1. Explain the following terms: (20%)

- Enterprise Resource Planning (ERP)
- Computer-Integrated Manufacturing (CIM)
- eXtensible Markup Language (XML)
- Knowledge Management (KM)
- Intelligent Agent (IA)

2. How can companies use Extranet and Internet technology for supply-chain management?

Describe the uses of Intranet for electronic business in sales and marketing, human resources, and manufacturing. (15 %)

3. What is meant by forward- and backward-chaining expert systems? (10%)

4. What is an information center? How can information centers solve some of the management problems created by end-user development? (15%)

5. "In general, the traditional SDLC (System Development Life Cycle) is not appropriate for most DSS, and a prototyping approach is more useful for DSS design." Comments on this argument and describe the contents of the SDLC and prototyping in information systems development. (15%)

6. Explain the relationship between OLAP (Online Analytical Processing) and data mining. (10%)

7. CORBA, Java RMI, and COM/DCOM have been utilized in the design of distributed environments. Describe and compare the difference between CORBA, Java RMI, and COM/DCOM. (15%)