General Components of an Information System

<table>
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<th>Hardware</th>
<th>Software</th>
<th>Databases</th>
<th>Human Resources</th>
<th>Procedures</th>
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**Hardware** – The hardware consists of a dozen or more computers linked together by telecommunications hardware. Hand-held devices used as orders are picked, packed, and shipped are also included in the hardware category.

**Software** – The software consists of hundreds of different programs that coordinate communications among the computers, and still other programs that communicate the orders to the warehouses and the shipping companies.

**Databases** – A self-describing collection of integrated records.

**Human Resources** – Human resources consist of personnel such as development and maintenance managers, systems analysts, programmers, knowledge workers and operators, often with highly specialized skills.

**Procedures** – Hundreds of different procedures are followed by warehouse personnel, shipping companies, and customers.

**Types of Information Systems**
- Transaction Processing Systems (TPS)
- Management Reporting Systems (MRS)
- Decision Support Systems (DSS)
- Executive Information Systems (ESS)
- Office Information Systems (OIS)
- Professional Support Systems