Management Information Systems Necessity in Today’s World

Sepideh Soltankhah

Islamic Azad University, Department of management, Faculty of management and accounting, BOX 91735-413, Mashhad, Iran

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ABSTRACT

Management information system, as follows: Comprehensive and integrated, computer, user – machine which results performance provide information to support managers in the organization.[1] The goals of management information systems includes: To help create business value - using information technology to achieve higher goals - skills improvement from aspects of technology, organizational and human resource - make available relevant and needed information to efficiently accurately, controlled and timely - facilitate the integration of information flows in order to increase business value. On the other hand, management information systems for future prospects using of information technology as an enabler for the intelligent NPC is essential in the global competition.

Key words: Information systems, management information systems, business

Introduction

Equipping management with a management information system which assists management ability in making decisions, planning and controlling of organization has a historical process. And the historical excursion was initiated by concepts of double-entry which was presented by Lvkapaklyly in 1494. After that, until early twentieth century management information systems continued to move slowly and perhaps the reason was lack of human ability to preserve, protect and restore the data. By development of high capacity, speed and accuracy computers in the mid-twentieth century development and application of management information systems was developed by a another process and more quickly which its consequence was changes in the operations and activities of commercial organizations so their duties became as follows:

1- Centralized management and reliance on regions of information focus and utilization of advanced technology
2- Design and delivery of necessary information needed for management decision making, planning, organizing and controlling
3- Designing of management information system based on control and management information systems of projects

The results of these concepts are called MIS or management information system.[2]

Management Information Systems:

Today’s leaders are faced with abundance of information. System which is responsible for control and reproduction of information from, environmental world and commercial operations within the organization, and prepared necessary information for making decisions, planning and controlling by organizing and selecting data, is called management information system or MIS, data which should be processed as system information and must be understandable, repairable, maintainable. On the other hand, management systems and control devices have had many changes over time. These changes can be introduced in four areas, traditional control, bureaucratic control, charismatic control, informatics control. In traditional feudal structures, traditional control has been understood and implemented, control legacy was passed on to future generations and society adopted this kind of control structure as it was the tradition. In charismatic state, control were applied through the relation between leaders and followers. In this case, charismatic leaders chose the way of action, and followers followed them because they believed them. In bureaucracy, control is embedded in institutional structure, structure that was based on laws and regulations and had impersonal aspect and follow of it was necessary. At infocracy control was done through softwares. The collection of specialized knowledge and information has been grown. Infocracy can get any kind of information through electronic networks, use expert systems and equipped with all professional and specialized knowledge.[3]
Operation processing systems represent operations, designing and related reports can each special fields. But the need of mid-level managers to the compound reports of different operation fields shows necessity of data management systems. Manager obtain required reports by data bases and management system of data bases.

MIS provide required reports from TPS, combinational and handed it to managers. MIS can reveal pictures of deviations and discrepancies of determined programs. These information one being represented to manager in reasonable, interpretational and analyzable frames and pictures.

Data management system is helped to solve problem for protecting management activities which is done in an organization, provided information resource in an organization and helped to understand and recognition of problem. The aim of information management system is to increase procedure of presentation and control of information and to decrease guess and suspicion in solving different degrees of organization programs through recovery, reflection and feedback systems of information in order to complete new data. Information management system, also provide several operation to use one common base or information bank by increasing number of operators and data volume, information management system will need to a DBMS in order to true information management and best use of data in which by creating distribute data base, conflict of information due to systematic diversity will be rewarded. This is comprehensive and integrating concept in information management system.[4]

Necessity and importance of management information system:

In the past, manager recognize information as a expensive event while now a days suitable informational systems help them in decision making by representing on time, trustable information. Therefore, These systems should be seen as part of company asset. So from true managerial point of view, these systems are provider of problems solution raided from environment by help of technical information knowledge.

Management information systems and organizations have mutual effect on each other while mentioned system provide required information and has effect on structure, culture and other parts of organization by choosing new informational system, organization needs are being useful in designing this system in case that organization can use from new system. In fact, managers decide that which system is practical and how it being employed. Which achieve whatever they want regarding to structures policies, culture, surrounded environment of organization and managerial decisions.

So, it could be said that data management system is formal procedure of preparation and procurement of precise and exact information to facilitate decision making of managers at the time of planning controlling and making useful and optimum decision. Furthermore a suitable informational system can cause to create better and more reasonable relation for exchange of information and decrease of official redundant affairs through removing unnecessary operations and increase in function of different parts and eliminate the need to again writing of in formation in different parts of organization and create better controls in organization.

In addition, a good information system can lead to better and more rational relationship to share information and reduce unnecessary administrative work by eliminating unnecessary operations and accelerate the performance and the elimination of the need to reinvent the organization and control of information in sectors of the organization.[4]

Impact of changes in management information systems:

Since the Human Management Information System under the influence of computers and automation, Some unexpected changes in employee behavior may arise which importance of the human factor in bringing institutions. Employees of companies that had installed a data processing system for the first time, they feel fear. Employees are afraid of the computer that actually makes their of unemployment were in some cases too. Even where managers are not the size of its manpower due to computer to reduce, because management information system they control secrecy and the privacy as they enter, afraid. In this case, a program should be considered by managers to reduce or eliminate this fear. Managements can reduce by implementation of these measures the fear of employees:

1- Using the computer as a means of improving job giving boring repetitive tasks to computer and work that arouses their ability challenges;

2- Formal communication use to maintain employees awareness of the company's auspices;

Build a sure relationship between employees, information specialists and management;

3- Company objectives in direction to specify the needs of employees[5]

MIS Expert:

MIS Expert is a person who has the ability to manage information systems, is able to analyze the information needs of an organization, and can design a management system based on the Computer and
Management Science and implement it with his own leadership and supervision.

MIS professionals have a duty to assist an organization in such a way that it can invest in equipment, human resources and business processes to gain maximum profit. These business processes may involve development and designing of a new and different system and or create to apply new methods, with the aim of enabling existing systems resource and enhance user possibility. It is obvious that MIS expert must possess sufficient and comprehensive information to achieve its goal and to perform necessary analyses. And plan and develop a strong information system which is responsive to customer needs.[4]

MIS managers in organizations:

Due to the advantages of MIS such as closer relationships, more precise control, safer data collection, faster data processing and turn it into managers’ information, information systems management are used in planning, organizing, leading, motivating, reporting and controls. MIS will do these managerial practices with accuracy and efficiency over a less time in an organization. But to do these things, management must have an interface called Management Information Systems Director to provide better services for management.[6]

Practically managers of information system management should present daily reporting and useful information to Director of a company or institution for future planning and decision making. This manager requires information, computer and sophisticated system for gaining data and processing them. Then system management will also have systematic and managerial view and be able to use the facilities of information systems and information technology in which it requires the use of computer and information science.

MIS managers should be aware of the real world and the systems within the organization to play an effective role so they must have accurate information. One of the important roles of MIS Director is to be aware of and interpret external and environmental factors of organization. Practically, MIS director reports to executive vice president or senior vice president of service to design and control of company. In many companies, there is also Assistant MIS Manager reports directly to Supreme Lodge.

Because of the critical characteristics of management information systems, system administrators also have tremendous value. Range of paid salary to these persons are 100000 to 300000 per annual in America.[2]

Designing of a data management system:

First step: Understanding:

At this stage our goal is writing a problem statement, problem statement is the design of an information management system which makes it easier for organizations to manage their information. At this point, even if the accuracy of the problem statement is not important. It is important to be careful not correct.

Second step: Analysis System:

This is the most important part of the design of all information systems. This step is too important that in its weakness that it is impossible to have a robust system. Most of the money for the design of an information system is paid to a system analyzer or Analyst. Analysis of a data management system has seven steps:

First, the explanation:

In this step explain problem statement obtained at the first step and do it accurately. The concept of explanation is that the Director may tell us the problem itself. Now a System Analyst is to investigate whether it is economical or not? Or comparison the purpose of this problem to see whether or not it is economically advantageous.

Stage II: hypotheses and generate hypotheses about the problem and its causes:

At this stage, according to the Analyst problem statement start making hypotheses and guess causes of creating problems and inefficiencies of the old system.

Stage Three: Select the main hypothesis:

In previous step made hypotheses for being inefficient old system so at this stage, we choose the most important of these assumptions. We will do these two steps to have system without problems noted at the previous system.

Stage Four: Gathering information about the problem:

To do it recommends Six Ways: libraries, archives and documents, organizational charts, View comments, questions, interview.

Stage Five: Data Classification:

At this stage, the tables, figures and information from previous stages are classified.

Stage Six: Data Analysis:
This stage also is one of the most important stages. Because by using this stage we realized complete, correct and accurate information. At this stage Analyst will test classified data by using questions and regulations he knows and complete them.

Stage Seven: report preparing and filing:

After completing the information in previous step and achieving ideal data Analyst set Data and report.

3 - Step Three: Run:

Once the information has been fully prepared under by Analyst view, reports are given programmer to be suitable for computer programs.

4. Step Four: Testing new layout:

After holding session about inefficiencies of old design and advantages of new one for employees and new design was implemented by executives, It is time to test new design to determine that limitations of action is effective on system and overcome to obstacles of these limitations.

5. Fifth step: the establishment of new design:

After testing project, it is time to set new scheme. To do this recommends four ways:

1 - Parallel or simultaneous
2 - Incremental or phased approach
3 - Once
4 - Testing way[4]

Impediments to implementation of MIS:

1- Lack of organizational units knowledge to define their requirements and their expectations from system
2- Lack of users sufficient skills to work with system
3- Lack of willingness of some users to change of system and change of attitude in the workplace
4- Existing conflicting and non- quality data on existing systems in the various units that should be used as data sources of the MIS.
5- Lack of management support on some systems
6- The need for coordination among several organizational units to implement an integrated process[4]

Benefits of Implementing MIS:

1 - Data used for all units and personnel to be entered once.
2 - Operational Data entry is checked.
3 - Repetitive activities are eliminated.
4 - Operational data is recorded during the task.
5 - Unauthorized access security is established.
6 - Common information is easily and quickly available to authorized persons.
7- Security of data storage will be maintained centrally.
8 - Quick, updated and reliable access to reports
9 - Drastically reducing paper consumption and archives[4]

New method of management information systems strategic planning:

The proposed new method which will see description of its planning stages in continue is for the first time to its theoretical model And is adopted from reports relating to implementation of this method in the Physical Education Organization of Iran in 1995 and 1996 and.

This approach includes five main steps and is based on analysis of business process by reengineering procedure of business processes and critical success factors and by combining two above methods are able to enjoy advantages.

Basis of This way is on the fundamental analysis process. Fundamental processes are processes which shape organization's mission or are associated with them. Fundamental processes are separated to detailed processes and opportunities of application information technology will be examined. A new method of planning is generalized with respect to complete support of inputs and outputs. The model is comprehensive.

Administrative procedures:

First stage:

Business process analysis and critical success factors This stage consists of different stages which will include:

1- Define and create a basic management agreement for fundamental business process diagram
At this point, fundamental processes of business organizations depicted specific nature of organization and their relationship with each other and other claims is determined.
2- Recognition customer's objectives, inputs and sample outputs of each fundamental process
3- Recognition and gaining management agreement on critical success factors for each of the basic processes associated with current and conventional method
4- Process of analyzing fundamental processes in form of Detailed
5- Identifying opportunities for information technology, along with its current use in organization for each fundamental process
Second stage:

Policies, strategies and objectives of management information systems

At this point, risks of information systems are analyzed and risk of cause or causes for each of their strategy or strategies are recommended to minimize the risk. Implementation of strategies and solutions tailored to each category are recommended to management in terms of defined guidance, and Management agreement is obtained to implement based on them.

Third stage:

Infrastructure, data integration

At this stage which its goal is to create an integrated information there are three sub-steps:

1 - Registration Process
2 - Create an entities relationship diagram for the overall process
3 - Composition of graphs in a conceptual graph at firm-level

In this step a conceptual diagram at level of Board is created by compounding above curves and deleting duplicate entities and covering forgotten entities.

Stage IV:

Set of application systems and grading projects:

At this point application systems are assessed with the aim of understanding their impact on achievement of critical success factors of fundamental processes to finally recognize the importance of each and every one of priorities identified in implementation plan.

This phase consists of two sub-steps:

Registration application systems: application systems which obtain in fundamental analysis processes are being recorded.

Analysis of System impact: impact of each application system is obtained on the fundamental analysis of processes and their management agreement.

Each system can have one of the following effects.

High Effect: investing on practical system thus will have considerable result on achieving critical success factors of business process.

Moderate effect

Low Effect: This means that investment on support system is concerned for business process applications.

Non-use: Application system do not pays attention to majority of business process.

Fifth stage. Implementation:

At this stage the organization multi-year program is considered. Basis of this planning is results of fourth stage. Priority application systems are the basis of multi-year budgeting and accounting developing programs.

Every action of system implementation needs a detailed analysis of information needs. The results of above analysis provides required information for development of firm conceptual graphs.[4]

Criteria and Factors of planning procedure Selection:

At this section natural and interior elements of procedures will be discussed in which investigate them independently of circumstances and strategies of organization or firm.

These criteria are as follow:

1-Impact on objectives, policies and business strategies
2-Effect of objectives, policies and business strategies
3-Focus on business processes
4-Documentation
5-Methodical and systematic
6-Comprehensiveness (including all dimensions and firm-level)
7-Runtime
8-Addressing opportunities of Re-engineering processes
9- Addressing policies, objectives and strategies of management information systems
10-Introducing management reporting systems requirements
11-Introducing decision-making support systems requirements
12-Completeness of applicable collections Specifications
13-Development of a conceptual database
14-Development of objective database
15-Development of comprehensive database
16-Software tools to support planning
17-Creating Administrative agreements for implementation priority[7]

Measuring procedures model:

Three procedures were introduced as comprehensive method which are as follow:

1-Planning of business systems
2-Planning of information strategy
3-Suggested method of strategic planning of management information systems

Each of measuring criteria has special advantage about above methods.[7]

Decision-making:
Decision-making is one of the main activities of management. Decision is to choose one solution or action among possible and alternative actions.

Management information system is a system which provide information for an organization to protect managerial activities.

Management information systems can be used by different ways at three levels: functional, strategic and tactic.

- MIS is an important tools in decision making.

- It's important to consider the nature of decision making process in order to be a useful backup of decision making.

- Reasonable, satisfied logic and increasing pattern are three patterns of decision making.

- Also the style and environment of decision making are important.

- Manager apply information at decision making.

- Information is data which is processed for being useful to receiver.[7]

Customer Relationship Management:

Customer Relationship Management is a term used to describe the interaction and customer relationship management as the act.

It is important that consider CRM as a system. A System that defines how work with our clients, How solve our problems, encourage them to buy our company’s products and services and have financial transactions with them. In other words, CRM includes all aspects of communication and collaboration with customers and users. This system has Risks and if organization is not prepared to deal with before implementing, will face disorder and project will fail. These risks include:

1- **System users**: trends and minds of vendors and users of these systems are different from others systems users and impairs implementation and training of this system.

2- **Usable processes**: Processes Used sales, marketing, customer service and customer lifecycle component has less defined and fixed modes than productive and financial systems and there is less order and lower participation in different business sectors as well as between different companies in the same industry in this fields. Also managements believe that CRM processes must be different in order to obtain a competitive advantage, although this is true cause to implementation complexity of system.

3- **Speed of change**: globalization of markets, domestic pressures for competition, rapid changes in market conditions increases rate of change for users of CRM systems. Researchers believe that the rate of change implementers of CRM systems are facing with are more than other agents.

4- **Policies and Proprietors**: policy in this organizational context plays better role in organizational dynamics than other parts of the organization. This will affect on the extent and rate of change.

5- **The need for mobility**: CRM systems focused on sales; typically use from different sales channels such as internet, remote sales, business partners and mobile sales forces and need to mobility in both technology and managements. This is the most important difference of CRM systems compared to other information systems.

6- **Rely too much on unproven methodologies**: Since the CRM systems are new and unique and there is no unique methodology for their development are faced with risks about using inappropriate methodologies that are used in ERP systems and financial.

7- **Need to rework**: rework issues is described by Hvsvn and Mc Alpine (1999) in general refers to development of all software systems, except that failed and non-functional system CRM puts greater effect on environment.

8- **Insufficient funds**: some studies are concerned with inadequate funds to CRM systems. This is due to incorrect estimates of re-engineering processes costs, unpredicted problems and reduced costs to start project. Maturity Model for Customer Relationship Management (A CRM Maturity Model).[7]

**Limitations of MIS**:

1- MIS can not use managerial judge in decision making.

2- MIS output quality depends directly on quality of inputs and processes.

3- In complex environment by rapid change, MIS may not be flexible enough to change.

4- MIS involve quantitative factors in calculations.

5- MIS without program is less useful in decision making.

6- MIS is less applicable in organizations do not share information with each other.

7- MIS is much less effective at top level of management, organizational structure and executive management due to nature of their changes.[7]

**MIS implementation user friendly**:

Recently management and information systems computer knowledge literature facilitate development of "user friendly" systems. This means to overcome the difficulties of executive problems. However, researchers believe that user friendly technology is not enough, user should feel vicinity with system. In formulating solutions organizational development must be based on knowledge-based to implementation problems, Organizational development and management information system have same goals and problems and are based on similarity theory. OD methods and techniques often
are appropriate and useful for reducing executive MIS. OD uses general idea and vision of techniques by changing the system while it is running such as planned organizational change, return cycle, team meetings of problem solving, communication training, importance of negotiation, and training labs. Generally using these factors affect successful implementation of MIS in organizations.

Introduction: in recent years applying "user friendly system" term are widely used in computer science and MIS literature. Emphasis on system to easy and suitable use is crucial for users, especially if computer systems are widely used by non-professionals users and managers. MIS executive team as well as easy use of system considers other factors in success of MIS projects:

1. Senior Management Support
2. Tend to have a better system from user
3. Defining problems
4. MIS Executive team
5. Users participation in design process

This requires participation of users in system, especially when it is run. In short, technology user friendly is not enough and users should also feel vicinity with system and its administrators. Implementation of computer-based information systems often involve changes in organization, part of users, or both.

Success in performing needed changes is one of the main factors in implementing of project. Especially it will fail in decision making protective systems in long-term even with suitable developed parts in performing changes at organization. This section is one of the sub-set of management for recognizing organizational development we discuss how organizational development concept and techniques must be used for better balance between executives and users. and also discuss that using one organizational development counselor increase impressively possibility of MIS executive success in part of team but first it’s better to determine common parts of MIS and OD before we discuss way of using counselors and OD techniques in MIS projects. We expect it is explained that why using developing OD tools and techniques will be crucial and vital.

Systematic view from MIS performance: If theoretical system opinion will be adopted with fair, information system will be one opinion like one of different organizational sub-system more ever, each change at MIS effects on the sub-systems performance which turns back to designer and performers prospectivity and depends more on them that technical changes in hardware systems.

These changes need extensive and prospective viewpoint from designers and performers for automation of affairs or other hardware systems. From early 1960, specialists of information system are concerned about computer users behavioral habits especially about users resistance texts. MIS designers use from users opinions in designing and performing processes for apparent facade in technical changes process. Enforcement of different view point and opinions and their participation in performing system is an art than knowledge especially when initiate changes and development enforce for new system. Users rarely participate for changing and correcting system. Of course too much focus on apparent technique and much more attention to behavioral problems lead to information system failure. However systems exports try to enter role of behavioral elements of person to systems followers, technical inability of information systems for seeing main theories results from a sufficient measurement of individual behavior for organizations and can be effective for them.

In developing strategies for behavioral problems by using logic OD, it seems better to focus on performing main changes. This part of knowledge focus more on which behavioral changes can be enforced in designing information systems, performing and changing processes. Participating in OD methodology in changing MIS programs should be systematic procedure for dealing with structural problems. Than methods usually use. It is suggested that social prospective technique is being used in MIS designing and implementing. OD is used more in special techniques and is not a mere viewpoint which is used in changeable MIS projects. One of the fundamental principals in OD theme is that applied using it by users, OD short explanation: Organizational development include designing and executive changes in organization. OD occurred as one of the academic fields on rapid technical improvements.

Economic situations have been increased and decreased consequently. And main changes in organizations value culture, forced organizations to change their executive methods, to more facilitation of processes and creation of answerable structures and processes.

MIS and OD common aspect: reasons of organizational development vicinity and link with MIS can be summarized in four hypotheses:

Hypothesis 1: Accepting one theoretical view point of open systems for organizations based on one for applying OD while one changing MIS is introduced.

Hypothesis 2: MIS failure is more resulted from behavioral problems and no participation of people.

Hypothesis 3: Experts are not enough trained for integration and coordination of users for designing and performing of systems.

Hypothesis 4: MIS area is extensive in communications fields and communicative responsibilities of organization so reflective behaviors resulted from information system are more important than before.
Result of MIS implementation: changeable MIS method is a participate procedure to implement or correct system. Therefore information systems development is being done easily which include most of common indicators and practices developed by managers that apply in changeable information in communicative net OD programs help medium and high level managers in organizations. Therefore they must cooperate in performing MIS projects completely especially at final levels. Using OD-MIS counselor team does not guarantee that behavioral problems resulted from performing MIS removed completely because it is impossible to control recognized organizational variables which affect MIS development programs outputs such as: organization size, rate of focus on managerial control, time framework in company function or rate of development being formal by MIS group in firm. Althony counselor team can improve encouragement relations in firm for improving and achieving success. And create suitable nervous situations. In short, in systematic process more investigations and experiments are needed to increase performance or changing of MIS and using OD method and whether it is effective on MIS effects improvement or not.[4]

MIS and business process:

Function of operations supporter and business process are very important And crucial and is done elementary collection, recording, storing and processing. Information systems support business processes and operations as follow:
- Recording and storing sale data, purchase data, investment data, legal data and salary data and other accounting data
- Processing of accounting at income statements, inventory, managerial reports and other kinds of financial information.
- Recording and storing of inventory data, equipments repairmen and maintains data.
- Supply chain data and other operations/ production histories.
- Processing operational data to schedule programs of production, production controller. Inventory systems and supervision systems on production.
  • Role of function support
  • Role of decision-making support
  • Role of strategic support
  • Management information system an obstacle to enter[7]

Reason of the need to MIS:

Reasons of the need to information system are divided as follow:
• Function improvement
• Information flow improvement
• Economic situation improvement
• Control and supervision improvement
• Productivity improvement
• Service improvement[4]

MIS innovation:

1. Providing bed, tools and transferring methods of information and communications as controlled, useful and efficient.
2. Supplying security, trust and access ability to information flow
3. Doing hardware software/ net and internet/ internet for organizations and sub-firms service
5. Helping to adopt managerial decisions in every level by providing suitable management information systems.
6. Information developed through operation an Automation (OA).
7. By using this level thought, management has suitable executive tool.
8. Performing suitable processing on data and information by applicable systems information which lead to create more valuable information for reports and or facilitate in doing affairs[4]

MIS structure, specifications and responsibilities:

Whole description of management information systems affairs are as follow:
1. Doing computer services for NPC and other subordinate firms.
2. Providing needed mechanism facilities for supplying statistic and information reports for NPC and subordinate firms.
3. Cooperation with other public organizations in Informatics council for creating extended information.
4. Cooperation with other computer centers in industries.
5. Creating distributed and extent net for industry from measuring possibility to implementation.
6. Providing mechanism systems and suitable information for petro chemistry.
7. Designing and classifying information in industry.
8. Creating managerial information reports to facilitate managerial decision.
9. Creation and management of web sites in uninterrupted communication in industry.
10. Doing related affairs to satellite communications.
11. Control PC activity in NPC, and aligning with organizational goals.
12. Developing and using appropriate standards developed by information flow.
13. Coordinating the activities of all the units affiliated computer services companies.
14. Investigation and determination of hardware, software and operation systems needs and information in firm level.
15. Supervising on all purchase contracts of equipments and computer service.
16. Feasibility study and financial and technical studies of equipments demands and related computer services to all organization parts.[7]

MIS fundamental/ basic values:

1. Security and safety capability for information flows.
2. Creativity and ability of employees in management and computer information systems affairs.
3. Trustworthiness and preservation of moral principles at information management flows and collecting information from environment and IT.
4. Accessing information inside and outside organization in terms of controlled and on-time.
5. Customer focus[4]

MIS basic objective (goal):

1. Help to create value in business.
2. Applying information technology to reach excellent objectives.
3. Improvement of ability from technology, organization and human resources aspects.
4. Access ability of needed and related information as accurate, controlled and on time.
5. Facilitate at integration of information flows in order to create and increase business values.[4]

Predicted services in near future:

1. Improving current systems and methods for business fulfillment
2. Providing new systems in organization scale
3. Supplying E-business solutions such as CRM, SCM, … and integration with implemented enterprise productions in firms.
4. Creating data center for enterprise systems and facilitate in data communication.
5. Developing and implementing of methods and policies related to information for firm including digital and non-digital information based on suitable standards such as 1357799.
6. Development and implementation of standards for network data model, system and environment and run, etc…
7. Providing information system for helping managerial decision-making.
8. Creating appropriate portal.
9. Creating bed and equipping training centers for remote training.
10. Developing under web services for doing different services.
11. Providing management information systems and solutions based on knowledge.[4]

Future vision:

Empowering organizations to use IT as a competitive presence in the global smart NPC.[7]

Mission:

- Providing use full and efficient infrastructure by using newest information technology and by IT experts and applying IT as an important tool in managerial decision-making.
- Increased ability to respond to environmental factors such as speed, using the opportunity to reduce the risk issues facing sudden and unpredictable, competitive risk reduction was performed according to an appropriate level of investment.
- Creating firm’s appropriate IT with the aim of facilitate and acceleration accessing to petro chemistry personnel and people at different areas to needed information accurately and from safety nets.
- Development of distance education, exchange information and experiences in the form of specialty groups, the development of e-commerce and e government finally realized join.[7]

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