



MODULO NAME Managing Business Information
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Information Systems: Systems at HSBC Bank

HSBC Bank uses information systems to carry out its operations worldwide in real-time. These systems allow the bank to process millions of financial transactions securely. They also provide online and mobile banking, offer 24/7 customer support, and support data-driven lending and fraud detection decisions. The key roles of information systems in business are to

1. improve operational efficiency by automating routine tasks,
2. enable faster and more accurate decision-making,
3. meet customer expectations,
4. ensure data security while reducing risks, and
5. gain a competitive edge by adjusting operations as needed.

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The Main Types of Business Information Systems

There are four levels of information systems in a business, organized from operational to strategic levels.

1. Operational Level: Transaction Processing Systems (TPS)
 - Role: Record, process, and store data about business operations such as sales, purchases, and payments.
 - Significance: It is the backbone of all other information systems; without it, a business cannot operate.
 - Impact: TPS improves operational efficiency while lowering costs and errors.
 - Example: Point of Sale (POS) systems, Automated Teller Machines (ATMs), and Payroll systems.
2. Managerial Level: Management Information Systems (MIS) and Decision Support Systems (DSS)
 - Role: MIS analyzes the data processed by TPS and produces managerial reports to aid decision-making. DSS helps in solving unstructured decision problems.
 - Significance: It assists managers in making quicker and more accurate decisions based on information from lower-level systems.

