INSTRUCTIONS: This paper consists of 3 sections. You need to select at least one question and at most 2 questions from each section. Each question carries 20 marks.

SECTION A

Question 1

(a) What is the definition of information systems [5 marks].

(b) Using a business case as an example and with an aid of diagrams, describe the relationships amongst business processes, information systems and information technologies. [5 marks]

(c) With an aid of diagrams, explain the differences between conventional and contemporary types of information systems in accordance with their (i) system boundaries, (ii) system security control, (iii) data ownership, (iv) requirements gathering and (v) user types. [10 marks]

Question 2

(a) In your own words, describe five reasons initiating a new system development. [5 marks]

(b) With an aid of diagrams, briefly describe the steps in the waterfall model. [5 marks] (In your answer, you are expected to add diagrams to help your descriptions. Besides, you should highlight the advantages and disadvantages of applying such methodology.)

(c) A marketing department is going to initiate a system development project, in which a web based system is needed for order placement, order tracking and departmental administration. With reference to waterfall model, identify who will be involved in this development project and what are their roles and responsibilities. (You have to clearly identify in which phase(s) they have to get involved. [10 marks]

Question 3

(a) Describe how network technologies can facilitate the business activities of a company. [10 marks]

(b) Describe in your own words why a development team should acquire knowledge in the latest information technologies and should a development team have a throughout understanding in all these latest technologies? [10 marks]
SECTION B

Question 4
(a) Network technologies, such as wireless LAN and Internet, are part of the information technologies. Describe how business process can be benefited from these technologies. Give example if necessary. [10 marks]
(b) Window XP and Linux are two common operating systems that every server and PC has to installed. Describe in detail how will you select amongst Window XP and Linux for an information system. [10 marks]

Question 5
Select a website from Travelocity.COM, Amazon.COM and Google.COM,
(a) describe the potential users of the website [5 marks],
(b) the underlying information technologies being used [5 marks],
(c) the services that the company provides, [5 marks] and
(d) discuss how the website helps to make money (or reduce operational cost) for the company. [5 marks]

Question 6
(a) Describe the changes in the Asian business environment since 1980’s, and its influences on the development of an information system. [10 marks]
(b) Describe what have not been changed even the Asian business environment has changed. [10 marks]

SECTION C

Question 7
The following question is about DC.COM.
(a) Describe all the services that the company provides and the business operations supporting such services ? [10 marks]
(b) Discuss in detail how feasible (or how infeasible) the business can be implemented. [10 marks]

Question 8
The following question is about GO Education Center.
(b) Describe all the services that the company provides and the business operations supporting such services ? [10 marks]
(c) Discuss in detail how feasible (or how infeasible) the business can be implemented. [10 marks]

Question 9
Imagine you are the director of the Public Relation Unit in NCHU, and need to conduct a marketing project to promote ITM. A website will be designed in particular for this campaign. Describe, in you own words, (a) what sort of content (e.g. ITM is the only all-in-English teaching in Taiwan) would be put on the website, (b) how those contents should be presented on the website, (c) which programming language should be selected, (d) which operating system, which database management system should be installed, (e) and other related issues. [20 marks]