

Brief Contents

PREFACE 14

I **Information Systems in the Digital Age 29**

- 1** Business Information Systems in Your Career 30
- 2** Global E-business and Collaboration 68
- 3** Achieving Competitive Advantage with Information Systems 106
- 4** Ethical and Social Issues in Information Systems 142

II **Information Technology Infrastructure 181**

- 5** IT Infrastructure: Hardware and Software 182
- 6** Foundations of Business Intelligence: Databases and Information Management 222
- 7** Telecommunications, the Internet, and Wireless Technology 258
- 8** Securing Information Systems 300

III **Key System Applications for the Digital Age 341**

- 9** Achieving Operational Excellence and Customer Intimacy: Enterprise Applications 342
- 10** E-commerce: Digital Markets, Digital Goods 376
- 11** Improving Decision Making and Managing Knowledge 420

IV **Building and Managing Systems 461**

- 12** Building Information Systems and Managing Projects 462

GLOSSARY 503

INDEXES 518