Introduction to Information Management

Final Exam Study Guide

See the class schedule for your final exam date and time

This exam is made up of multiple choice questions and at least two short answer questions. The exam is worth 110 points. The exam will include information from Chapters 11-15 (50 % of exam) and will also include terms from various chapters throughout the textbook and other resource materials (50% of the exam). Chapter concepts and terms you should know:

Chapter 1

- Business Processes
- Information
- Data
- Management Information Systems (MIS)
- Knowledge workers
- Hardware
- Software
- Sociotechnical view of systems

Chapter 2

- Decision Support System (DSS)
- Supply Chain Management (SCM)
- Knowledge Management System (KMS)
- Digital dashboard
- Chief Information Officer (CIO) and tasks
- Chief Security Officer (CSO) and tasks
- Chief Privacy Officer (CPO) and tasks
- Chief Knowledge Officer (CKO) and tasks

Chapter 3

- Competitive advantage
- Disruptive technologies
- Know Porter’s competitive forces model and what each of the forces are and what they mean
- Know the four competitive strategies, what they are, and examples of each
- Core competency

Chapter 4

- Ethics
- Intellectual property
- Trade secret
- Copyright
- Patent
- Digital divide
Chapter 5

- Client/Server computing
- Cloud computing
- Moore’s Law
- Grid computing
- Virtualization
- Green computing
- Service oriented architecture (SOA)
- Mashup
- Scalability

VBA

- Definition
- Module
- Sub procedure
- Function
- Macro procedure

HTML

Be able to answer some general questions about html code (i.e. code for bold, italics, underline, etc.). Know what tags are. Define html.

Chapter 6

- Fields, records, files, database, entity, attribute
- Database Management System (DBMS) and Relational DBMS
- Primary keys, foreign keys, tuples
- Data definition
- Data dictionary
- Entity relationship diagram (and know what the different diagram symbols mean)
- Data warehouse
- Data mining and related terms
- Text mining and web mining
- Review and study the Database Terms document that was linked off of the database project instructions.

Chapter 7

- Network
- Hubs, switches, routers, and modems
- Know the different types of Physical Transmission Media we discussed and be able to explain the different ones
- Bandwidth
- IP address
- Voice over IP (VOIP)
- Search Engine, search engine marketing, and search engine optimization
- Radio Frequency Identification (RFID)
Chapter 8

- Security
- Malware, Viruses, Worms, spyware, Trojan horses – be able to explain what each does
- Keyloggers
- Denial of Service (DoS)
- Identity theft
- Authentication, passwords, token, biometrics, smart cards
- Secure Socket Layer (SSL)
- Online transaction processing system (OLTP)

Chapter 9

- Enterprise systems (Enterprise Resource Planning Systems – ERP)
- Supply chain
- Just-in-time strategy
- Bullwhip effect
- Customer Relationship Management (CRM) Systems
- Operational CRM
- Analytical CRM

Chapter 10

- E-Commerce
- Types of E-commerce – know what they are and be able to explain each
- Know the different E-commerce business models (on pages 382-384) and related terms
- Know the different e-commerce revenue models
- Know the different types of e-commerce marketing

Chapter 11

- Knowledge
- Wisdom
- Knowledge management and related activities (acquisition, storage, dissemination, and application)
- Tacit knowledge
- Explicit knowledge
- Structured knowledge
- Learning management system
- Artificial intelligence
- Expert systems
- Virtual reality systems
- Fuzzy Logic
- Neural networks – know and give examples of how they work
- Genetic algorithm
- Intelligent agents

Chapter 12

- Unstructured decision
• Structured decision
• Know and be able to explain the four stages in decision making
• Know some of the information quality dimensions
• Predictive analytics
• Geographic Information Systems (GIS)
• Data visualization
• Sensitivity analysis
• Balanced scorecard

Chapter 13

• Know and be able to explain all 7 steps of the Systems Development Life Cycle (SDLC) and each of the related terms – review the SDLC tutorial you used to create the project.
• Business process redesign
• Business Process Management
• Outsourcing
• Rapid Application Development (RAD)
• Agile Development

Chapter 14

• Project Management
• Know the five major variables for project management for information systems
• Critical success factors
• Scoring model
• Tangible benefits
• Intangible benefits
• Capital budgeting
• Risk and how to control it

Chapter 15

• Know the major dimensions of an international system architecture
• Global culture
• Know the three kinds of organizational structure for global business
• Know the four main global strategies for global firms’ organizational structure
• Know the management challenges in developing global systems (see table 15-4)