CONTENTS

		Page No.
	Prefaces	i
	Contents	iii
	Introduction	vii
PART I	**PROLOGUE – COMPUTERS SYSTEMS: HARDWARE AND SOFTWARE**	
1.	**The Basis of Automatic Processing**	3
1.1	The Computer and its Data	3
1.2	Characteristics of Computers	4
1.3	Data Processing and Computing	6
1.4	Representation of Data	6
1.5	Storage of Data	10
1.6	Processing the Data	11
1.7	Safeguarding Data Integrity	13
2.	**Computer Hardware**	15
2.1	Categories of Computer	15
2.2	Storage Devices and Storage Media	16
2.3	The Processing Unit	21
2.4	Input Devices	24
2.5	Output Devices	27
3.	**Computer Software**	32
3.1	Categories of Software	32
3.2	Files and Data-bases	33
3.3	Programming Languages	36
3.4	Application Software	40
3.5	System Software	43

		Page No.
PART II	**DATA PROCESSING**	
4.	**Why Businesses Use Computers**	51
4.1	Overview of Computer Usage	51
4.2	Business Data Processing	53
4.3	The Importance of Information	55
4.4	Management Information Systems	56
4.5	Handling Large Volumes of Data	59
5.	**Distributed Data Processing**	62
5.1	Data Communications	62
5.2	Computer Networks	66
5.3	Distributed Data-bases	72
5.4	Software for Telecommunications	74
5.5	Network-based services	76
5.6	Regulation and Deregulation	78
PART III	**THE DATA PROCESSING PROJECT**	
6.	**The Nature of a DP Project**	83
6.1	Project Definition and Scope	83
6.2	Benefit vs Risk	85
6.3	Project Structure	88
7.	**Project Planning and Appraisal**	92
7.1	The Parties and Their Interests	92
7.2	Functional Objectives	93
7.3	Financial Planning	96
7.4	Financial Assessment	100
7.5	Uncertainty and Sensitivity	104

		Page No.
8.	**Evaluation and Selection**	110
8.1	Software	110
8.2	Hardware	116
8.3	Contractors and Consultants	118

PART IV THE MANAGEMENT OF DATA PROCESSING

9.	**Organisation and Control**	125
9.1	DP Organisational Structure	125
9.2	Steering Committee	128
9.3	Project Control	130
9.4	The Information Centre	137
9.5	Standards	139
10.	**Manpower**	144
10.1	Jobs and Job Titles	144
10.2	Recruitment and Training	146
10.3	Career Paths	149
11.	**Privacy and Security**	154
11.1	Data Protection and Other Legislation	154
11.2	Accident	158
11.3	Sabotage and Fraud	160
12.	**Trends in Information Technology**	164
12.1	The IT Industry	164
12.2	Hardware Development Trends	169
12.3	Software Development Trends	171
12.4	Emerging Services	174

APPENDICES:

A.	**Glossary**	179
B.	**Some Major Areas of Application**	203

* Overview of Computer Usage
* Financial Applications
* Distribution: Wholesaling and Retailing
* Manufacturing
* Office Automation

C.	**Table of Net Present Values**	211
D.	**Data Protection Act, 1984, Schedule 1**	213
E.	**Self-Study Questions**	215
F.	**Bibliography**	219

INDEX 221