Study Guide for MGMT 331 Final Exam

The Final Exam will be a total of 33 questions (8 Multiple Choice, 24 True False, and one Essay) from the following sources worth 3 points, except 4 points for the essay question. There will also be one bonus question worth 3 points that asks, "What one thing would you do to make this course more valuable to the student?"

1. Chapter 1, Pages 5-6: How Information systems are transforming business.
2. Chapter 4, Pages 124-125: Five Morral Demensions of the information age and what effect the introduction of new information technology has had.
3. Chapter 5, Pages 164-168: Evolution of IT infrastructure – know stages (and order).
4. Chapter 6, Page 210: File organization terms and concepts.
5. Chapter 9, Page 359: Operational CRM, Analytical CRM & Customer Lifetime Value (CLTV).
6. Chapter 10, Pages 376-379: Dimensions of e-commerce activity – Why E-Commerce is Different.
7. Chapter 12, Page 451: Business Value of Improved Decision Making
8. Chapter 14, Page 542: Organizational Factors in Systems Planning and Implementation.
9. Chapter 2, Pages 45-46: Types of information systems, operational managers, functional systems, and purpose of transaction processing systems, MIS questions answered.
10. Chapter 2, Page 48: Decision-support systems.
11. Chapter 2, Page 51: Executive support systems.
12. Chapter 3, Pages 86, 92-95: Organizational Structures and Porter's Competitive Forces Model.
13. Chapter 3, Page 99: Switching costs.
14. Chapter 5, Page 166: Client/Server Era.
15. Chapter 6, Page 234: Data cleansing.
16. Chapter 6, Page 252: Client/Server computing – servers provide client with an address.
17. Chapter 8, Page 302: Spoofing, Denial-of-service (DoS).
18. Chapter 11, Page 414: tacit knowledge, explicit knowledge, and knowledge location.
19. Chapter 12, Page 452: Structured and unstructured decisions.
20. Chapter 13, Pages 485-487: Addressing organizational changes surrounding the introduction of a new system.
21. Chapter 13, Page 496: New systems in production when conversion is complete.
22. Chapter 15, Page 558: Particularism.
23. Chapter 1, Pages 15-16: Be able to discuss the difference between information technology and information systems, and describe functions of information systems.