**MID TEST ANSWER**

1.)

* Operational excellence
* New produce and business models
* Customer and supplier intemacy
* Improved decision making
* Competitve advantage
* Survival

2.) Characteristic of decision support system and MIS:

Facilitation: DSS facilitates and support specific decision making activities and/or decision

process

 Interaction: DSS are computer based system design for interactive used by decision makers

or staff user who control the sequences of interaction and the operation perform

Ancillary: DSS can support decision makers at any level In organization. they are not intent

to replace decision makers,

 Repeated used: DSS are intent for repeated used. A specific DSS maybe used routinely or

use as needed for adhoc decision support task

 Task-oriented: DSS provide specific capabilities that support one or more task related

decision making

 Decision impact: DSS are intended to improve the accuracy, timeliness, quality and overall

effectiveness of a specific decision

Support individual and group decision making: It provide a single platform that allows all

users to access the same information an access the same version of truth, while providing,

autonomy to individuals and development groups to design, reporting content locally

Comprehensive data access: It allows users to access data from different sources

concurrently, living organization the freedom to choose the data warehouse that best suits

that their unique

 Easy to developed and deploy: DSS delivers an interactive, scalable platform for rapidly

developing and deploying project

Integrated software: DSS integrated platform enables administrators and IT professional to

develop data model, perform sophisticated analysis, generate analytical reports and deliver

this report to end user via different channels

 Flexibility: DSS features flexible and can be altered according to need providing a helping

hand in the work process.

3.) - inbound logistics (example: receiving and storing materials for distribution to production)

- operations (example: transforms inputs into finished products)

- sales and marketing (example: promoting and selling the firm&#39;s products)

- service (example: maintenance and repair of the firm&#39;s good and services)

- outbond logistics (example: storing and distributing finished products)

4.) 5 steps in ethical analysis:

a. identify and clearly describe the facts

b. define the conflits or dilemmas and identify the higher-order values involved

c. identify the stakeholders

d. identify the options that you can reasonably take

e. identify the potential consequences of your options

5.) Storage area netwoks (SANs)connect multiple devices on a separate high-speed network

dedicated to storage. The SAN create a large central pool of storage that can be rapidly

accessed and shared by multiple server.

6.) Define DBMS and how it solves traditional file environment:

- DBMS is software that permits an organization to centralize data, manage them efficiently,

and provide access to the stored data by application programs.

- A DBMS reduces data redundancy and inconsistency by minimizing isolated files in which

the same data are repeated.The DBMS uncouples programs and data, enabling data to stand

on their own. Access and availability of information will be increased and program

development and maintenance costs reduced because users and programmers can perform

ad hoc queries of data in the database. The DBMS enables the organization to centrally

manage data, their use, and security.

7.) Convergence in networking and communication trends is the efficient coexistence of

telephone networks and computer networks converging into single digital network using

internet standards.

8.) How CRM helps firms to achieve customers intimacy:

Customer relationship management (CRM) systems integrate and automate

customer-facing processes in sales, marketing, and customer service, providing an

enterprise-wide view of customers. Companies can use this customer knowledge when they

interact with customers to provide them with better service or to sell new products and

services. These systems also identify profitable or nonprofitable customers or opportunities

to reduce the churn rate.

The major customer relationship management software packages provide

capabilities for both operational CRM and analytical CRM. They often include modules for

managing relationships with selling partners (partner relationship management) and for

employee relationship management.

A Key Performance Indicator is a measurable value that demonstrates how effectively a

company is achieving key business objectives. It can be put to measure

whole firm performance to each individual department and employeees.

It help managers and employees gauge the effectiveness of various functions and processes

important to achieving organizational goals.

As noted above, KPI examples can be used to provide guidance, but need to consider the

specific goals and processes associated with the organization before adopting it

Like the spesifications and the target like sales per day or resolved problem per hour

Business Continuity Planning or BCP is the creation of a strategy through the recognition of

threat and risk that a company is facing, with a monitoring unit to ensure that personnel and

assets are protected

and able to function well throughout a disaster and recover to a full strength thereafter. BCP

involves

defining potential risk, determining how those risks will affect operations, implementng

safeguards and procedures

designed to mitigate those risks, testing thoe producedures to ensure that they work and

periodically

reviewing the process to make sure that its up to date.

The Sarbanes-Oxley Act of 2002 (SOX) is an act passed by U.S. Congress in 2002 to protect

investors from the possibility of fraudulent accounting activities by corporations.

The SOX Act mandated strict reforms to improve financial disclosures from corporations

and prevent accounting fraud. The SOX Act was created in response to accounting

malpractice in the early 2000s, when public scandals such as Enron Corporation, Tyco

International plc,

and WorldCom shook investor confidence in financial statements and demanded an

overhaul of regulatory standards.

In the year of 2002, Sarbanes–Oxley was named after sponsors U.S. Senator Paul Sarbanes

(D-MD) and U.S. Representative Michael G. Oxley (R-OH). As a result of SOX, top

management must individually certify the accuracy of financial information.

In addition, penalties for fraudulent financial activity are much more severe. Also, SOX

increased the oversight role of boards of directors and the independence of the outside

auditors who review the accuracy of corporate financial statements.

IT organization is the department in a company that is tasked and responsible with

estabelishing, monitoring

and mantaining information technology system and services. It also may tasked with

strategic planning to ensure that all IT initiatives

support the goal of business that company have. IT organizatonal structures vary and can be

up down or spread out decentralized. In Large companies

usually this department headed by a Chief Officer, smaller one may just IT director or

Operations manager.

IT department can be the one that suck up company resources or the one that providing it as

a profit maker, depends on the role

of the IT itself, if Initatives and service that IT serves adds up more potential resources, so its

regarded as profit maker, and vice versa.