1 INFORMATION MANAGEMENT - DEFINITIONS, TASKS, AND ROLES

1. What is typical for the 3rd stage of information management development?

2. Define the concept of information management.

3. Give at least 3 basic assumptions (abilities) for information managers.

4. What are the basic methods of information management?

5. How does information differ from material and financial resources?

2 DATA, INFORMATION, AND KNOWLEDGE

1. Define the term data

2. Define the term information

3. Define the term knowledge

4. Define the term syntax

5. Define the term semantics

6. What are the categories of information overload?

7. Define the concept of information literacy

3 INFORMATION SUPPORT

1. Define the concept of information support.

2. What are the most important information systems in terms of information ma-nagement support?

3. What are the most important information systems in terms of marketing information support?

4. What basic three components does the CRM include?

5. Which four main circuits typically cover an ERP system?

6. How do information sources differ according to availability?

1 INFORMATION MANAGEMENT - DEFINITIONS, TASKS, AND ROLES

1. Significant focus on efficiency and effectiveness in redesign and re-engineering of processes.

2. Information management is the process by which data is collected that is used to support decision-making and management processes at all levels of corporate governance.

3. Ability to see ahead, ability to formulate strategy, ability to manage teams, global IS / IT overview.

4. Method of analysis, synthesis, system approach, project approach, optimization, operative management.

5. From material and financial sources, the information differs in particular from the fact that their value decreases significantly over time and does not diminish.

2 DATA, INFORMATION, AND KNOWLEDGE

1. Data generally represent the reflection of certain phenomena, processes or proper-ties within a part of the real world. It is, therefore, the expression of certain facts and ideas in the prescribed form so that they can be transmitted and processed

2. Information is the result of data processing. Without data, no information could be generated. In conjunction with the data, the word "information" can be defined as data that are used to create a meaningful and useful context and can be used in the decision-making process.

3. The concept of knowledge can be characterized as a certain ability or information on how to use data and information in different situations.

4. The syntax is given by the rules for creating formal structures, and in the broader sense, it includes not only the traditional "grammar" (sentence composition) but also the shared form of writing and coding of symbols.

5. Semantics relates to the relationship of symbols and the designated reality, thus allowing symbols or their structures to impart content. At this level, we talk about messages or messages that contain information.

6. Exit, overlook, error, queue, filtering, multiple channels, escape.

7. It is the ability to process and use information in different formats, from different sources and the ability to understand them.

3 INFORMATION SUPPORT

1. Information support is a set of activities that support information-management, de-cision-making, and cognitive processes.

2. Managerial information systems, decision support systems, information systems to support top management.

3. Marketing Information System and Customer Relationship Management System.

4. Business processes, workers (human resources), technology.

5. Finance (sometimes referred to as the economy), human resources, production and logistics (in the case of non-production enterprises only logistics), marketing and sales.

6. Public, commercial and classified.