

# Classes of Information Systems

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# Classes of Information Systems

- Transaction processing systems
- Management information systems
- Decision support systems
- Expert systems
- Office automation systems

# Transaction Processing

**Transaction processing** systems are information system applications that capture and process data about business transactions.

- Includes **data maintenance**, which provides for custodial updates to stored data.
- **Business process redesign** (BPR) is the study, analysis, and redesign of fundamental business (transaction) processes to reduce costs and/or improve value added to the business.

# Management Information Systems

A **management information system** (MIS) is an information system application that provides for management-oriented reporting. These reports are usually generated on a predetermined schedule and appear in a prearranged format.

# Decision Support Systems

A **decision support system** (DSS) is an information system application that provides its users with decision-oriented information whenever a decision-making situation arises. When applied to executive managers, these systems are sometimes called **executive information systems** (EIS).

- A **data warehouse** is a read-only, informational database that is populated with detailed, summary, and exception data and information generated by other transaction and management information systems. The data warehouse can then be accessed by end-users and managers with DSS tools that generate a virtually limitless variety of information in support of unstructured decisions.

# Expert Systems

An **expert system** is a programmed decision-making information system that captures and reproduces the knowledge and expertise of an expert problem solver or decision maker and then simulates the “thinking” or “actions” of that expert.

- Expert systems are implemented with **artificial intelligence** technology that captures, stores, and provides access to the reasoning of the experts.

# Office Automation Systems

**Office automation (OA)** systems support the wide range of business office activities that provide for improved work flow and communications between workers, regardless of whether or not those workers are located in the same office.

- **Personal information systems** are those designed to meet the needs of a single user. They are designed to boost an individual's productivity.
- **Work group information systems** are those designed to meet the needs of a work group. They are designed to boost the group's productivity.



Thankyou