The ATM system

The ANZ ATM information system has five components: input, transformation, output, boundary, and environment. The input for the ATM information system is essentially what is going into the system.

There are many inputs for the system. Examples of inputs include- the card itself being a medium, account password, transaction type, and language the ATM uses.

The second component is transformation; this component is the processes that will happen to the data inputted. The transformations that are relative to the ATM information system include the-calculation of a new account balance if a transaction is performed, currency conversion, and language changing.

The outputs of a system are what we perceive exiting a system. The outputs for ATM system could be- money being withdrawn, card being returned, and even an electronic statement returned.

The boundary for a system is where the process will occur so for the ATM system it's the bank. Now the environment for this system is networks that exist with the system. So for the ATM, the environment is other banks as well as any shops that allows EFPOS transaction.

The ATM machines are located usually near shops or any places which facilities for the transfer of money. The machines can be freely used by individuals with an ATM card supported by the machine.

One the of the advantages of outsourcing some of the information system function is it helps make the information system more secure. So if an ATM needs to be repaired then an external worker outside the organisation would come and fix the ATM. The external worker outside the organisation would be more trained for the job, since the outsourced worker is going to be more specialised for the job. Therefore, because outsourcing provides workers that are knowledgeable about the issues of the information system, the system would be more secure in the long run. Another advantage for outsourcing is it makes the information system less expensive to maintain. An ATM system may have hardware or software failures at times. If failures were to occur the branch would need to contact an IT worker to fix these failures. The cheapest way to deal with these failures would be to hire an outsourced IT worker. IT Workers that are outsourced from other Asian countries can be payed according to their countries minimum wages. An Asian country minimum wage tends to be less than a westerner's minimum wage, therefore less money is needed to pay the It workers. The third advantage outsourcing provides to the firm is it makes the information system more efficient. Outsourcing a worker to build the software for the ATM system guarantees the worker to have

knowledge on the rules and regulations and also skills attaining to the development of the software. Having this knowledge allows for the development of a more efficient ATM system software.

The ANZ ATM machine has many different feedback loops. The predominate type of feedback loop the machine utilities is a negative feedback loop. This type of loop is a reaction that causes a decrease in a function. When a user uses an ATM machine the function of the machine is to allow for financial transactions. The negative feedback for this inhibits the user's ability to perform a financial transaction on an ATM. There are many different outputs from the ATM that will affect the operation of the system. The outputs include- money withdrawn and the receipt printed. If either one of these items are outputted the users will have an option to either cancel the financial transaction or continue the financial transaction. If the user opts to cancel the financial transaction, then the ability for the user to performance a financial transaction would be inhibited. Therefore, this ATM system predominately utilises a negative feedback loop. It is also important to understand that the ATM does not need to output items in order to perform a negative feedback loop; the user at any time can cancel the transaction by pressing the cancel button. The ATM machine system function can also be stopped if there are disruptions. For example, if the user inputs his password incorrectly or money is declined then the financial transaction of the ATM would halt.

The first disadvantage from outsourcing some of the information system function is that if a future issue were to arise then it would be hassle to rectify them. Outsourcing is the acquisition of parts of an information system from an outside supplier. If issues where to arise with the acquired parts, the branch would most likely have to contact the supplier to come fix the issue. This may be problematic if the supplier has no free time to fix the problem. However, if the parts were not outsourced then solving the issue would be significantly easier. Since the suppliers would be at least nearby. The second disadvantage with outsourcing is to do with confidentiality. The outsourced worker would be exposed to the confidential data. This is problematic because once the outsourced worker completes the task he would no longer be tied to the company’s rules and regulations. Therefore, confidential data may be exposed by him if no non-disclosure agreement is implemented.

The third disadvantage of outsourcing is that it may