Final Exam Review - 40 points total

30 M/C questions and 5 short answer questions. Study the “Key Terms” which you think will be on the exam. Focus on the topics and terms in the exam review. Take the “Practice Test” on the textbook website. Be able to describe and discuss all the figures.

Chapter 1 - Foundations of Information Systems in Business
- What is a system?
- Information System’s role in business
- Components of an information system

Chapter 2 (Competing with IT)
- Business Process Reengineering
- Porter’s Competitive Forces Model
  - Five Competitive Forces
  - Five Competitive Strategies
- Porter’s value chain
  - Network of value-creating activities
  - Primary activities
  - Support activities
  - Linkages

Chapter 5 Data Resource Management
- Types of databases
  - Operational,
  - Distributed
  - External
- Entity Relationship Diagram
- Data Warehouses and Data Mining

Chapter 7/8 - Electronic Business Systems Enterprise Business Systems
- Enterprise Application Architecture
  - What systems (ERP, SCM, CRM plus Knowledge Management and Partner Relationship Management
  - Who is involved (stakeholders)
- Cross-Functional Enterprise Applications (what are they and what do they do?)
  - Enterprise Resource Planning (ERP)
    - What is it and what does it do?
    - Costs and risks
  - Supply Chain Management (SCM)
  - Customer Relationship Management (CRM)
    - What is CRM
    - Major CRM applications
    - CRM and the customer life cycle
- Electronic Data Interchange (EDI)
Chapter 9  Electronic Commerce
- Electronic Commerce - More than just buying and selling products online
  - What is it?
  - How does it work?
- Electronic Payments

Chapter 10  Decision Support Systems
- Levels of Management Decision Making
- Decision Structure - Structured, Semi structured, Unstructured
- MIS versus DSS
- Data Mining and Data Warehouses
- Artificial Intelligence software
  - Fuzzy Logic, Neural Networks, Genetic Algorithms
- Using Decision Support Systems
  - What –if Analysis
  - Sensitivity Analysis
  - Goal-seeking