一、選擇題 60%（單選，答選不倒扣，每題 5 分）

1. Critical success factors are
   (a) management activities that are frequently criticized by top management.
   (b) issues identified by employees at the lowest level of management as critically important to
   the success of their jobs.
   (c) issues identified by executives as critically important to the success of their business units.
   (d) ISs that must be taken care of before any planning is done.

2. Groupware refers to software that helps with which of the following activities?
   (a) group calendaring and scheduling
   (b) collaborative document handling
   (c) electronic meeting systems
   (d) all of the above

3. In IS terminology, outsourcing is
   (a) trusting an organization IS operations to an outside company.
   (b) selling excess IS services of the IS department to other organizations.
   (c) hiring a service firm to enter transaction records from source documents.
   (d) identifying the sources of problems before exploring opportunities for

4. In the technical feasibility study of the systems development effort, the project team examines if
   (a) the components for the proposed system exist or can be developed with available tools.
   (b) if the users will be technically qualified to operate the proposed system.
   (c) if the proposed system is superior, technically, to similar systems used by competitors.
   (d) if there will be sufficient technical support to maintain the system.

5. What is the correct order of activities in decision making?
   (a) choice, design, intelligence
   (b) design, intelligence, choice
   (c) intelligence, design, choice

6. ______ is a category of artificial intelligence.
   (a) Robotics
   (b) Artificial vision
   (c) Natural language processing
   (d) all of the above

7. The time between the adoption of an idea for a product and the completion of a prototype that can be
   mass-manufactured is known as ______.
   (a) prototyping
   (b) time-to-market
   (c) computer-aided design
   (d) supply lead time

8. What is compatibility in the planning of an IS?
   (a) Compatibility is the degree to which the IS strategic plan agrees with the IS tactical plan.
   (b) Compatibility is the degree to which IS specialists are familiar with the type of systems they
   are supposed to maintain.
   (c) Compatibility is the ability to use the same data with more than one application, and the
   ability of different hardware pieces to work together.
   (d) Compatibility is the degree to which IS specialists are familiar with the type of systems they
   are supposed to develop.
9. In a data flow diagram, external entities are
   (a) any data that enters the business from an external source.
   (b) any processes that take place outside the system.
   (c) individuals and groups of people that are external to the system.
   (d) any activities, data flows, and data stores that cannot be described in the DFD because of lack of appropriate symbols.

10. System design is
    (a) the evaluation of alternative solutions to a business problem and the specification of hardware, software, and communications
    (b) another term for programming.
    (c) the shaping of the proposed system user interface.
    (d) the blueprint of distribution of the new application to users.

11. An old turkey conversion to a new system is the same as a ______ conversion.
    (a) parallel
    (b) phased
    (c) cut-over
    (d) pilot

12. The user dialog is
    (a) the file that is used to capture the input data.
    (b) the logical algorithm used to process the input.
    (c) the files that record parameters that are input by customers.
    (d) the manner in which the users interact with the system (including menus and icons)

二、問答題 40%（每題 10 分）

1. Distinguish between data, information and knowledge.
2. List and explain three benefits of expert systems.
3. What is SDLC (system development life cycle)?
4. Give four examples of how organizations can generate revenue on the Internet.