

本試題是否可以使用計算機： 可使用， 不可使用（請命題老師勾選）

考試日期：0302，節次：1

共50題選擇題，每題2分

請在答案卷第一頁上先畫好填答用表格共5列，每列由左至右各10題，請註明題號，並直接將答案填寫於上：

1. An information system can be defined technically as a set of interrelated components that collect (or retrieve), process, store, and distribute information to support:
  - a. decision making and control in an organization.
  - b. communications and data flow.
  - c. managers analyzing the organization's raw data.
  - d. the creation of new products and services.
  
2. In a hierarchical organization, the upper levels consist of:
  - a. managerial and professional employees.
  - b. managerial, professional, and technical employees.
  - c. professional and operational employees.
  - d. managerial, professional, and operational employees.
  
3. Networking and telecommunications technologies, along with computer hardware, software, data management technology, and the people required to run and manage them, constitute an organization's:
  - a. data management environment.
  - b. networked environment.
  - c. IT infrastructure.
  - d. information system.
  
4. Pricing analysis is an example of:
  - a. a sales and marketing information system serving senior management.
  - b. a sales and marketing information system serving middle management.
  - c. a finance and accounting information system serving senior management.
  - d. a finance and accounting information system serving middle management.
  
5. A finance and accounting information system aids operational management with:
  - a. establishing long term investment goals.
  - b. profit planning.
  - c. accounts receivable.
  - d. budgeting.

(背面仍有題目,請繼續作答)

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6. Decision-support systems are often referred to as:

- a. business information systems.
- b. business intelligence systems.
- c. business analysis systems.
- d. business modeling systems.

7. The advantage of a having a centralized information services department, which operates as a separate department similar to other departments is:

- a. that this is more likely to produce more compatible systems and more coherent long-term systems development plans.
- b. that this lowers costs of technology purchases.
- c. that systems are built that directly address that function's business needs.
- d. that systems are built that can function independently and more efficiently.

8. The interaction between information systems and organizations is:

- a. primarily guided by the decision making of middle- and senior-managers.
- b. a complex, two-way relationship mediated by factors such as the environment and organizational structure.
- c. is driven by the microeconomic forces of capital and labor.
- d. successfully managed when the organization's existing culture and goals are seen as the driving force.

9. How are information systems used at the industry level to achieve strategic advantage?

- a. Building industry-wide, IT-supported consortia and symposia
- b. By raising the bargaining power of suppliers
- c. By encouraging the entry of new competitors
- d. By enforcing standards that reduce the differences between competitors

10. Blockbuster's implementation of online movie rental is an example of using information technology to enhance which part of the value chain?

- a. Inbound logistics
- b. Operations
- c. Sales and marketing
- d. Procurement

11. The four key technical trends responsible for current ethical stresses related to information technology are:

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- a. doubling of computer power every 18 months, data analysis advances, networking advances, the Internet.
- b. doubling of computer power every 18 months, declining data storage costs, data analysis advances, lack of international standards for data protection.
- c. doubling of computer power every 18 months, declining data storage costs, data analysis advances, networking advances and the Internet.
- d. doubling of computer power every 18 months, declining data storage costs, data analysis advances, ease in file sharing and copying.

12. The ethical "no free lunch" rule states that:

- a. if an action cannot be taken repeatedly, then it is not right to be taken at any time.
- b. one should take the action that produces the least harm or incurs the least cost.
- c. one can put values in rank order and understand the consequences of various courses of action.
- d. everything is owned by someone else, and that the creator wants compensation for this work.

13. Redesigning and automating business processes can be seen as a double-edged sword because:

- a. the increases in efficiency may be accompanied by job losses.
- b. the increases in efficiency may be accompanied by poor data quality.
- c. the support for middle-management decision making may be offset by poor data quality.
- d. the reliance on technology results in the loss of hands-on knowledge.

14. Which of the following is not an IT infrastructure service component?

- a. Operating system software
- b. Computing platforms to provide a coherent digital environment
- c. Physical facility management to manage the facilities housing physical components
- d. IT management services to plan and develop the infrastructure and provide project management

15. Place the following eras of IT infrastructure evolution in order, from earliest to most recent: (1) Mainframe and Minicomputer; (2) Client/Server; (3) Enterprise Internet; (4) Personal Computer; and (5) Electronic Accounting Machine.

- a. 5, 1, 2, 3, 4
- b. 5, 1, 4, 2, 3
- c. 1, 5, 4, 2, 3
- d. 1, 5, 2, 3, 4

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16. The components of edge computing are:

- a. local client, ISP servers, corporate enterprise servers.
- b. local client, corporate Web servers, corporate enterprise servers.
- c. ISP servers, corporate Web servers, corporate enterprise servers.
- d. ISP servers, corporate enterprise servers, Web servers.

17. An ASP:

- a. supplies online access over networks to storage devices and storage area network technology.
- b. manages combinations of applications, networks, systems, storage, and security as well as providing Web site and systems performance monitoring to subscribers over the Internet.
- c. uses centrally managed facilities to host and manage access to package applications delivered over networks on a subscription basis.
- d. all of the above.

18. Which of the following best illustrates the relationship between entities and attributes?

- a. The entity CUSTOMER with the attribute PRODUCT
- b. The entity CUSTOMER with the attribute PURCHASE
- c. The entity PRODUCT with the attribute PURCHASE
- d. The entity PRODUCT with the attribute CUSTOMER

19. An automated or manual file that stores information about data elements and data characteristics such as usage, physical representation, ownership, authorization, and security is the:

- a. data dictionary.
- b. data definition diagram.
- c. entity-relationship diagram.
- d. relationship dictionary.

20. In terms of data relationships, associations refers to:

- a. events linked over time.
- b. patterns that describe a group to which an item belongs.
- c. occurrences linked to a single event.
- d. undiscovered groupings.

21. The Internet is based on the following three key technologies:

- a. TCP/IP, HTML, HTTP.

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- b. TCP/IP, HTTP, and packet switching.
- c. client/server computing, packet switching, and the development of widely used communications standards for linking networks and computers.
- d. client/server computing, packet switching, and HTTP.
22. Together, a protocol prefix, a domain name, a directory path, and a document name, are called a:
- a. uniform resource locator.
- b. domain name.
- c. third-level domain.
- d. root domain.
23. In a RFID system, a(n) \_\_\_\_\_ is electronically programmed with information that can uniquely identify an item, such as an electronic code.
- a. reader
- b. antenna
- c. microchip
- d. transponder
24. What is the most far-reaching effect of identity theft?
- a. Corporations implementing more rigorous authentication procedures
- b. More governmental control of security standards
- c. Lowering of revenues and profits due to public mistrust of e-commerce safety
- d. ISPs implementing more active counter-crime techniques
25. In 2004, ICQ users were enticed by a sales message from a supposed anti-virus vendor. On the vendor's site, a small program called Mitglieder was downloaded to the user's machine. The program enabled outsiders to infiltrate the user's machine. What type of malware is this an example of?
- a. Virus
- b. Worm
- c. Trojan horse
- d. Spyware
26. Pharming involves:
- a. redirecting users to a fraudulent Web site even when the user has typed in the correct address in the Web browser.

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- b. pretending to be a legitimate business's representative in order to garner information about a security system.
- c. setting up fake Web sites to ask users for confidential information.
- d. using e-mails for threats or harassment.

27. Why is overstocking warehouses not an effective solution for a problem of low availability?

- a. It slows product time to market.
- b. It is an inefficient use of raw materials.
- c. It increases sales costs.
- d. It increases inventory costs.

28. A scheduling system for minimizing inventory by having components arrive exactly at the moment they are needed and finished goods shipped as soon as they leave the assembly line best describes which strategy:

- a. just-in-time strategy.
- b. stockless inventory.
- c. ASAP inventory.
- d. replenishment-only inventory.

29. Which type of enterprise application or technique would help you best identify hidden buying patterns of your customers?

- a. OLAP using a SCM system
- b. Data mining using a CRM system
- c. Predictive analysis using a PRM system
- d. None of the above

30. What was the most important impact of Major League Baseball's Web site development efforts?

- a. Created a strategic advantage for major league baseball
- b. Increased the efficiency of baseball operations
- c. Strengthened the relationship with customers and suppliers
- d. Made it possible for major league baseball to survive

31. Pure-play business models:

- a. are primarily used in business-to-business electronic commerce.
- b. do not sell a physical product.
- c. are extensions of traditional bricks-and-mortar businesses.

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d. did not have an earlier existing bricks-and-mortar business before they went to the Internet.

32. Net marketplaces:

- a. focus on continuous business process coordination between companies for supply chain management.
- b. operate as independent intermediaries between buyers and sellers.
- c. are geared towards short-term spot purchasing.
- d. are more relationship oriented and less transaction oriented than private industrial networks.

33. A system for organizing formal documents and reports in a repository where it can be accessed throughout the organization best describes:

- a. database management system.
- b. expert system.
- c. structured knowledge system.
- d. neural network.

34. Virtual reality systems:

- a. provide engineers, designers, and factory managers with precise control over industrial design and manufacturing.
- b. provide an important source of expertise for organizations.
- c. allow groups to work together on documents.
- d. provide architects, engineers, and medical workers with precise, photorealistic simulations of objects.

35. Investment workstations:

- a. provide engineers, designers, and factory managers with precise control over industrial design and manufacturing.
- b. provide an important source of expertise for organizations.
- c. allow groups to work together on documents.
- d. are high-end PCs used in the financial sector to analyze trading situations instantaneously and facilitate portfolio management.

36. Which of the following describes a difference between neural networks and genetic algorithms?

- a. Genetic algorithms are designed to process large amounts of information.

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- b. Genetic algorithms are a type of knowledge discovery, while neural networks are an intelligent technique.
- c. Neural networks are programmed to “learn”.
- d. All of the above
37. Which phase of decision making finds or recognizes a problem, need, or opportunity?
- a. Design
- b. Intelligence
- c. Choice
- d. Implementation
38. Which type of model is used to help managers use historical data to estimate future conditions and sales figures resulting from these conditions?
- a. Optimization
- b. Sensitivity analysis
- c. Statistical
- d. Forecasting
39. GDSS are most useful for tasks involving:
- a. session planning, organizational memory, personal productivity, and enterprise analysis.
- b. idea generation, complex problems, and large groups.
- c. idea generation, idea organization, prioritizing, and policy development.
- d. session planning, prioritizing, policy development, and organizational memory.
40. The four kinds of structural organizational change enabled by IT are:
- a. rationalization, automation, reengineering, and redesigning
- b. rationalization, automation, reengineering, and paradigm shift
- c. automation, rationalization, restructuring, and reengineering
- d. automation, restructuring, reengineering, and paradigm shift.
41. Systems design:
- a. describes what a system should do to meet information requirements.
- b. shows how the new system will fulfill the information requirements.
- c. always tries to increase precision.
- d. includes the testing phases.
42. “Hidden costs” such as \_\_\_\_\_ can easily undercut anticipated benefits from outsourcing.



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- a. monitoring vendors to make sure they often are fulfilling their contractual obligations
- b. transitioning to a new vendor
- c. identifying and evaluating vendors of information technology services
- d. all of the above

43. The major variables in project management are:

- a. scope, time, cost, and performance.
- b. scope, time, cost, quality, and risk.
- c. time, cost, quality, performance, and risk.
- d. time, cost, scope, and performance.

44. The payback method of capital budgeting:

- a. is the amount of money an investment is worth, taking into account its cost, earnings, and the time value of money
- b. calculates the rate of return from an investment by adjusting the cash inflows produced by the investment for depreciation
- c. is defined as the rate of return or profit that an investment is expected to earn, taking into account the time value of money
- d. is a measure of the time required to pay back the initial investment of a project

45. Formal planning and control tools:

- a. enable a project to have sufficient technical support for project management and development.
- b. enable a project manager to properly document and monitor project plans.
- c. portray a project as a network diagram with numbered nodes representing project tasks.
- d. consist of ways to link the work of the implementation team with users at all organization levels.

46. In sociotechnical design:

- a. separate sets of technical and social design solutions are developed and compared.
- b. ergonomic features of a system and the system's technical design are given equal importance.
- c. systems analysts with proven backgrounds in sociological concerns rate and compare a system's social and technical aspects.
- d. all of the above.

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47. In terms of global business strategy and structure, a domestic exporter will use a policy of:

- a. some dispersed sales, with centralized production, accounting, human resources, and strategic management.
- b. centralized production and accounting with decentralized marketing and human resources.
- c. centralized production, accounting, marketing, and human resources.
- d. dispersed production and marketing, with centralized accounting, human resources and strategic management.

48. Franchise companies have tended to use a \_\_\_\_\_ systems configuration, and seem now to be moving toward \_\_\_\_\_ systems.

- a. duplicated; decentralized
- b. centralized; decentralized
- c. decentralized; duplicated
- d. decentralized; networked

49. Some domestic firms are outsourcing systems development work or maintenance of existing systems to external vendors in another country, a process known as:

- a. domestic outsourcing.
- b. offshore software outsourcing.
- c. foreign franchising.
- d. global development.

50. The major dimensions of international systems architecture include each of the following EXCEPT:

- a. the global environment.
- b. corporate global strategy.
- c. technology platform.
- d. transborder data flows.