

Fox Lake Facility Reservation & Maintenance Processes

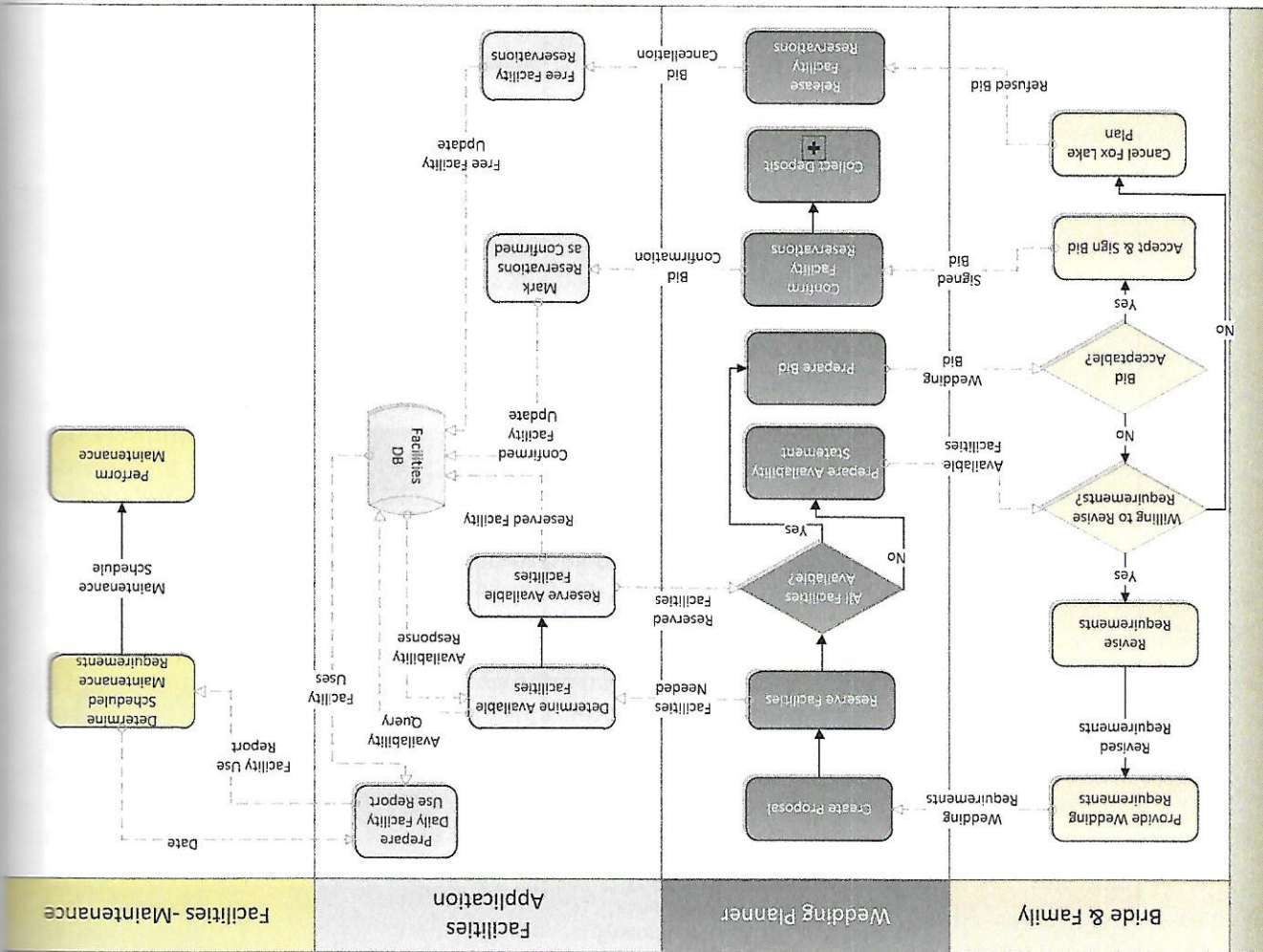


Figure 10-8 Fox Lake Wedding Planning and Facilities Maintenance Processes

Q4 Which Comes First, Business Processes or Information Systems?

This question is surprisingly hard to answer. It's difficult to answer in theory, and even more difficult to answer in practice. To understand why, you first need to understand how business processes and information systems relate.

How Are Business Processes and Information Systems Related?

To learn the relationship between business processes and information systems, examine Figure 10-9, which is a color-coded version of Figure 10-8. Information system elements are shown in bold colors. The Facilities database is shown in red. Facilities Reservation application programs are shown in orange, and procedures using the Facilities Reservation system are shown in blue. This process involves a second, separate billing information system that is processed in the Collect Deposit subprocess shown in green. The other activities in this process are not part of any information system. We can deduce three important principles from this figure. First, information systems and business processes are not the same thing. Information system elements