

12TH EDITION

INTRODUCTION TO INFORMATION SYSTEMS

JAMES A. O'BRIEN

# INTRODUCTION TO INFORMATION SYSTEMS

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**JAMES A. O'BRIEN**



## List of Real World Cases

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#### Chapter 1: Foundations of Information Systems in Business

- Amazon.com: Success with Information Technology
- Kodak, HP and Amersham Biosciences: Information Systems for Sales Support
- Aviall Inc.: From Failure to Success with Information Technology
- Pacific Gas & Electric Co.: Developing Customer Service Information Systems

#### Chapter 2: Competing with Information Technology

- GE, Dell, Intel and Others: The Competitive Advantage of Information Technology
- Intec Engineering: The Strategic Value of Knowledge Management Systems
- Progressive, Yellow, JetBlue, and Gentex: Using Information Technology for Competitive Advantage
- CDW and Harrah's Entertainment: Developing Strategic Customer-Loyalty Systems

#### Chapter 3: Computer Hardware

- Progressive Insurance and UniFirst Corp.: The Business Case for Mobile Computing Systems
- Delta and Northwest Airlines: The Business Value of Customer Self-service Kiosks
- Nappi Distributors and Old Dominion Freight Line: The Business Value of Wireless Handhelds
- Wisconsin Physicians Service and Winnebago: Moving to Linux on the Mainframe

#### Chapter 4: Computer Software

- Intuit and Lone Star Doughnuts: The Small Business Software Challenge
- Wells Fargo and Others: Business Applications of Web Services
- Merrill Lynch and Others: The Growth of Linux in Business
- Mark's Work Wearhouse and Others: Using Java in Business

#### Chapter 5: Data Resource Management

- Argosy Gaming Co.: Challenges in Building a Data Warehouse
- Owens & Minor and Vivendi Universal: Protecting Strategic Data Resources
- Henry Schein Inc.: The Business Value of a Data Warehouse
- Anadarko Petroleum and Prudential Financial: Challenges of Data Resource Management

#### Chapter 6: Telecommunications and Networks

- Celanese Chemicals and Others: Wireless Business Applications
- Con-Way, NOW and Trimble Navigation: The Business Value of GPS Satellite Networks
- UPS, Wells Dairy, Norrell, and GM: The Business Value and Challenges of Wi-Fi Networks
- Grant Thornton and Others: Return on Investment Challenges of Internet Phone Systems

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### **Chapter 7: Electronic Business Systems**

- Salesforce.com and Others: Challenges of Customer Relationship Management Systems
- GE Power Systems and Corporate Express: The Business Case for Enterprise Application Integration
- Welch's, Straightline, Skyworks, and Pella: The Business Value of Supply Chain Management
- Lowe Worldwide and HP: The Business Case for Swarming Collaboration

### **Chapter 8: Electronic Commerce Systems**

- eBay Inc.: Managing Success in a Dynamic Online Marketplace
- Corporate Express: The Business Value of Integrating Customer and Supplier Procurement Systems
- E-Trade and Wells Fargo: The Business Case for Clicks and Bricks e-Commerce
- Providence Washington Insurance and Tharco: The Business Value of an Online Customer Interface

### **Chapter 9: Decision Support Systems**

- Ben & Jerry's and GE Plastics: The Business Value of Business Intelligence
- Wal-Mart, BankFinancial, and HP: The Business Value of AI
- Proctor & Gamble and Others: Using Agent-Based Modeling for Supply Chain Management
- Boehringer Ingelheim: Using Web-based Tools for Financial Analysis and Reporting

### **Chapter 10: Developing Business/IT Solutions**

- Blue Cross, AT&T Wireless and CitiStreet: Development Challenges of Self-Service Web Systems
- InterContinental Hotels, Del Taco, and Cardinal Health: Implementation Strategies
- Du Pont and Southwire: Implementing Successful Enterprise Information Portals
- Wyndham International and Amazon.com: Cost-Effective IT

### **Chapter 11: Security and Ethical Challenges**

- F-Secure, Microsoft, GM, and Verizon: The Business Challenge of Computer Viruses
- Geisinger Health Systems and Du Pont: Security Management
- Banner Health, Arlington County and Others: Security Management of Windows Software
- Online Resources, Lehman Brothers and Others: Managing Network Security Systems

### **Chapter 12: Enterprise and Global Management of Information Technology**

- Chicago Board of Trade: From Failure to Success in Managing Information Technology
- Global Exchange Services and Allstate: Challenges and Solutions in Offshore Systems Development
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*Twelfth Edition*

**James A. O'Brien**

*College of Business Administration  
Northern Arizona University*



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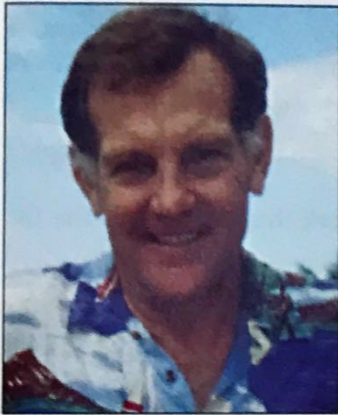
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James A. O'Brien is an adjunct professor of Computer Information Systems in the College of Business Administration at Northern Arizona University. He completed his undergraduate studies at the University of Hawaii and Gonzaga University and earned an M.S. and Ph.D. in Business Administration from the University of Oregon. He has been professor and coordinator of the CIS area at Northern Arizona University, professor of Finance and Management Information Systems and chairman of the Department of Management at Eastern Washington University, and a visiting professor at the University of Alberta, the University of Hawaii, and Central Washington University.

Dr. O'Brien's business experience includes working in the Marketing Management Program of the IBM Corporation, as well as serving as a financial analyst for the General Electric Company. He is a graduate of General Electric's Financial Management Program. He has also served as an information systems consultant to several banks and computer services firms.

Jim's research interests lie in developing and testing basic conceptual frameworks used in information systems development and management. He has written eight books, including several that have been published in multiple editions, as well as in Chinese, Dutch, French, Japanese, or Spanish translations. He has also contributed to the field of information systems through the publication of many articles in business and academic journals, as well as through his participation in academic and industry associations in the field of information systems.