

# Types of Information Systems

- **Transaction Process Systems (TPS)**
- **Management Information Systems (MIS)**
- **Decision Support Systems (DSS)**
- **Executive Information Systems (EIS)**
- **Expert Systems**
- **Communications and collaboration Systems**
- **Office Automation Systems**

# Transaction Process Systems (TPS)

- Capture and process data about business transactions



**Airline Reservations**



**Bank deposit and  
withdrawal**

# Management Information System (MIS)

- Designed for management oriented reporting
- Based on transaction processing and operations of the organization



**Production scheduling**



**Inventory reporting**

# Decision Support System (DSS)

- Helps to identify decision making opportunities
- Provides information to help make decisions
- Provides its user with decision-oriented information whenever decision making situation arises.



Executes at work  
With DSS

# Executive Information Systems

- Designed for top-level managers.
- Supports the planning and assessment needs of executive managers.
- Integrates data from all over the organization into “at-a-glance” graphical indicators and controls.



# Expert Systems

- An expert system is a programmed decision making information system.
- Capture and reproduce the knowledge and expertise of a decision maker
- Simulates the “thinking” of the expert.



# Communications and Collaboration Systems

- Enables more effective communications between
  - Workers
  - Partners
  - Customers
  - Suppliers
- Enhance their ability to collaborate



# Office Automation Systems

- Supports the wide range of business office activities
- Provides improved work flow between workers.

