

Features of Online Services

It's not just online services that have had a major impact on how organisations do business. In fact, IT systems, in general, have changed nearly every single aspect of a how business works. Whether it is through tracking business data, developing and releasing new products, or completing administrative tasks, IT systems have made it faster, more efficient and helped to reduce errors.

Feature	Explanation	Advantage	Disadvantage
Stock Control	Stock control uses IT systems to monitor and control their stock and can allow the implementation of automated and JIT stock control.	This simplifies tracking stock ensuring the business won't run out of stock and also reduces the need for admin staff.	Stock control systems can be expensive to implement and theft can lead to the business running out of stock.
Data Logging	Data logging uses IT systems through the use of sensors to monitor a process and automatically log the data.	This is far more accurate and is better for tracking changes over time to spot trends & patterns.	If your connectivity goes down then readings will be missed and if not calibrated correctly the sensors will record inaccurate data.
Data Analysis	Data analysis is done using IT systems to spot patterns and trends and make future predictions.	This makes it easier to spot trends & patterns and allows you to convert the data into different formats easily	If incorrect data is provided it will produce incorrect results and data could be stolen by hackers.
General Office Tasks	General office tasks use IT systems to produce documents, writeup notes, manage finances, communicate and schedule appointments.	This allows for tasks to be completed more efficiently and with allows staff to perform a wider range of tasks.	Employees need greater technical skills and business will need to maintain IT support staff.
Creative Tasks	Creative tasks use IT systems for things like CAD, graphics design and music/film editing.	This makes it easier to edit and change creative work and makes it easier to share it.	It requires a large storage capacity and has lead to issues with piracy.
Advertising	Advertising uses IT systems through the use of online advertising, print advertising & video adverts.	This allows businesses to target customers better and viral campaigns can gain wide recognition at low cost.	It has seen problems with spam and phishing emails.
Manufacturing	Manufacturing uses IT systems for Computer-Aided Manufacturing of products like car parts and clothing.	This allows for a more consistent and higher standard of product and saves money due to reduced staff salaries.	It does lead to job redundancies and does have a high initial cost to implement.
Security	Security uses IT systems such as door/window and motion sensors connected to an alarm, security cameras & RFID sensors to detect theft.	This means the business needs less security staff and generally improves business/home security.	It does lead to privacy concerns and can give a false sense of security.

Impact of IT Systems

User Experience	Employee & Customer Needs	Replacement or Integration	User Support	Working Practices
Poor user experience can impact on employee productivity. Such as if it is difficult to use, has poor performance, is not easily available or is not accessible to those with disabilities.	IT systems can help a business meet employee needs by making their jobs easier, more efficient and safer. They can help a business meet customer needs by improving communication and tracking service quality.	When replacing or integrating an IT system there is usually downtime as well as a period of teething problems. This can cost the business money and harm its reputation.	User support is required for IT systems. If it isn't in place employees will not be productive and may not use the system at all. Having user support available is expensive for the business.	IT systems have changed working practices. We can now work more flexibly, such as at home, but can often find expectations of being available 24/7.
Cost	Implementation	Productivity	Security	Staff Training Needs
There is often a high initial cost for purchasing new IT systems and training staff to use them. However, they usually save money in the long run by allowing the business to run with less staff.	The implementation of an IT system takes time due to lead times for delivery, testing and downtime for installation. This can leave the business without a functioning system costing them business.	IT systems support productivity by allowing businesses to function longer hours and saving time. However, they can lead to distracting employees and poor productivity if IT systems stop working.	Businesses need to keep themselves secure from threats to IT systems. This is expensive, but if they don't they could be fined under the data protection act.	IT systems have changed jobs so employees need better technical skills. There also needs ongoing training for new systems which is expensive for the business.

Features of Online Services

It's not just online services that have had a major impact on how organisations do business. In fact, IT systems, in general, have changed nearly every single aspect of a how business works. Whether it is through tracking business data, developing and releasing new products, or completing administrative tasks, IT systems have made it faster, more efficient and helped to reduce errors.

Feature	Explanation	Advantage	Disadvantage
Stock Control			
Data Logging			
Data Analysis			
General Office Tasks			
Creative Tasks			
Advertising			
Manufacturing			
Security			

Impact of IT Systems

User Experience	Employee & Customer Needs	Replacement or Integration	User Support	Working Practices
Cost	Implementation	Productivity	Security	Staff Training Needs