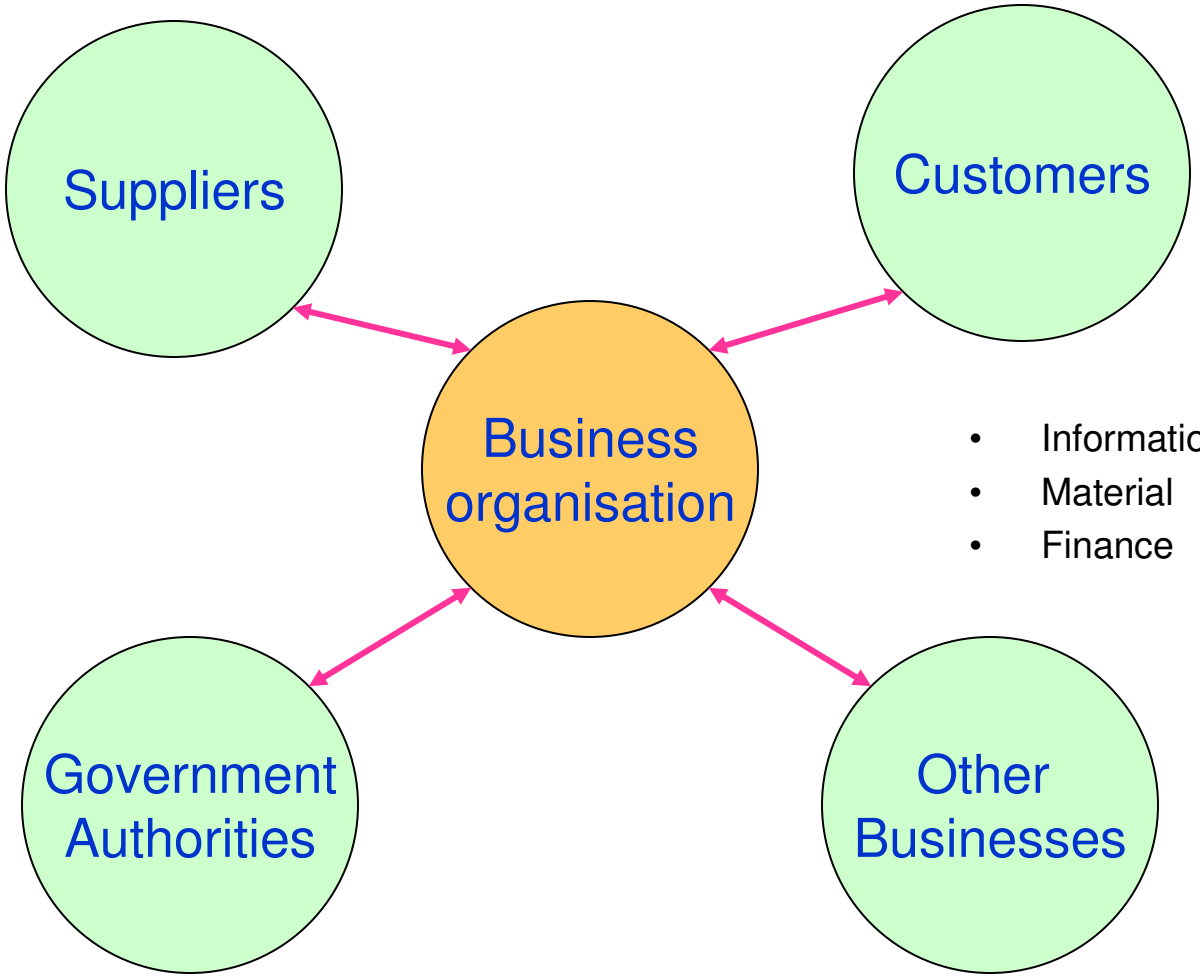
5.1. Internal Business Processes

© 2008, University of Colombo School of Computing

Interactions with external World

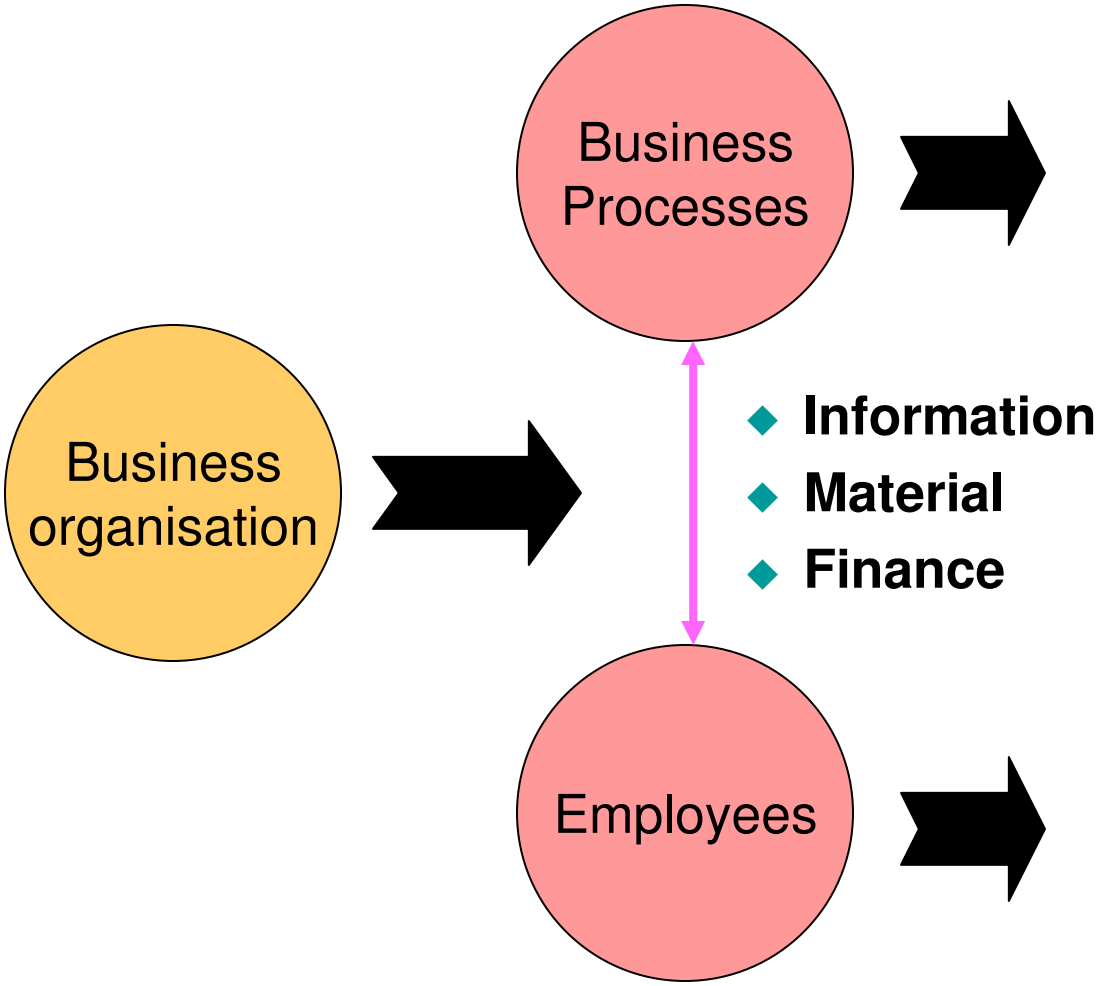


- Information
- Material
- Finance

Trust Relationships
Security
Convenience
Quality of Service

© 2008, University of Colombo School of Computing

Business Processes



- External Business Processes
  - Marketing
  - Distribution
- Internal Business

Organisation Structure

  - Production
  - Payroll

© 2008, University of Colombo School of Computing

Nature of Interactions

Business Organisation

Information
Material
Finance

Trust Relationships
Security
Convenience
Quality of Service

© 2008, University of Colombo School of Computing

Impact of Information Technology

Business Organisation

Information
Material
Finance

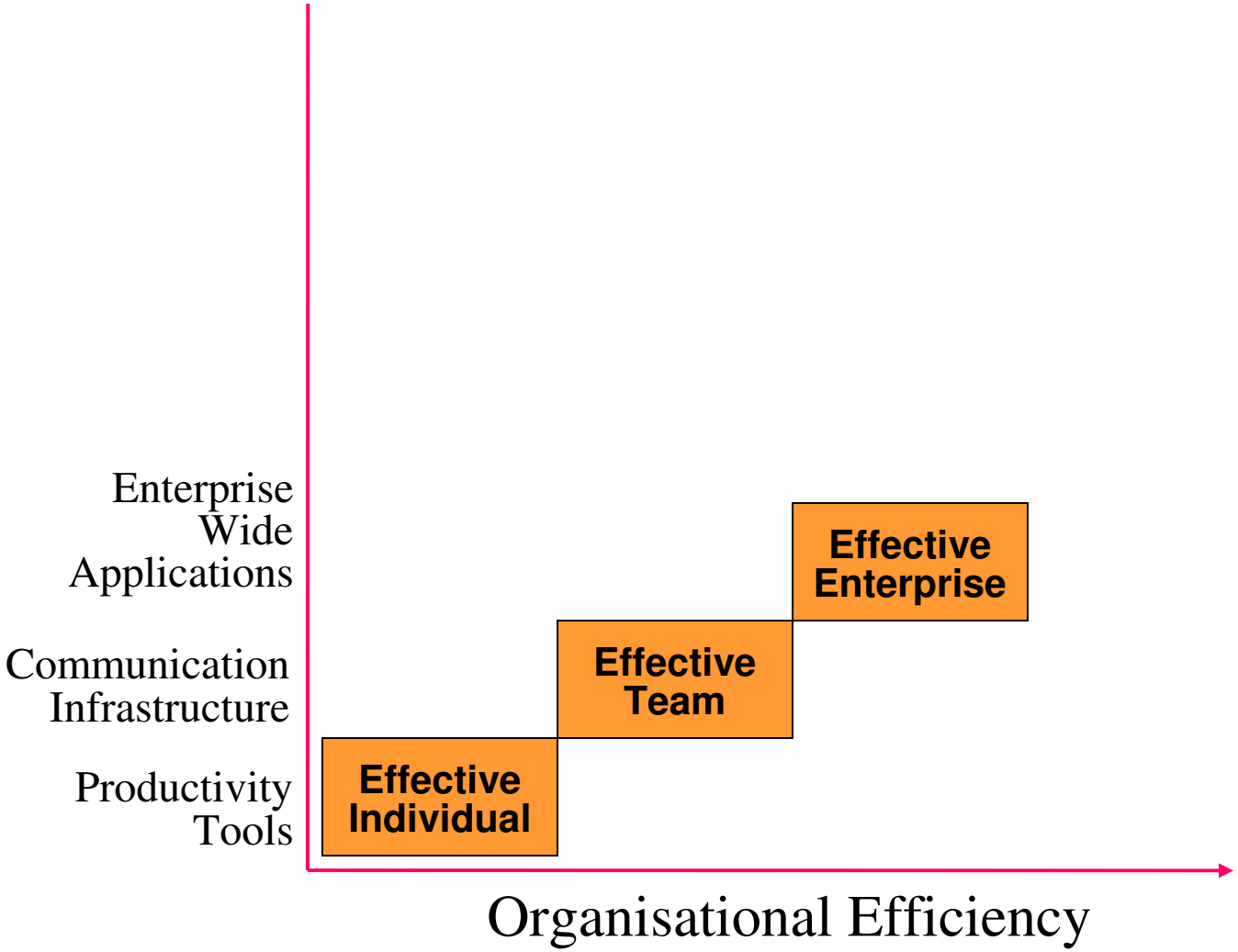
Trust Relationships
Security
Convenience
Level of Service

From Atoms to Bits
From place to space
From Brick to click
From Real to Virtual

© 2008, University of Colombo School of Computing

Internal Processes

Business Organisation



© 2008, University of Colombo School of Computing