【考試注意事項】

◎請在仔細閱讀題目後，務必按照題號順序作答。

◎答案一律橫式書寫，從左至右由上而下。題號應標示清楚，字體應力求端正。

Part I. 簡答題：(共計 50%) 簡答題每題的答案以中文 20 個字為限。

1. Telecommunications.
    (1) What are the three principal network topologies? (6%)
    (2) Among the three principal network topologies, which one is the most often adopted as the physical topology for nowadays LANs? (3%)
    (3) Briefly describe the major pros and cons for the most often used physical topology. (6%)

2. The Internet and Enterprise Networking.
    (1) What is an intranet? Please briefly define. (3%)
    (2) What is an extranet? Please briefly define. (3%)
    (3) Package tracking application from Federal Express, when first developed, was for internal use, but now their customers are allowed to use it. Please give two major benefits realized by this particular Internet application. (6%) What is the number one issue that must be addressed in managing this change? (3%)

3. Classify the following applications into the most appropriate one of the following three categories: (a) Internet, (b) Intranet, (c) Extranet, or (d) None of the above. (2% each)
    Note: You **MUST** answer the following questions with the "letter" associated with each category.
    (1) E-mail
    (2) Banner ads on the Web pages
    (3) Internet-based EDI
    (4) B to B Electronic Commerce
    (5) B to C Electronic Commerce
    (6) 網路下單
    (7) Internet-based Work-Flow Management
    (8) Internet-based Supply-Chain Management
    (9) Amazon's 1-Click ordering
    (10) SAP R/3.

Part II. 問答題：(共計 50%)

1. 資訊系統在組織中的應用已從業務自動化處理延伸到管理支援，試就 Mintzberg 的管理者角色模式來分析說明資訊科技如何幫助各行各業的管理者提昇其績效。(20%)

2. 何謂價值鍊分析模式 (Value Chain Analysis Model)？為何價值鍊分析模式中要將組織各項活動分類？並說明此模式對資訊科技應用的影響與關係。(15%)

3. 請解釋下列名詞：(15%)
    (1) Mass Customization
    (2) DSS
    (3) ES
    (4) TPS
    (5) ATM