Q1

a)
Sales and Marketing Systems
Manufacturing and Production Systems
Window on Organizations
Finance and Accounting Systems
Human Resources Systems

b)

System	Description	Organizational Level
Machine control	Control the actions of machines and equipment	Operational
Production planning	Decide when and how many products should be produced	Management
Facilities location	Decide where to locate new production facilities	Strategic

c)
1. Transformation of the business enterprise
2. Growth of a globally connected economy
3. Growth of knowledge and information-based economies

Q2

a)Strategic information system is a computer system at any level of an organization that change the goals, process, products services or environment relation ships to help organization gain competetitive advantages.
b)
can be at three level of strategy:
business level
firm level
industry
c)

level	strategy	Model	It support
business	(1) to become the low-cost producer, (2) to differentiate your product or service, and/or (3) to change the scope of competition	Value chain	Supply chain management and efficient customer response systems
firm	synergy	core competency	information technology in these synergy situations is to tie together the operations of disparate business units so that they can act as a whole.
industry	Cooperation Standers licenses	Competitive force model Network economics	IT-supported consortia, symposia, and communications Inter organizational information system

Q3

a)
intelligence→design solution→choice→implementation
b)
1)decision model
2)data
3)decision maker

c)

out come	knowledge type
certain	complete knowledge
risk	un complete knowledge with probabiliteies
uncertain	un complete with no probabilities

d)
for each event
minmax=4
maxmin=0
or use for each strategy
minmax=5
maxmin=1

Q4

a)The value of perfect information is the difference between the optimal policy without perfect information and the optimal policy with perfect information
b)
51-4=49

Q5

a)
relational –technical school
behavior school
cognitive school
b) role of manager
relational –technical school: formal function
behavior school: assist org in its question for survival
cognitive school: use sensmaking ability to properly define the situation of the organisation

c)

level	Planning support
strategic	Goals establishment
tactical	Resource allocation
operational	Day to day schduling

Q6

a) Ethics refers to the principles of right and wrong that individuals, acting as free moral agents, use to make choices to guide their behaviors.
b) *Information rights and obligations.* What information rights do individuals and organizations possess with respect to information about themselves? What can they protect? What obligations do individuals and organizations have concerning this information?
l *Property rights and obligations*. How will traditional intellectual property rights be protected in a digital society in which tracing and accounting for ownership are difficult and ignoring such property rights is so easy?
l *Accountability and control*. Who can and will be held accountable and liable for

the harm done to individual and collective information and property rights?
l *System quality*. What standards of data and system quality should we demand to protect individual rights and the safety of society?
l *Quality of life*. What values should be preserved in an information-and knowledge-based society? Which institutions should we protect from violation? Which cultural values and practices are supported by the new information technology?

c)

Trend	Impact
Computing power doubles every 18 months	More organizations depend on computer systems for critical operations.
Rapidly declining data storage costs	Organizations can easily maintain detailed databases on individuals.
Data analysis advances	Companies can analyze vast quantities of data gathered on individuals to develop detailed profiles of individual behavior.
Networking advances and the Internet	Copying data from one location to another and accessing personal data from remote locations are much easier.

Q7

a)

Enterprise analysis (also called business systems planning) argues that the firm's information requirements can be understood only by examining the entire organization in terms of organizational units, functions, processes, and data elements. Enterprise analysis can help identify the key entities and attributes of the organization's data.
The central method used in the enterprise analysis approach is to take a large sample of managers and ask them how they use information, where they get their information, what their objectives are, how they make decisions,

The strategic analysis, or critical success factors, approach argues that an organization's information requirements are determined by a small number of critical success factors (CSFs) of managers. If these goals can be attained, success of the firm or organization is assured CSFs are shaped by the industry, the
firm, the manager, and the broader environment. New information systems should focus on providing information that helps the firm meet these goals.
The principal method used in CSF analysis is personal interviews—three or four—with a number of top managers identifying their goals and the resulting CSFs. These personal CSFs are aggregated to develop a picture of the firm's CSFs. Then systems are built to deliver information on these CSFs.

b)

(1) automation, (2)
rationalization, (3) reengineering, and (4) paradigm shifts

c)

- Depreciation: it affect profit and the cash flow.
- Break even: determine the volume of activity at which there is no loss or profit.
- Rate of return :computing the profitibility of an investment into account the timing of investment and cash flow stemming from investment.