

Management Support System

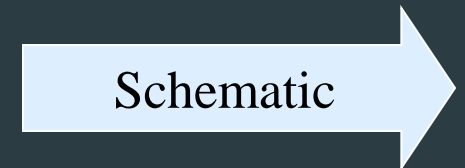
Types of Management Information Systems

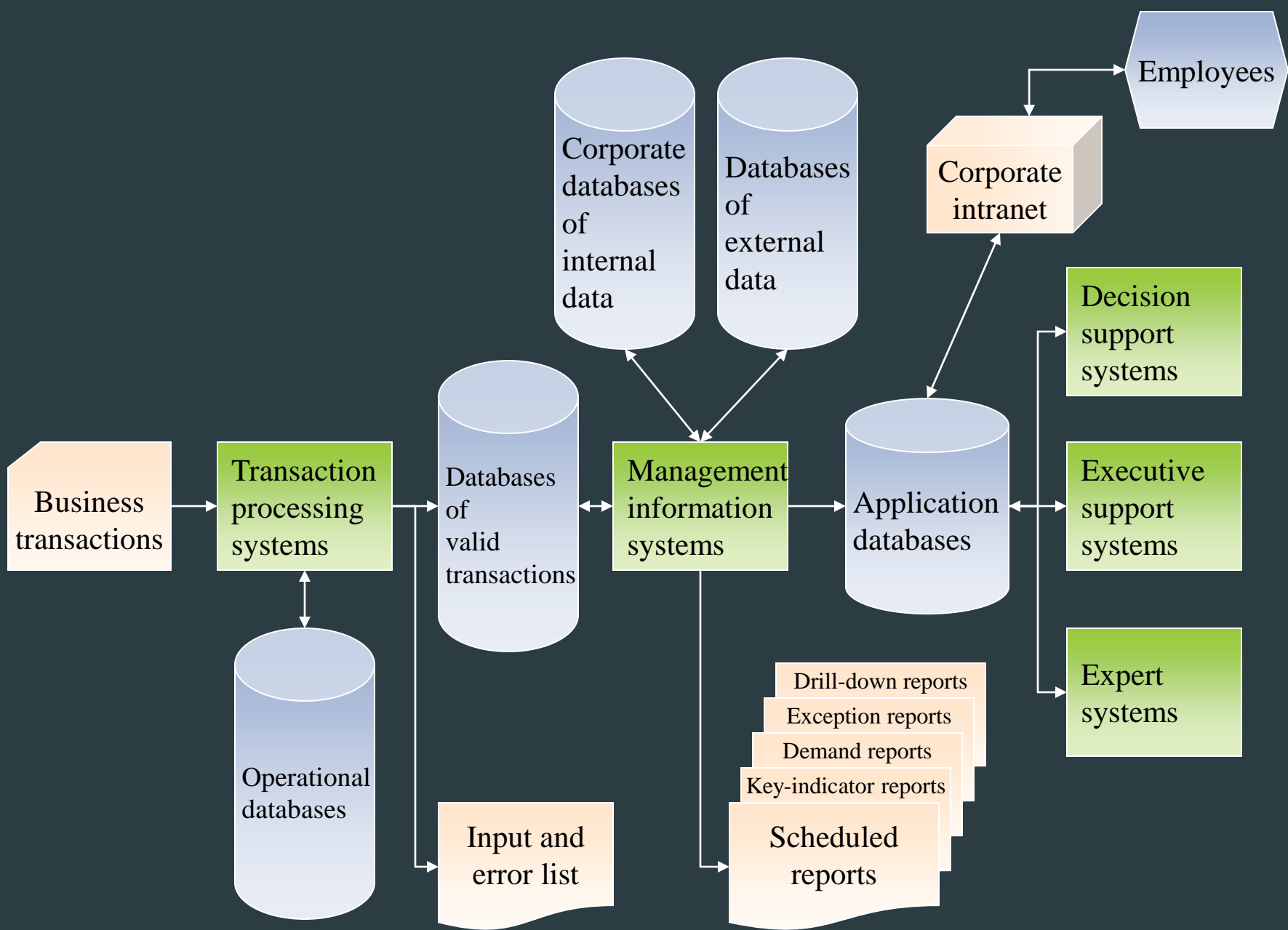
Course Code: CIS 414

Management Information Systems (MIS)

- ▶ Management information system (MIS)
 - ▶ An MIS provides managers with information and support for effective decision making, and provides feedback on daily operations
 - ▶ Output, or reports, are usually generated through accumulation of transaction processing data
 - ▶ Each MIS is an integrated collection of subsystems, which are typically organized along functional lines within an organization

Sources of Management Information





Outputs of a Management Information System

▶ Scheduled reports

- ▶ Produced periodically, or on a schedule (daily, weekly, monthly)

▶ Key-indicator report

- ▶ Summarizes the previous day's critical activities
- ▶ Typically available at the beginning of each day

▶ Demand report

- ▶ Gives certain information at a manager's request

▶ Exception report

- ▶ Automatically produced when a situation is unusual or requires management action

Scheduled Report Example

Daily Sales Detail Report						
Prepared: 08/10/xx						
Order #	Customer ID	Sales Rep ID	Ship Date	Quantity	Item #	Amount
P12453	C89321	CAR	08/12/96	144	P1234	\$3,214
P12453	C89321	CAR	08/12/96	288	P3214	\$5,660
P12453	C03214	GWA	08/13/96	12	P4902	\$1,224
P12455	C52313	SAK	08/12/96	24	P4012	\$2,448
P12456	C34123	JMW	08J/13/96	144	P3214	\$720

Key Indicator Report Example

Daily Sales Key Indicator Report			
	This Month	Last Month	Last Year
Total Orders Month to Date	\$1,808	\$1,694	\$1,014
Forecasted Sales for the Month	\$2,406	\$2,224	\$2,608

Demand Report Example

Daily Sales by Sales Rep Summary Report

Prepared: 08/10/xx

Sales Rep ID	Amount
CAR	\$42,345
GWA	\$38,950
SAK	\$22,100
JWN	\$12,350

Exception Report Example

Daily Sales Exception Report – ORDERS OVER \$10,000						
Prepared: 08/10/xx						
Order #	Customer ID	Sales Rep ID	Ship Date	Quantity	Item #	Amount
P12453	C89321	CAR	08/12/96	144	P1234	\$13,214
P12453	C89321	CAR	08/12/96	288	P3214	\$15,660
P12453	C03214	GWA	08/13/96	12	P4902	\$11,224
...
...

Outputs of a Management Information System

Drill Down Reports

Provide detailed data about a situation.

Earnings by Quarter (Millions)			
	Actual	Forecast	Variance
2 ND Qtr 1999	\$12.6	\$11.8	6.8%
1 st Qtr 1999	\$10.8	\$10.7	0.9%
4 th Qtr 1998	\$14.3	\$14.5	-1.4%
3 rd Qtr 1998	\$12.8	\$13.3	-3.0%

Etc. See Figure 9.2