

8.1: Introduction

In the last seven chapters, we have gone through the first four components of an information system (IS). In this chapter, we will discuss the fifth component of information systems, which is a process. People build information systems to solve problems faced by people. Have you wondered how organizations use IS to run their organizations, help their people communicate and collaborate? That is the role of Business Processes in an organization.

This chapter will introduce you to three key concepts that are transforming modern businesses:

- Business process management: How companies improve workflows for greater efficiency
- Business process reengineering: Radically rethinking processes to maximize performance
- ERP systems: Software that integrates data across departments

These ideas will show you how aligning information systems with well-designed business processes can bring competitive advantages. We'll use examples of processes you interact with daily - ordering products, customer service, project collaboration. Let's get started!

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