

1. Record Nr.	UNINA9910789308003321
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Titolo	Integrated management of processes and information / / Kenneth A. Shaw
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2013
Edizione	[First edition.]
Descrizione fisica	1 online resource (204 p.)
Collana	Quantitative approaches to decision making collection, , 2163-9582
Disciplina	658.4038
Soggetti	Business information services Information resources management Decision support systems Management information systems
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Part of: 2013 digital library.
Nota di bibliografia	Includes bibliographical references (pages 171-176) and index.
Nota di contenuto	Contents -- List of illustrations -- Preface -- Acknowledgments -- Introduction -- 1. Changing role of processes and information -- 2. Nature of information -- 3. Modeling integrated information and processes -- 4. Use and acquisition of information -- 5. Alphabet soup, big data, cloud computing, DSS, ERP, VoIP -- 6. Managerial considerations -- Appendix A. Glossary -- Appendix B. Acronym and symbol definitions -- Appendix C. Excel tips and useful functions -- Notes -- References and bibliography -- Index.
Sommario/riassunto	Each step in a company's manufacturing, service, and information processes uses, creates, supplies, and stores information. In many businesses, the information processes are managed separately from other business processes. However, they should be considered together with other operations in a process to develop more effective and less-expensive methods for acquiring and using that information. Using a conversational tone, the author discusses a number of the procedural and managerial policy considerations for small and large businesses regarding information technology, process management, and business choices. The discussion focuses more on informing the reader about process-oriented concepts and management options available rather than providing specific recommendations regarding which process or

information strategy to use.

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