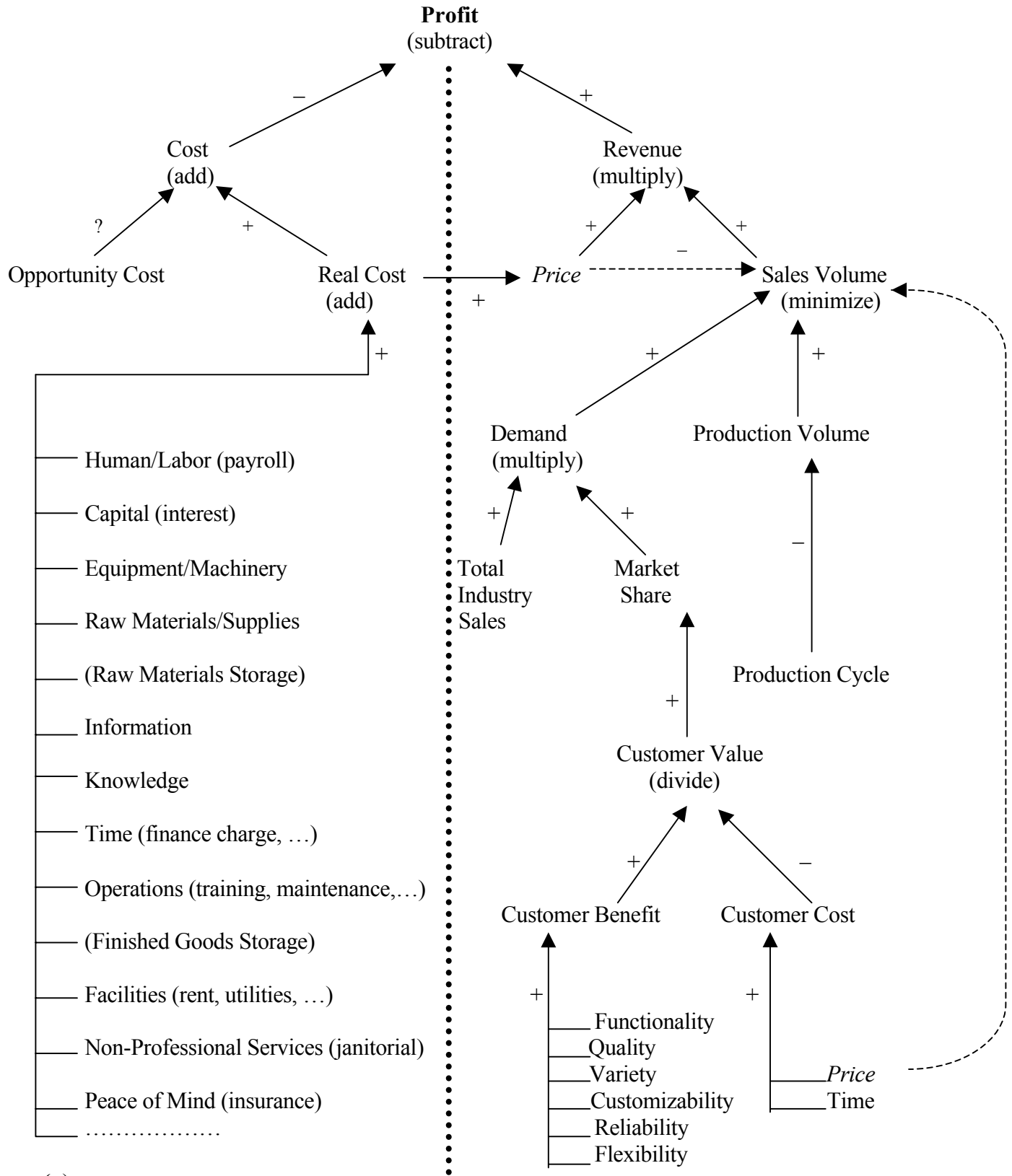


Business as a System of Variables (The Business Map)



+ (-)
 A → B: The greater the “A,” the greater (the smaller) the “B,” and vice versa.

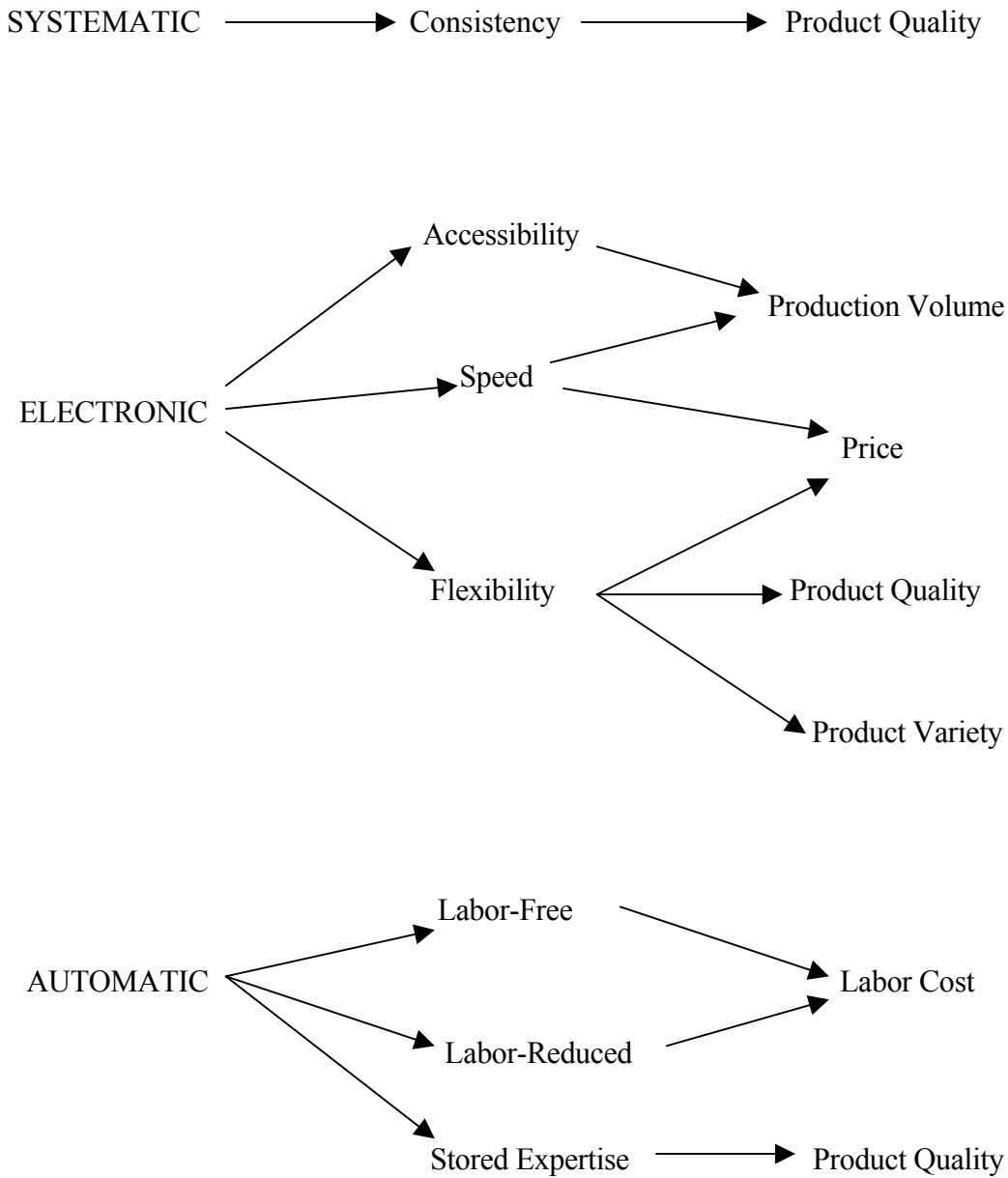
Parentheses: Mathematical operations in terms of which a higher level can be determined as a function of lower levels.

The Business/I.S. Linkages

I.S. Capabilities

Process Variables

Business Variables



The Janitor Stole My Job

Author(s): Phillip J. Longman

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Abstract: Software-based support systems are making it easier to fill some kinds of white-collar jobs with less-skilled employees.

EPSS can be a boon to workers who without it might never get a foot in the door. Bill Davis, for example, recently became the first sales-and-leasing consultant hired without any sales experience by Lexus of Alexandria in Alexandria, Va. One of the reasons the dealership took a chance on Davis was a new EPSS called Lexus Labs. A program that runs on a personal computer, Lexus Labs provides interactive training both in the technical features of Lexus automobiles and the finer points of salesmanship. It is also a sales tool in itself, capable of generating detailed comparisons between Lexus and its competitors and of calculating complicated lease and finance terms. Davis, who became accustomed to learning from simulators during his 21 years in the Marines, thrived on Lexus Labs. In his first month he took orders for 70 cars, which is a solid performance for experienced salesmen in that dealership.