

ACS 1803 STUDY QUESTIONS Final - Part 1
For ACS-1803 exam

(The following questions are intended to help guide your studying. Be sure to emphasize understanding of how all the ideas fit together - until you feel that you can explain these ideas to someone else.)

MC – Multiple Choice; *L – Long Answer

1. What are common problems with connectivity among functional area systems *L
2. Explain what are “legacy systems”. *MC What problems do such system often cause for an organization’s management? Why?
3. Explain what are enterprise resource planning (ERP) systems. Outline several of their key characteristics.*L
4. *** Be able to describe in *reasonable detail* how a company such as Stepan (Assignment #3) leverages an ERP system and how its operations are improved after installing an ERP system like SAP. **L
5. Explain the supply chain management (SCM) philosophy and show how SCM systems help to implement such a philosophy. *L
6. Explain the customer relationship management (CRM) philosophy and show how CRM systems help to implement such a philosophy.*L
7. What is electronic data interchange (EDI)? Give a *detailed* example of how it would be used. *L
8. What are the benefits of EDI? What are two types of EDI? Describe each type. *L
9. What are advantages of extranet EDI? *L
10. What are five common features of an Executive Information System? Explain clearly with an example what *drill-down reporting* means in an EIS. *L
11. How does a Decision Support System differ from a management reporting system?
12. What are three main components of a typical DSS? What kind of decisions does such a system support? Give a clear example of a DSS. **L
13. Give an example of “what-if” analysis in an Excel spreadsheet. Why might this be considered an elementary DSS? *L
14. Understand some common DSS systems in various functional areas *MC

15. What are the key facts about expert systems? Explain: "knowledge base" and "decision rules".
16. **Why would an organization want to develop an expert system? Provide an example of an expert system *L.
17. What are main components of a Geographic Information System (GIS)? Give examples of how such a system can be used to help make decisions. *MC
18. Describe the main features of collaborative information systems *L.
19. Understand global information systems *MC
20. Explain, with an illustration, the concept of vertical area information systems.*L
21. Understand main concepts about: a) imaging systems, b) document management systems, c) electronic mail systems as part of office automation systems *MC