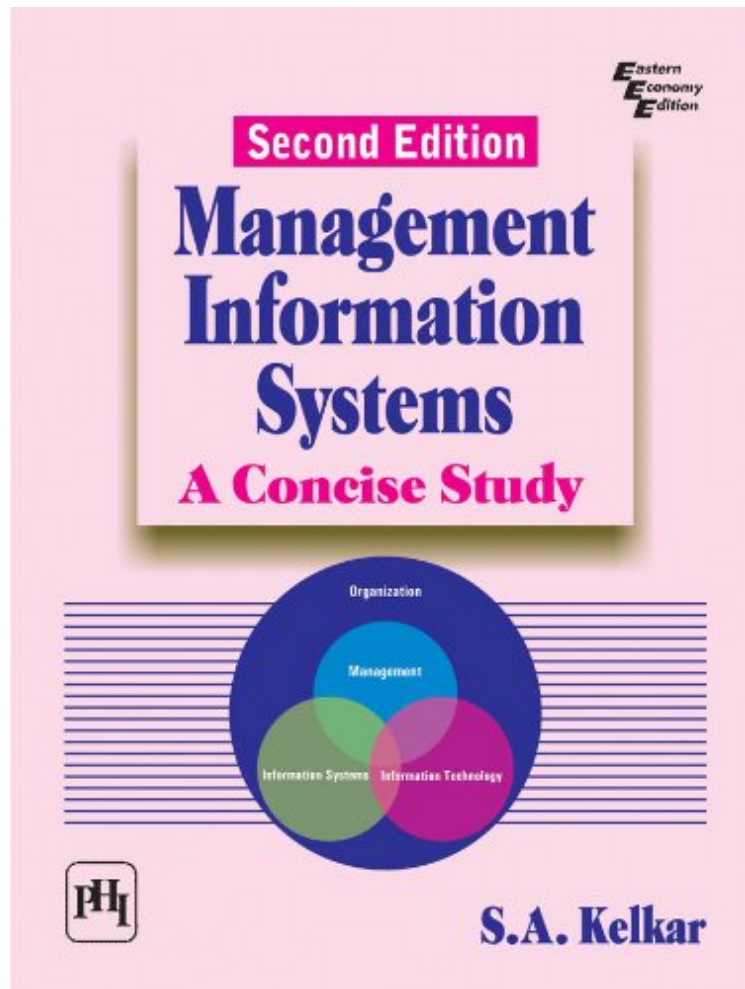


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It is widely recognized that the knowledge of information systems is very much essential in today's business organizations to survive and prosper. This book, in its second edition, provides students with a conceptual framework to understand information systems. The focus of information systems (irrespective of the level of use of information) is on producing quality information needed to facilitate decision making. The objective of this book is to capture the material on information systems and organize it around a framework that offers a current and relevant knowledge based on information system by providing just the adequate amount of material in a concise format. The book is organized in three parts: (i) Information systems basics, (ii) Managing with information and (iii) Managing

information resources. Though the main structure of the second edition remains the same, the chapters have been updated and revised as per the recent development in the fields of information technology. Besides this, a new chapter is added to explain the concepts like e-business, Customer relationship management (CRM), Enterprise resources and planning (ERP) and Supply chain management (SCM), comprehensively. Intended for the students of computer applications (BCA and MCA) and management (BBA and MBA), and the undergraduate students of Computer Science engineering, the book is equally useful for the busy professionals who wish to grasp the essentials of management information systems, without attending a formal instructional course.