ACS 1803 STUDY QUESTIONS 2 - Part 1
For final 1803 exam

(The following questions are intended to help guide your studying. Be sure to emphasize <u>understanding</u> 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 is the purpose of budgeting systems? Why are spreadsheets a good base for such systems?

2.   Explain the purpose of capital budgeting systems. How does a capital budget differ from an operational budget?

3. What is the purpose of investment management systems?

4. Give an example of two strategic systems in the area of Finance. Provide an example of how each is used in industry.

5. Outline 5 areas of *production planning and control* that could benefit significantly from information systems. *L

6. *LWhat is the main output of a Master Production Schedule? What are three main inputs?

7. What is the main output of the Material Requirements Planning system? What are its 2 main inputs? *L What is the purpose of the Bill of Materials?

8. What are two main outputs from the capacity requirements planning system? What is the purpose of the route sheet? *L

9. Based on questions 5-8, and considering MRPII, *explain, with adequate examples how information systems can assist production management.* **L

10. Explain the concept of "vendor managed inventory" and the role of computer systems in this.

11. Explain the terms: supply chain, supply network, supply chain management. How do information systems assist in this area?

12. Explain "Just in time" manufacturing. *MC

13. * Outline several IT considerations in manufacturing *L.

14. Describe clearly and completely sales force automation.*L

15. Understand contact management systems, telemarketing systems,*MC

16. Give examples of tactical decisions of marketing managers *L Describe sales management systems, sales forecasting systems, and market research systems.

17. Discuss different types of software used in marketing *L

18. Understand employee information systems *MC, attendance recording systems *MC, employee scheduling systems *MC

19. Explain essential features of compensation and benefit systems *L

20. What are common problems with connectivity among functional area systems *L

21. Explain what are "legacy systems". *MC What problems do such system often cause for an organization's management? Why?

22. Explain what are enterprise resource planning (ERP) systems. Outline several of their key characteristics.*L

23. Explain the supply chain management (SCM) philosophy and show how SCM systems help to implement such a philosophy. *L

24. Explain the customer relationship management (CRM) philosophy and show how CRM systems help to implement such a philosophy.*L

25. What is electronic data interchange (EDI)? Give a *detailed* example of how it would be used. *L

26. What are the benefits of EDI? What are two types of EDI? Describe each type. *L

27. What are advantages of extranet EDI? *L

28. What are five common features of an Executive Information System? Explain clearly with an example what *drill-down reporting* means in an EIS. *L

29. How does a Decision Support System differ from a management reporting system?

30. 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

31. Give an example of "what-if" analysis in an Excel spreadsheet. Why might this be considered an elementary DSS? *L

32. Understand some common DSS systems in various functional areas *MC

33. What are the key facts about expert systems? Explain: "knowledge base" and "decision rules".

34. **Why would an organization want to develop an expert system? Provide an example of an expert system *L.

35. 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

36. Describe the main features of collaborative information systems *L.

37. Understand global information systems *MC

38. Explain, with an illustration, the concept of vertical area information systems.*L

39. Understand main concepts about: a) imaging systems, b) document management systems, c) electronic mail systems as part of office automation systems *MC

End of Part 1

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