1) Identify four problems endemic to the traditional file environment.
2) Define total cost of ownership. Identify nine important cost components.
3) Discuss the various types of personnel required by a technology infrastructure and its attendant information technology services.
4) Identify and briefly describe the five moral dimensions raised by information systems.
5) List three ways in which all organizations are alike.
6) What is a supply chain? What is a supply chain management system?
7) Identify the three main categories of information systems in relation to the groups they serve and the functional areas in which they operate. Which do you believe is most difficult to implement? Why?
8) Describe and discuss the four stages of decision making as outlined by Simon. How does each relate to the use of information systems?
9) "With the Internet, the traditional business model is no longer valid." Describe the traditional business model and how the new business models differ. Do you agree, or disagree with the statement given here? Support your argument.
10) List the four technology trends given by the authors of your text that raise ethical issues. Give an example of an ethical or moral impact connected to each one.
11) Briefly describe Mintzberg's classification of organizations. Provide an example of each.
12) Define each of the following pairs of terms, distinguishing between the members of each pair. Logical view and physical view; data definition language and data manipulation language; data dictionary and data element.
13) Discuss the hierarchical organization of data in a typical database.
14) Identify the five step process for analyzing an ethical issue.
15) What is computer forensics? What problems does it deal with?
16) What are the five areas a corporate code of ethics should address? Give at least three examples of items that must be covered in each area.
17) Discuss the issue of organizational change, especially changes in power arrangements, which can occur when an organization institutes an organization-wide DBMS.
18) Channel conflicts can be a threat to the success of an electronic business. What is this problem, and how do you think it might be solved? Support your conclusions.
19) What is "profiling"? What are the advantages and disadvantages of its use? How does the use of profiling relate to ethics?
20) A moral and ethical issue raised by the information age is the collection and use of information about individuals, i.e. privacy concerns. What aspect of this information collection do you find most alarming?
21) List and define at least five of the new Internet business models discussed in the textbook. Which do you think will prove to be most profitable in the long run? Support your position.
22) Define and distinguish between the basic concepts of responsibility, accountability, and liability as applied to ethical decisions.
23) Briefly describe four forms of global business organization.
24) List and describe the components of the CPU.
25) What is a customer relationship management system? What are the advantages to using a customer relationship management system?
26) Define and contrast the two models of managerial behavior. Which do you think is most useful in the workplace? Why?
27) What is meant by the term "normalization"? Why are some effective DBMS systems not completely normalized?
28) How does management use information systems to support the sales and marketing function of a business? How do these systems make the manager more effective in this area than paper-and-pencil systems?
29) Though there are few truly digital firms extant today, there is an emerging sense of what is required to create one. List and discuss at least three of the ways in which a digital firm is different from a traditional one, using an existing company you consider close to being a fully-digital firm as an example.
30) Define and describe data warehouses, data marts, and datamining. What is the major concern connected with the use of these tools?
31) What is collaborative commerce? Identify three advantages of collaborative commerce.
32) Distinguish between private industrial network and enterprise system.
33) Identify and briefly describe five categories of computers.
34) Define and describe OLAP and its potential uses.
35) Define and differentiate among Java, HTML, and XML.
36) List and describe at least three health risks that arise from the use of computer.
37) Discuss the term "disintermediation" as it applies to business models affected by
the Internet and the Web. Give examples from your reading.
38) While it is obvious that there are some things common to all organizational
structures, there are more differences and unique features than similarities. List and
discuss at least six features that are unique to each organization.
39) List at least five examples of electronic payment systems.
40) Discuss the uses of Internet technology in the human resources environment.
41) Briefly identify and discuss four powerful worldwide changes that have altered
the business environment.
42) What must a manager be prepared to understand and deal with in working with
information systems that a technician may not need to know?
43) While globalization and information technology are exciting, they are also
carriers of threats to existing economies and businesses. List and discuss at least two
of the difficulties brought about by this new environment.
44) What is an information system?
45) Discuss the ability of the Web site owner to increase personalization of the site
to his customers and the advantages this brings to the business.
46) Describe the three basic operations of the relational database.
47) Identify five challenges information systems pose for management. For each
challenge, identify at least one question that must be answered.
48) How has the Internet made possible the swift rise of electronic commerce?
49) What is a strategic information system? In what ways can these systems be used
differently at the business level, the firm level, and the industry level?
50) In what ways has electronic commerce changed the relationship between buyer
and seller?
51) List and describe the three categories of electronic commerce as defined by the
participants in the transactions. Give an example of each one.
52) List and describe the six major components of a contemporary computer system.
53) List and define the four major types of information systems, and give at least
two information outputs to be expected from each one.
54) Define and discuss the types of service providers that have arisen in the recent
decades. Give an example of each one.
55) List and describe the four critical elements in a database environment.
56) Define and discuss the two definitions of "organization" discussed in your
textbook. Why are both useful to management, and under which circumstances is
each the better model for understanding the way the organization works?
57) What is a knowledge management system? Provide three examples.
58) Information systems affect organizations economically and behaviorally.
Describe the ways in which each of these applies to an understanding of the working
of the organization.
59) Discuss the interaction between management and the development of
information systems within the company. What do you think is the single most
important thing management must do to ensure the successful coordination of these
systems with the organization?
60) How does the database approach to data management increase the efficiency and
effectiveness of an organization?
61) What are complementary assets? Why are complementary asset investments
important to a firm?
62) Define primary and secondary storage, how they differ, and the uses to which
each is put.
63) What is a fourth-generation language? List the seven categories of fourth-
generation languages with an example of each one.
64) Discuss the issue of centralized versus decentralized computer resources.
65) To be effective, an information system requires input from disciplines beyond
the simply technical. Discuss the influence of at least three of these disciplines on the
creation and maintenance of an effective information system.
66) What are software packages? List and describe at least three types of PC
software packages, other than word processing and spreadsheets, used in modern
business.
67) Discuss at least three ways in which the traditional business firm must change to
meet the challenges of the new environment in which business is conducted.
68) Identify and briefly discuss the six candidate principles presented in the
textbook.
69) Distinguish between MIS and DSS. Who within the organization is most likely
to find each useful, and why?
70) What is meant by the term "optimal hierarchy?" How does this concept apply to
the digital firm?