Question Set #3 Name ______

Fill in the blank (10 points each)

1. The ______ is a network of organizations and business processes for procuring raw materials, transforming these materials into intermediate and finished products, and distributing the finished products to customers.

2. The ubiquity of the Internet reduces the costs of participating in a market. These costs are called ______ costs.

3. A(n) ______ provides tools for the management, delivery, tracking, and assessment of various types of employee learning and training.

4. A(n) ______ decision is repetitive and routine, for which known algorithms provide solutions.

5. The third stage in Simon's description of decision making is ______.

6. A(n) ______ uses easy-to-understand displays of information to provide management with a comprehensive view of firm performance on a single screen.

7. Identify and describe two supply chain models. (Points: 10)

8. "Knowledge increases exponentially" is a phrase with which we are all familiar. How does this concept apply to electronic business and the emergence of the digital firm? Support your contentions. (Points: 10)

9. What do you see as the challenges in setting up a knowledge management system? (Points: 10) 10. Describe MIS and DSS and differentiate between them. (Points: 10)