there are many ways,By number of people whose work is affected by the system,By organizational structure,By major functions,By support provided.Types of information systems, Personal Information Systems,Workgroup Information Systems,Organizational Information Systems,Inter-organizational Information systems,Global Information systems.Benifits of information systems, Better information,Improved service,Increased productivity,Competitive Advantage.

 Information systems transform business,Increase in wireless technology use, Websites,Increased business use of Web technologies,Cloud computing, mobile digital platform allow more distributed work, decision-making, and collaboration.Globalization opportunities-Internet has drastically reduced costs of operating on global scale,Presents both challenges and opportunities. In the emerging, fully digital firm.Significant business relationships are digitally enabled and mediated,Core business processes are accomplished through digital networks,Key corporate assets are managed digitally,.

Growing interdependence between ability to use information technology and ability to implement corporate strategies and achieve corporate goals. Business firms invest heavily in information systems to achieve six strategic business objectives.Improvement of efficiency to attain higher profitability,Information systems, technology an important tool in achieving greater efficiency and productivity.

Early computers: Computing in 1945 ,Extremely difficult to use,Large & expensive,Used by specialists for scientific calculations.**Late 1950s - 1970s, Mainframe computers and dumb terminals**,Batch processing,Time sharing ,No graphical interfaces.**In 1980s**.Invention of a microprocessor.Development of PC's - major landmark,Start using computers by people, customers and end users of Business organizations.

Technology is configured into *Information systems* that help manage *information* to improve *organizational performance. Used to manage the administrative functions in an office environment and are often critical to service-based industries*

Workflow management systems (WFMS)*-Automate a business process by providing a structured framework to support the process as follows:-Assign tasks to people,Allow collaboration between people -sharing tasks,Retrieve information needed to complete-a task e.g. customer details*

These systems support and control manufacturing processes.Expert systems-Based on Artificial Intelligence technologies.Computer system that emulates the decision-making ability of a human expert. Represent the knowledge and decision-making skills of specialists.