一共 4 題，每題 25 分。

1. Please define enterprise systems, supply chain management systems, customer relationship management systems, knowledge management systems, and management information systems and describe their business benefits.

2. Regarding the principal tools and technologies for accessing information from databases to improve business performance and decision making, please
   a. define big data and describe the technology for managing and analyzing it,
   b. describe the capabilities of online analytical processing (OLAP),
   c. define data warehouse and explain how it differs from a data mart,
   d. define data mining and describe how it differs from OLAP and the types of information it provides, and
   e. explain how text mining and Web mining differ from conventional data mining.

3. Regarding the components of organizational framework for security and control, please
   a. define general controls and describe the types of general control,
   b. define application controls and describe the types of application controls,
   c. describe the function of risk assessment and explain how it is conducted for information systems,
   d. define information systems auditing and explain how it promotes security and control, and
   e. define and describe security policy and identity management.

4. Please describe how social technologies and Fintech (financial technology) have changed e-commence.