

Table of Contents

| | |
|---|-----|
| Chapter 1: Information Systems and You | 1 |
| Chapter 2: Business Process Management and Decision Making | 38 |
| Application Extension 2a: Introduction to Business Processing Modelling with MS Visio | 76 |
| Chapter 3: Productivity, Innovation and Strategy | 92 |
| Application Extension 3a: Introduction to Microsoft Excel | 130 |
| Chapter 4: Hardware and Software | 146 |
| Chapter 5: Database and Content Management | 193 |
| Application Extension 5a: Database Design | 231 |
| Application Extension 5b: Using Microsoft Access | 259 |
| Chapter 6: Networks and Collaboration | 275 |
| Chapter 7: Competitive Advantage and Business Process | 315 |
| Chapter 8: Decision Making and Business Intelligence | 355 |
| Chapter 9: E-Commerce, Social Networking and Web 2.0 | 400 |
| Chapter 10: Acquiring Information Systems Through Projects | 435 |
| Application Extension 10a: Introduction to Microsoft Project | 472 |
| Chapter 11: Structure, Governance and Ethics | 485 |
| Chapter 12: Managing Information Security and Privacy | 520 |