

Office Solutions Development

Topic 1:
Application Software and Business Processes

Course Code: CIS132
Module Leader: Md. Minhaj Hosen

Scope and Coverage

- ▶ This topic will cover:
 - ▶ How a wide range of application software supports various business processes and functions

Learning Outcomes

- ▶ By the end of this topic, students will be able to:
 - ▶ Identify and discuss types of business processes and functions
 - ▶ Broadly define application software
 - ▶ List the range of application software available
 - ▶ Discuss how application software supports business processes and functions
 - ▶ Evaluate the role of application software in business and describe how it can enhance and/or improve business processes and functions

Terminology

- ▶ Terminology will be explained in the lecture, tutorial and seminar. You should take notes!
- ▶ A glossary of the key terms will also be provided.
- ▶ Ask questions if you do not understand.

What are Business Processes and Functions?

- ▶ The terms *business process* and *business function* refer to various tasks, such as marketing, sales, distribution and accounting, which are performed regularly by a business.
- ▶ In medium and large businesses, departments are set up to deal with the requirements of each process and function, e.g. the Marketing Department.
- ▶ The activities of each department are interconnected, e.g. the Finance and Sales Departments.

Examples of Business Processes and Functions

- ▶ Advertising
- ▶ Distribution
- ▶ Finance
- ▶ Human Resources
- ▶ Logistics
- ▶ Management
- ▶ Manufacturing
- ▶ Marketing
- ▶ Production
- ▶ Purchasing
- ▶ Research and Development
- ▶ Sales
- ▶ Technical Support