



College of Hospitality
Industry Management
Suan Sunandha Rajabhat University

IBP2313

Introduction to Information Systems

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College of Hospitality
Industry Management
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Fundamentals of Computer-based Information Systems in Business Operations

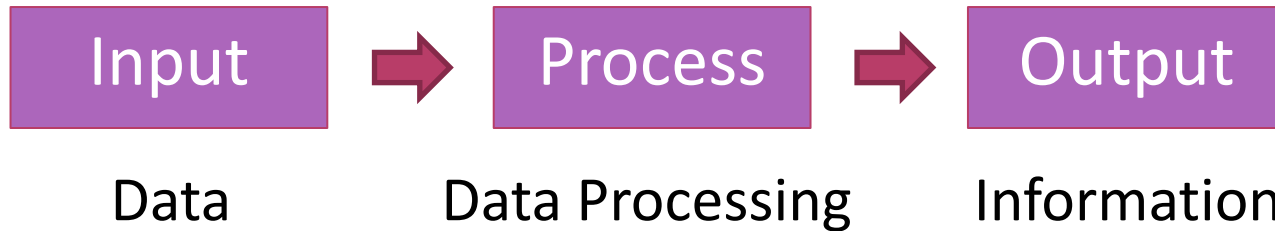


What is an information system?



Information System: IS

A typical system will have three components.



Sales Data

Year	Month	Day	Product	Quantity	Price	Total	Category
2019	01	01	Product A	100	1.50	150.00	Electronics
2019	01	02	Product B	200	2.00	400.00	Electronics
2019	01	03	Product C	50	3.00	150.00	Electronics
2019	01	04	Product D	100	1.00	100.00	Electronics
2019	01	05	Product E	200	0.50	100.00	Electronics
2019	01	06	Product F	100	1.00	100.00	Electronics
2019	01	07	Product G	100	1.00	100.00	Electronics
2019	01	08	Product H	100	1.00	100.00	Electronics
2019	01	09	Product I	100	1.00	100.00	Electronics
2019	01	10	Product J	100	1.00	100.00	Electronics
2019	01	11	Product K	100	1.00	100.00	Electronics
2019	01	12	Product L	100	1.00	100.00	Electronics
2019	01	13	Product M	100	1.00	100.00	Electronics
2019	01	14	Product N	100	1.00	100.00	Electronics
2019	01	15	Product O	100	1.00	100.00	Electronics
2019	01	16	Product P	100	1.00	100.00	Electronics
2019	01	17	Product Q	100	1.00	100.00	Electronics
2019	01	18	Product R	100	1.00	100.00	Electronics
2019	01	19	Product S	100	1.00	100.00	Electronics
2019	01	20	Product T	100	1.00	100.00	Electronics
2019	01	21	Product U	100	1.00	100.00	Electronics
2019	01	22	Product V	100	1.00	100.00	Electronics
2019	01	23	Product W	100	1.00	100.00	Electronics
2019	01	24	Product X	100	1.00	100.00	Electronics
2019	01	25	Product Y	100	1.00	100.00	Electronics
2019	01	26	Product Z	100	1.00	100.00	Electronics
2019	01	27	Product A	100	1.50	150.00	Electronics
2019	01	28	Product B	200	2.00	400.00	Electronics
2019	01	29	Product C	50	3.00	150.00	Electronics
2019	01	30	Product D	100	1.00	100.00	Electronics
2019	01	31	Product E	200	0.50	100.00	Electronics



Technology used to process the data → **IT**



Some known ITs



Excel: Calculate data, create charts, ...



Email: Send text messages and files



Cloud Drive: Save and share files



Card Reader: Make contactless payment



What about ISs?

- Collect data from users
- Save and organize data in appropriate forms
- Find and retrieve data when user request
- Do the calculation as needed
- Display results to users



Book/DVD Rental System



Movies

Number	Movie Name	Movie Code	Sub-Category	Category
1	COURT OF MONTE CRISTO	1	None	None
2	FLIGHT PLAN	2	None	None
3	ROCKY	3	New	None

Search by ...
 Number
 Name
 Code
 Barcode
Search Movie

Filter by ...
Category:
Sub-category:
 Show deleted items New Releases

Order By
 Product Name Product Code
 Sub-category Product No.
 Category Barcode
Refresh

Double click to rent the movie. Unquote Name

General Details | Stock / Pricing | Pictures | Current Rentals | Rental History

Movie Number: Movie Code: Barcode:

Movie Name: New Release

Movie Description:

Category: Sub-category:

Buttons: Add Movie, Delete Movie, Edit Movie, Barcodes, Export, Print, Clients, Statistics, Save, Cancel

<http://www.creative-software-solutions.info/html/movie.asp>



Library Management System



<https://www.eziline.com/product/college-library-system/>

We have one of these at <http://www.library.ssru.ac.th>



School Registration System



ลงทะเบียนด้วยตนเอง (Free Enrollment) >>

ตรวจสอบ >> ระบบประเมินการเรียนการสอน

คืนใบแจ้งหนี้ ผลการเรียนรายภาคเรียน

แบบฟอร์มสำหรับยื่น ผลการเรียนตามโครงสร้างหลักสูตร

ค้นหารายวิชาที่เรียน ผลการเรียนรายวิชา

เปลี่ยนรหัสผ่าน ผลการขอสำเร็จการศึกษา

คู่มือการใช้งาน

>> เมนูหลัก <<

หน้าแรก

ประกาศนียบัตรวิชาการ

กรอกประวัตินักศึกษาใหม่

ลงทะเบียนด้วยตนเอง

ค้นหารายวิชาที่เรียน

ค้นหาตารางเรียน

>> เมนูนักศึกษา <<

ค้นหาตารางเรียน

javascript:void(0);

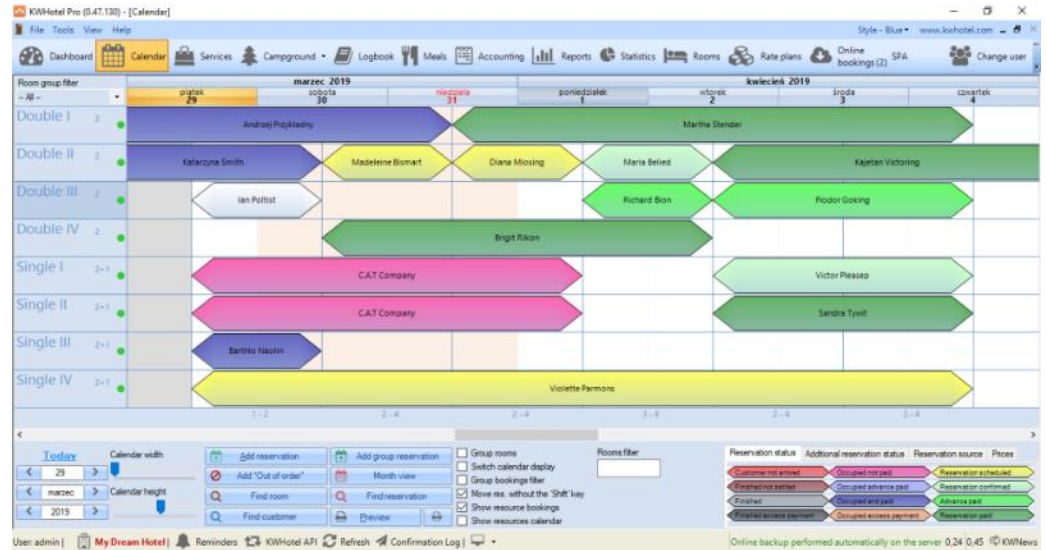
กลุ่มวิชา 14 : กลุ่มวิชาวิทยาศาสตร์และเทคโนโลยี

กลุ่มวิชา	ชื่อวิชา	หน่วยกิต	วิชาบังคับ	วิชาเอก	เกรด	ค่าลงทะเบียน	ภาคปี
GES1001	เทคโนโลยีสารสนเทศเพื่อการสื่อสารและการเรียนรู้	3(3-0-6)	Y	N	B	9.00	1/2565
GES1002	วิทยาศาสตร์และเทคโนโลยีกับอนาคตชีวิต	3(3-0-6)	Y	N	A-	11.25	1/2565
GES2002	การคิดและการตัดสินใจ	3(3-0-6)	N	N	C+	7.50	1/2566
รวมหน่วยกิตกลุ่มวิชาอื่น			จำนวนหน่วยกิตที่เรียนได้ / จำนวนหน่วยกิตที่ต้องเรียน				ผ่าน
9				9 / 8			



<https://reg.ssru.ac.th>

Property (Hotel) Management System



<https://kwhotel.com>



Can connect with OTAs (Agoda, Hotels.com, ...) and GDS (Amadeus, Oracle, ...)

Ticket Reservation System



- Transportation
- Cinema
- Restaurant
- ...

<https://codecanyon.net/item/ebus-online-bus-reservation-ticket-booking-system/14374387>



Ways to develop a new IS



1. Integration of existing systems

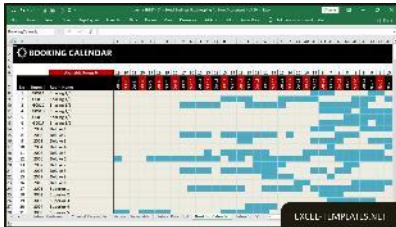
Use what we have in hands to create a new system to suit our needs.

Examples



A screenshot of a web-based form creation interface. The question is "1. What would you like to do?". There are two radio button options: "Beach" and "Option 2". Below the options are links for "+ Add option" and "+ Add 'Other' option". At the bottom, there are toggle switches for "Multiple answers" and "Required", and a green "+ Add question" button.

Use data collecting forms to create employee's database.



A screenshot of an Excel spreadsheet titled "BOOKING CALENDAR". The spreadsheet shows a grid of dates and reservation status. The columns represent dates from 1 to 31, and the rows represent different reservation categories. Blue cells indicate reservations. The bottom right corner of the spreadsheet shows the text "EXCEL - LAMPUS.NET".

Create a hotel reservation sheet using Excel.



Focus on using only what we have:

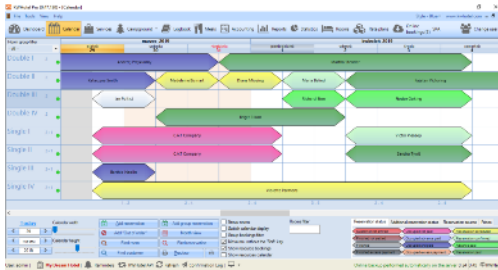
- Cheap to implement
- Easy to learn how to use
- To meet an urgent requirements
- To practice or find possibilities



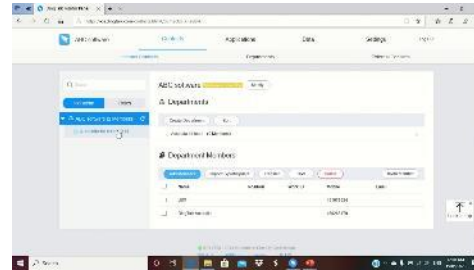
2. Use freeware

Ways better than applying general-purpose software and more specific to the task.

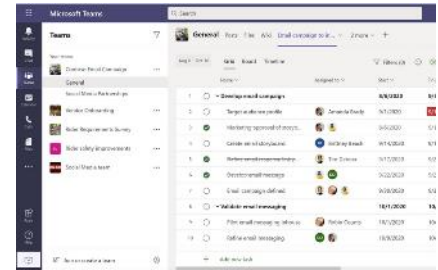
Examples



KW Hotel
(Hotel Management)



DingTalk
(Workspace Management)



Microsoft Teams
(Workspace Management)



Using freeware:

- No additional cost.
- Often have limited options.



A free version of KWHotel

- One station only
- Cannot connect to online agencies



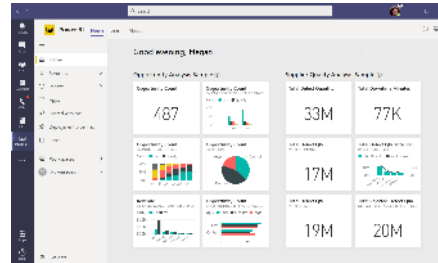
3. Use commercial hardware/software

- Quite expensive.
- More functions and supports.

Examples



Commercial POS
(Storefront Management)



Microsoft Power BI
(Business Analytics)

Symbol	Price	Change	Volume
SPY	1,422.00	+11.86	1,422,000
QQQ	1,425.79	+1.86	1,425,790
IBB	1,430.11	+1.90	1,430,110
SOX	1,435.00	+1.80	1,435,000
TECH	1,440.00	+1.80	1,440,000
FIN	1,445.00	+1.80	1,445,000

Auto Trader
(Stock Trading)



4. Custom-designed software

- The most expensive to develop.
- Best suit the tasks.

Examples



Starbucks POS



Custom warehouse system



Custom product design

