

## Unit 34: Business Systems

**Unit code** M/508/0589

**Unit level** 5

**Credit value** 15

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### Introduction

The aim of this unit is to introduce students to the theoretical basis for business systems and their practical application. Students will understand and appreciate how business systems support the achievement of organisational objectives, particularly through the management of information and the use of Information Communications Technology (ICT) to gain a competitive advantage. Students will explore the role of systems within organisations, the management of business systems and analytical tools and techniques for monitoring and measuring control and delivery.

On successful completion of this unit students will have developed sufficient knowledge and understanding of the practical application of a business system to be able to utilise this 'tool' as a more effective and efficient manager. Students will also be able to contribute to the design of a business system in a workplace context.

### Learning Outcomes

By the end of this unit a student will be able to:

- 1 Evaluate the contribution of business systems to organisational performance.
- 2 Analyse the internal and external factors which have an impact on systems and processes.
- 3 Apply a range of analytical tools and techniques to business systems.
- 4 Recommend improvements in organisational processes and systems.

## Essential Content

### LO1 **Evaluate the contribution of business systems to organisational performance**

*Supporting the effectiveness and efficiency of an organisation:*

Definitions of business systems vs business processes.

How do business systems enable complex organisations to function?

How do business systems restrict or promote sustainable organisational performance?

Integrated business systems.

Perceptions and perspectives of systems.

The Systems Thinking approach and the use of Systems Thinking.

Strategic approach to business systems.

Business systems and the global context.

### LO2 **Analyse the internal and external factors which have an impact on systems and processes**

*Theory of constraints and the analysis of internal and external factors:*

Defining the theory of constraints.

How to identify the weakest link and how to manage it.

*External factors:*

Exploiting technology to have a competitive edge including virtual facilities management, improving broadband capability and using cloud technology.

Assessing the external and internal interoperability of systems.

Environmental analysis and implications.

Legal restrictions that influence systems and processes.

*Internal factors:*

The impact of organisational structures and employee motivation.

Different levels of interoperability.

Funding systems design and development.

### **LO3 Apply a range of analytical tools and techniques to business systems**

*Using analytical tools in the context of a business system:*

Selecting the most appropriate tool for the context and situation.

Systems analysis.

Process mapping.

Reverse engineering.

Stakeholder analysis.

CATWOE analysis.

### **LO4 Recommend improvements in organisational processes and systems**

*Analysing the design, implementation and monitoring of changes to a business system:*

Process design

Role of ICT in business improvement.

Data analysis and management.

Systems development techniques.

Monitoring, control and delivery using appropriate methods and techniques.

## Learning Outcomes and Assessment Criteria

Pass	Merit	Distinction
<b>LO1</b> Evaluate the contribution of business systems to organisational performance		<b>LO1 and LO2</b> <b>D1</b> Critically evaluate the external and internal factors that influence business systems within an organisational context and demonstrate how they contribute to sustainable organisational performance.
<b>P1</b> Determine the overall context and environment in which businesses operate. Defining functions, systems and processes. <b>P2</b> Evaluate the different types of business systems that are found in an organisation and assess how they contribute to sustainable organisational performance.	<b>M1</b> Conduct an in-depth evaluation of the business environment and business systems related to sustainable organisational performance.	
<b>LO2</b> Analyse the internal and external factors which have an impact on systems and processes		
<b>P3</b> Examine the internal and external factors that impact on business systems and processes. <b>P4</b> Analyse the constraints and the benefits of external and internal impacts upon systems and processes.	<b>M2</b> Critically analyse the impact of the wider internal and external environment on business systems, supported by application of appropriate concepts and theories.	

Pass		Merit	Distinction
<b>L03</b> Apply a range of analytical tools and techniques to business systems			<b>L03 and L04</b>  <b>D2</b> Develop an evidence-based critical analysis of a business system strategy, presenting recommendations to improve systems efficiency within an organisation.
<b>P5</b> Apply a range of techniques to test and improve business systems efficiency within an organisation.		<b>M3</b> Assess the effectiveness of applying a range of techniques to test and improve business systems efficiency.	
<b>L04</b> Recommend improvements in organisational processes and systems			
<b>P6</b> Make justified recommendations for improving existing business systems to enhance organisational efficiency and quality in an organisational context.		<b>M4</b> Present an evidence-based evaluation of an organisation's existing data infrastructure, making actionable and tangible recommendations for improvements.	

## Recommended Resources

### Textbooks

- HARRY, M. J. S. (2001) *Business Information: A Systems Approach*. London: Prentice Hall.
- KENDALL, K. E. and KENDALL, J. E. (2014) *Systems Analysis and Design*. Harlow: Pearson.
- MAGAL, S. and WOOD, J. (2009) *Essentials of Business Processes and Information Systems*. Oxford: Wiley.
- PALMER, A. and HARTLEY, B. (2012) *Business Environment*. Maidenhead: McGraw-Hill.

### Links

This unit links to the following related units:

*Unit 1: Business and the Business Environment*

*Unit 25: Principles of Operations Management*

*Unit 26: Supply Chain Management*

*Unit 33: Business Information Technology Systems*