一、選擇題（答對一題得3分，答錯一題到扣1分，未答題者得0分）

1. Each of the following is explicitly designed to enhance managerial decision making except
   - a. TPS.
   - b. DSS.
   - c. ESS.
   - d. GDSS.

2. Object-oriented systems development concerns include:
   - a. the inability to reuse objects.
   - b. the increase in time and development costs.
   - c. no agreed upon object-oriented methodology yet exists.
   - d. all of the above.

3. When unauthorized changes can be made to data stored in computer systems, this is indicative of a weakness in the:
   - a. data file security controls.
   - b. administrative controls.
   - c. system software controls.
   - d. implementation controls.

4. The Internet Business Model that provides service and support for hardware and software users is the:
   - a. virtual storefront.
   - b. marketplace concentrator.
   - c. content provider.
   - d. on-line service provider.

5. Occupational illnesses caused by computers include:
   - a. repetitive stress injury.
   - b. technostress.
   - c. VDT radiation.
   - d. all of the above.

6. Helping the business firm integrate new knowledge into the business and control the flow of paperwork is the purpose of _____-level systems.
   - a. management
   - b. configuration.
   - c. knowledge.
   - d. operational.

7. Advantages of the hierarchical and network database models include:
   - a. supporting ad hoc, English-like inquiries for information.
   - b. being easy to install.
   - c. flexibility.
   - d. processing efficiency.

8. The incorporation of the rules for how to pay a supplier into an information system best exemplifies:
   - a. input.
   - b. standard operating procedures.
   - c. processing.
   - d. feedback.

9. An intelligent agent can:
   - a. delete junk e-mail.
   - b. schedule appointments.
   - c. train or teach the user.
   - d. do all of the above.

10. A 7- or 8-bit binary code used in data transmission, PCs, and some large computers defines:
    - a. ASCII.
    - b. EBCDIC.
    - c. RAM.
    - d. ROM.

11. Programming languages that can be employed directly by end users or less-skilled programmers to develop computer applications more rapidly than conventional programming languages are _____ languages.
    - a. first-generation
    - b. second-generation
    - c. third-generation
    - d. fourth-generation

12. Types of GDSS software tools include:
    - a. policy formation tools
    - b. group dictionaries.
    - c. tools for voting or setting priorities.
    - d. all of the above.

13. The type of control that divides responsibilities and assigns tasks among people so that job functions do not overlap, to minimize the risk of errors and fraudulent manipulation of the organization's assets best describes:
    a. application controls.
    b. data security controls.
    c. segregation of functions.
    d. supervision of personnel.

14. Transaction processing systems serve the _____ level of an organization:
    a. knowledge.
    b. management .
    c. operational.
    d. strategic

15. A survey of files and sample files for accuracy and completeness of data in an information system describes a(n):
    a. feasibility assessment.
    b. data quality audit.
    c. MIS audit.
    d. walkthrough.

16. The feature of object-oriented programming in which a specific class of objects receives the features of a more general class defines:
    a. method.
    b. procedure.
    c. legacy.
    d. inheritance.

17. In the relational data model, a relation is equivalent to a:
    a. segment.
    b. record.
    c. field.
    d. file.

18. The primary advocate for database systems in the organization is the:
    a. end user
    .b. chief information officer.
    c. database administrator.
    d. data administrator.

19. A dedicated telephone connection comprising 24 channels that can support a data transmission rate of 1.544 megabits per second defines:
    a. T1 line.
    b. cable modem.
    c. dedicated line.
    d. ISDN.

20. Which of the following rejects the very concept of a shared global culture and rejects the penetration of domestic markets by foreign goods and services:
    a. a decentralized structure.
    b. particularism.
    c. cooptation.
    d. political laws.

21. A group of related files makes up a(n):
    a. master file.
    b. database.
    c. entity.
    d. attribute.

22. Unique salient features of organizations include:
    a. levels.
    b. standard operating procedures.
    c. politics.
    d. culture.

23. The type of teleconferencing in which two or more users are able to edit and modify data files simultaneously best describes:
    a. telecommuting
    b. facsimile.
    c. dataconferencing
    d. computer conferencing.

24. The IT-enabled change that has the highest risk and the highest return is:
    a. automation.
    b. reengineering.
    c. paradigm shift.
    d. rationalization.

25. The most common source of business system failure is:
    a. disgruntled employees
    b. data quality.
    c. software bugs.
    d. computer viruses.

二、問答題

1. Briefly describe the systems lifecycle and its stages. Identify the end products for each stage. （12%）

2. What is the Internet? Identify six Internet functions. （6%）

3. Please identify at least 7 problems the current data-warehousing systems may confront. （7%）