



# Improving an existing CIS by examining customer decisions, development, and planing to increase the effectiveness for ISC and ISM

By Peter Sauer

Diplom.De Aug 2002, 2002. Taschenbuch. Book Condition: Neu. 210x148x8 mm. This item is printed on demand - Print on Demand Titel. Neuware - Diploma Thesis from the year 2002 in the subject Business economics - Business Management, Corporate Governance, grade: 1,0, University of Applied Sciences Aalen (unbekannt), language: English, abstract: Inhaltsangabe: Abstract: More and more companies apply electronic information systems in all their business areas. In the past, many of these systems pertained to one specific user group. However, due to high efforts and investments for maintaining these information flows, companies tend to increase the amount of attracted user groups. Thereby, the users must deal with more and more information every day. In addition, they must select the relevant information, which serves as a basis for their decisions, on their own. This procedure and the included irrelevant information generate high efforts due to re-work requirements. Therefore, users reject more and more information. All these conditions combined with a two-user group-oriented customer information system require output adjustments to the userspecific needs. Consequently, it is necessary to identify the users, their needs, and the potential effectiveness of specific information provided by a specific system. This thesis refers to theoretical analysis models for generating...

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