The final exam will be closed book. However, one 5x7, double-sided “cheat sheet” will be permitted. The exam will consist of both short and brief essay questions. Be sure to relate your answers to the concepts discussed in class.

Sample (not necessarily all-inclusive) topics that may be included:

- You should be familiar with the general concepts and questions involved in the business cases. What were the central issues? What effects did IT have on business models, value chains, strategy, or policy? How were problems resolved or addressed? What open issues remain?
  - Carnival (IT for customer relationship management)
  - IT Doesn’t Matter (commoditization of IT)
  - “None of our business” (privacy, ethics, legal issues)
  - IBM and EDC (Offshoring)

- IS Operations/management – know overall definitions and concepts, and be able to apply them to describe IT issues.
  - Business environments for IT – what is net-enabled? What is globalization?
  - How are organizations transformed by IT?
  - How does IT transform an enterprise? (e.g., flattening of the organization, virtual team/organizations)
  - What is system interdependence? (Relationship of IT to business strategy.)
  - What are the issues, categories, and effects of e-commerce? (customization, 24/7, etc)
  - What kinds of internet business models exist?

- Strategic Information Systems – what effects do they have?
  - Value chain/web models
  - Competitive forces models (i.e, Porter)
  - Generic business strategies
  - Disintermediation
  - Examples of how IT has revolutionized business strategy (databases, supply-chain)
  - Effects of e-commerce (continued growth, availability, global reach)

- Security – IT and business issues
  - Prevention, detection, reaction
  - Types of attacks and reasons behind trends
  - Why is security in cyberspace so difficult? Tradeoffs?
- Identity and brand theft
- Controls and defenses
- Security management approaches

- Ethics and Privacy – issues and concepts
  - Ethical versus legal behaviors
  - NORA
  - IT effects on ethics and policies
  - Privacy definitions
  - Data privacy and consumer options
  - Privacy statements and formal policy
  - Data collection strategies (i.e., cookies, clickthroughs)
  - Legal protections – copyrights, patents, trade secrets
  - Flavors of computer crime and prevention mechanisms

- Systems Development models and issues
  - Systems development life cycles and methods
  - Stakeholders in software engineering
  - Why is software development difficult to estimate?
  - Effects of errors during various stages of the life cycle
  - Prototyping, end user development pros and cons
  - Testing and evaluation
  - Feasibility studies and cost-benefit analysis

- Project management pitfalls
  - Project management definitions – scope, time, cost
  - Project risk factors – how important are they in a given scenario?
  - Project failure factors

- Outsourcing – definitions and issues
  - Why the controversy?
  - Pros and cons
  - Virtual organization design
  - Sourcing decision factors (cost, convenience)
  - Attributes of offshore tasks that succeed (what kind of product?)
  - Secondary effects (US economy)