CPS 603 Sample Exam 2 (Chapters 8 – 12)

The exam will consist of 10 short-answer questions. These questions will be taken from, or motivated by the following problems.

1) Discuss supply chain strategy.

2) How can DSS be used in customer relationship management?

3) Describe MIS and DSS and differentiate between them.

4) What are the benefits of ESS? What do you think would be required to make them more helpful to today's senior management?

5) Discuss the concept of virtual reality, especially with regard to VRML and its applications in the business arena.

6) Discuss the management challenges involved in digitally-enabling existing firms.

7) What is TCP/IP? Identify its layers.

8) What are at least five considerations management must examine to establish the telecommunications needs of a company?

9) Distinguish between the two types of ISDN services and the two types of DSL services.

10) What is a metric? Identify five metrics for measuring supply chain performance.

11) List and describe the three forms of wired transmission used in the telecommunications industry, and give one advantage and one disadvantage for each.

12) List and describe the three major LAN topologies. What are the advantages and disadvantages of each?

13) Identify five benefits of customer relationship management systems.

14) What are at least three ways in which DSS, ESS, and GDSS can support decision-making? How do you think the organization as a whole can benefit from this? Support your position.

15) How might a company go about building an expert system?

16) Briefly describe the three major developments that have shaped contemporary digital telecommunications systems.

17) Identify and briefly describe three major enterprise applications.

18) What is an information appliance? Identify five client platforms.

19) Briefly describe the two main wireless standards for accessing the Web.

20) List the five problems associated with managing the new information technology infrastructure.

21) Distinguish between EDI and ATM.

22) What is knowledge management? Briefly outline the knowledge management chain.

23) Distinguish between an analog signal and a digital signal.

24) What is an enterprise system? What is enterprise software?

25) How does the concept of "modeling" apply in using DSS capabilities?

26) How can DSS help in supply chain management?

27) In what ways are expert systems fallible or problematic?
28) Identify two aspects of customer relationships management.

29) What is SCOR? Identify its five major processes.

30) What are the principle methods for locating information on the Web. Provide example of each.

31) Identify the three major types of knowledge management systems. Provide two examples of each.

32) Identify three types of knowledge. What type of enterprise knowledge management system is needed to support each type?

33) Identify two supply chain models. Which is better?

34) What are the two major management challenges facing those who are responsible for designing support systems for the digital firm?

35) Describe a CDSS and how it might be used on the Web.

36) How do the NGI and Internet2 differ from the Internet as we now know it? What do you think are the business needs that might be met by these new technologies?

37) What is electronic commerce server software? What six essential functions should the software provide?

38) Define "wireless transmission" and list at least two advantages and two disadvantages to its use.

39) What are the benefits of enterprise systems? What are the challenges of enterprise systems?

40) What is knowledge? Identify the four dimensions of knowledge.

41) Describe the four strategies organizations must use to meet the challenges posed by the new information technology infrastructure.

42) Differentiate between each of the following pairs of words: neural networks and expert systems, fuzzy logic and genetic algorithms, hybrid AI systems and intelligent agents.

43) List and describe at least five of the major Internet services currently available.

44) What are the goals of customer tracking and personalization tools?

45) Identify three specific requirements of knowledge work systems.

46) Why are knowledge workers so important to the digital firm? Which of the functions they perform do you feel is most critical to the success of the firm? Why?

47) Briefly discuss Wi-Fi.

48) What are the components of a DSS?

49) List at least five ways in which specific types of organizations have used DSS.

50) Identify two classifications for supply chain software. For each classification, identify five capabilities.