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Nota di contenuto	<p>""Part I Information systems in a business environment""; ""1 Introduction""; ""2 Information technology in a business environment""; ""2.1 The organization as a system""; ""2.1.1 Business Processes""; ""2.1.2 The value chain""; ""2.1.3 Value systems and the supply chain""; ""2.2 information systems""; ""2.3 Information technology in businesses""; ""2.3.1 Data processing""; ""2.3.2 Task automation""; ""2.3.3 integrated information systems""; ""2.4 The benefits of information systems""; ""2.5 Information systems and competitive advantage""; ""3 A framework for information management"" ""3.1 A framework""""3.2 The information systems""; ""3.2.1 The domains""; ""3.2.2 The life cycle""; ""3.3 IT Management""; ""3.4 IT Governance""; ""Part II Business Information Systems""; ""4 Operational information systems""; ""4.1 Classification of operational systems""; ""4.2 Office applications""; ""4.3 intranets""; ""4.4 Knowledge management systems""; ""4.5 Sales and marketing""; ""4.6 Production""; ""4.7 Financial management and accounting""; ""4.8 Human resources management""; ""4.9 Integrated business information systems""; ""4.10 E-business and e-commerce"" ""4.10.1 Types of e-business""""4.10.2 Phases in the adoption of e-business""; ""4.10.3 E-business infrastructure""; ""4.10.4 e-business security""; ""4.10.5 Advantages and disadvantages of e-business""; ""5</p>

Management information systems"; "5.1 The architecture of a business intelligence system"; "5.2 The data warehouse"; "5.3 The ETL process"; "5.4 Data warehouse analysis"; "5.4.1 Reports"; "5.4.2 On-line analytical processing"; "5.4.3 Data mining"; "Part III The information systems life cycle"; "6 The conception of information systems"; "6.1 Preparation"; "6.2 The current situation"; "6.3 The desired situation"; "6.4 The transition"; "7 IT Architecture"; "7.1 The ISO/IEC 42010 architecture standard"; "7.2 The Zachman framework"; "7.3 TOGAF"; "7.3.1 The architecture development method"; "7.3.2 The ADM guidelines and techniques"; "7.3.3 Using TOGAF"; "7.4 Architectural views and models"; "7.4.1 The conceptual view"; "7.4.2 The design view"; "8 System development"; "8.1 to buy or to develop?"; "8.2 Application development methodologies"; "8.2.1 Linear methodologies"; "8.2.2 Iterative software development"; "8.2.3 Agile software development"; "8.2.4 Package implementation"; "8.3 Implementation models"; "8.4 Programming languages"; "8.4.1 Generations of programming languages"; "8.4.2 Low-level programming languages"; "8.4.3 Procedural languages"; "8.4.4 Non-procedural languages"; "9 Information systems roll-out"; "9.1 Roll-out preparation"; "9.2 Deployment"; "9.3 Initial operations"; "10 IT Operations"; "10.1 Information systems management"; "10.1.1 Business process management"; "10.1.2 Data management"; "10.1.3 Application management"; "10.1.4 Infrastructure management"

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