

國立臺灣科技大學  
八十九學年度碩士班招生考試試題

系所組別：資訊管理系乙組  
科目：管理資訊系統

● 每題各為 25%

1. 試說明下列五個名詞各有何意義及發展要點：  
(1) BPR、(2) ERP、(3) SCM、(4) CRM、(5) KM。
2. 何謂資料流程圖(Data Flow Diagram)? 並請試就一般企業之進貨、銷貨、存貨等業務，以資料流程圖加以描繪。
3. Using the systems approach to develop information system solutions involves a multi-step process called the *System Development Life Cycle (SDLC)*. What goes on each stage of SDLC? Give an example to illustrate your answer.
4. Information technology (IT) architecture provides an overall picture of an organization's information strategies. Decisions made in building the technical IT architecture must be closely linked to decisions made in designing the IT organization that will manage the architecture; together they must be linked to the strategy and organization design of the organization itself. What is IT architecture? Identify the steps necessary to build an IT architecture.

