Owing to the prevalence of information technology, organizations need to implement different kinds of information systems to support the organization operation and decision-making. Based on the following perspectives to identify and describe the key system applications in the organization respectively: (1) organizational levels, (2) main types of information systems, (3) what kind of groups to serve, (4) which functional area to serve, (5) types of decision?   15

There is no single all-encompassing strategic information system to help organizations gain a competitive advantage, but instead there are a number of systems operating at different levels of strategy, such as business, firm, and industry level. Please identify appropriate analytic tools or principal concepts for analyzing strategy at each level respectively and also explain how can information technology help with each-level strategy respectively?
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Please identify and briefly describe the four kinds of structural organizational change that are enabled by information technology?   16

How can a CASE tool increase the productivity and quality of the system development process?   9

Briefly define the following terms: (1) scalability? (2) XML? (3) PBX?   (4) m-commerce?   12

Briefly describe the following questions: (1) the types of AI (artificial intelligence) application? (2) tools of groupware for enterprise collaboration? (3) contents of SCM (supply chain management) functional processes? (4) applications of enterprise communication and collaboration?   28