Assignment 1

Management Information Systems

Due 13/10/2004

Part-I: General Questions

1. What are the three major disciplines used in the behavioral approach to information systems? Which do you think would be most useful to an IS manager? Why?

2. Nothing is perfect. What are at least two negative results that can occur from the use of information systems?

3. E-payment
   - What is e-payment?
   - List and describe 10 examples of e-payment systems for E-commerce?

Part-II Electronic Commerce Project

You are the shipping clerk of a small firm that prints, binds and ships popular books for a mid-level publisher. Your production facilities are located in Albany, New York (zip code 12250). Your customer's warehouses are located in Rye, New York (10580), Irving, Texas (75015), Charlotte, North Carolina (28201), Sioux Falls, South Dakota (57117) and Tustin, California (92680). The company ships on average about 4 A boxes to each of the warehouses on an average day and about 8 B boxes daily. The production facility operates 250 days per year. Your books are usually shipped in one of two sized packages:
   - Height-9 inches, Length-13, Width-17 inches, Weight-45 lbs.
   - Height-10 inches, Length-6, Width-12 inches, Weight-16 lbs.

You task is to select the best shipper for your company. Compare three shippers, such as Federal Express, (http://www.fedex.com/) UPS, (http://www.ups.com) and the United States Post Office. (http://www.usps.gov) Consider not only costs, but also such issues as delivery speed, pickup schedules, drop-off locations, tracking ability and ease-of-use of the Web site.

Which service did you select? Explain why.