Information systems management analysis

Chapter 1 1. Briefly describe how outsourcing and strategic alliances have impacted IS organizations. Page Ref: 9 2. Describe the key differences between procedure-based information work and knowledge-based information work. Page Ref: 18 3. Why is it important for the IS organization to recognize the distinction between procedure-based activities and knowledge-based types of information work? Page Ref: 19 4. Briefly describe how the Web has changed the term data. Page Ref: 14 5. Describe two major data issues facing CIOs today.

Page Ref: 14 6. Due to the growth and pervasiveness of IT, organizations are operating in a much different business environment. Describe three business issues that dramatically affect IT. Page Ref: 2 7. Discuss how the emergence of the Internet economy has affected the global market place. Page Ref: 7 8. List four principle elements that represents the process of applying IT to accomplish useful work. Chapter 2 1. Briefly describe the five IT waves of innovation. Page Ref: 51 2. Briefly describe Cox's four functions of IS.

Page Ref: 54-55 3. Distinguish between the roles of the CIO in the mainframe, distributed, and Web Eras. Page Ref: 63-64 4. List five approaches a CIO could use to increase their understanding of the business and environment. Page Ref: 65 5. Why has IT governance become a prominent issue? Page Ref: 75 6. Why should a CIO develop a strategic vision? Page Ref: 68-69 7. How can the risk of technological change be managed? Page Ref: 88 8. Briefly describe the Enterprise wide Information Management Model. Page Ref: 63 9.

List three traditional responsibilities of IS and describe how these responsibilities can be " nibbled" away IS departments. Page Ref: 52 10. List and briefly describe three decision domains from the Broadbent and Weill IT governance arrangements matrix. Page Ref: 74 Chapter 3 1. Distinguish between three types of strategic uses of IT in business. Page Ref: 100 2. According to Porter, how can the Internet be used to sustain a competitive advantage? Page Ref: 104 3. Distinguish between e-enablement, e-business, and e-commerce.

Page Ref: 105 4. Briefly describe the three lessons that the past has taught about how to use IT strategically, according to Brown and Hagel. Page Ref: 106 5. What is an Intranet? Identify several key benefits of intranets. Page Ref: 108 6. Distinguish between loose, close and tight integration of B2B e-business. Page Ref: 125 7. List the advantages of B2B e-business. Page Ref: 118 8. List and describe three key components provided by the Internet that has allowed companies to accelerate online business activity. Page Ref: 104 9.

How do companies use the technology of the internet for competitive advantage? Page Ref: 100 10. According to Carr, long term successful IT management hinges on defense, not offense. Carr further indicates that the Management of IT should focus on which three areas? Page Ref: 105 Chapter 4 1. List five reasons why system planning is so difficult. Page Ref: 135-136 2. Describe the traditional strategy-making process. Page Ref: 137 3. Describe the four stages of Growth model. Page Ref: 146 4. Identify the Competitive Forces model and three appropriate strategies.

Page Ref: 148-149 5. Discuss the contribution that the Value Chain model makes to systems planning. Page Ref: 152 6. Discuss the contribution that the e-business value matrix makes to systems planning. age Ref: 155 7. Describe scenario planning. Page Ref: 163 8. List and describe the dominant technology in each of the three eras of the Nolan and Gibson information technology learning curve. What is technological discontinuity? Page Ref: 146 9. According to Porter, in the new economy, technology has become the most important driver of change.

List and describe three emerging forces that will affect technology as described by Porter. Page Ref: 152 10. What are the five primary activities of the Porter value chain? Page Ref: 152 Chapter 5 1. Distinguish between an IT architecture and an IT infrastructure. Page Ref: 174 2. Which four issues determine the degree to which a system is distributed? Page Ref: 175 3. List three issues that impact an organization's ability to distribute IT functions and responsibilities. Page Ref: 178 4. Briefly describe remote data management client-server systems.

Page Ref: 183-184 5. Briefly describe XML, UDDI, SOAP and WSDL. Page Ref: 193 6. Describe three views that firms can take of their IT infrastructure. Page Ref: 221-222 7. What are the benefits of client-server computing? Page Ref: 188 9. What are the benefits of peer-to-peer computing? Page Ref: 191 10. Define and describe SOA. Page Ref: 201 Chapter 6 1. Describe three attributes that make the Internet important to corporations. Page Ref: 219 2. Describe Voice over IP. age Ref: 224 3. Briefly describe the seven layers of the OSI reference model.

Page Ref: 228 4. Briefly describe four wireless network technologies. Page Ref: 232 5. Briefly describe 1G and 2G cellular technology. Page Ref: 235-236 6. Describe the challenges facing the introduction of 3G Cellular technology. Page Ref: 235 7. Discuss the roles of the IS department in the management of telecommunications within an organization. Page Ref: 245 8. Briefly describe DSL. Page Ref: 217 9. Why is the OIS model called a Reference Model? Page Ref: 227 10. What is a wireless mesh network? Why are they important? Page Ref: 237