Integrating MIS Topics: The Systems Approach
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Strategic Information Systems

**Strategic Planning:
Why do it?**

**What Can be
Done?**
*Decision
Support
Systems*

Why? | How?

**Tactical Planning:
What to do?**

**Complementary
Actions**

What should be

No

Why? | How ?

Assumptions

- **Causal**
- **Factual**

Was it a Success?
*Management Reporting
Systems*

Yes

Maintain

What is
(Retrieve)

**Operational Planning:
How to do it?**

*Knowledge-Based
Systems*

Expert Systems

**Database
Management Systems**

(Store)

Instructions

Recording what was done
Transaction Processing Systems
- Foundations of TPS
- Integrated TPS: ERP/CRM/SCM
- Web-based TPS (E-Business)

Operational Systems: Doing it
- Process Mapping
- Process Re-engineering
- Automation