1. Explain the following terms. (20 %)
   a. Geographic Information Systems (GIS)
   b. Workflow Systems
   c. Partner Relationship Management (PRM)
   d. Rapid Application Development (RAD)

2. What is Data Mining? What is its role in knowledge management? (10%)

3. What is Garry and Scott Morton’s DSS grid? Please compare with Alter’s DSS types and write down your conclusions. (15%)

4. Describe the relationship between B2B EC with supply chain management, procurement, electronic marketing, intranet, and extranet. Explain how using B2B EC can enhance the procurement process. (15%)

5. How is Enterprise Resource Planning (ERP) differentiated from Manufacturing Resource Planning (MRP II)? What is the Extended ERP (EERP)? (10%)

6. Define the data warehouse and describe the process of Knowledge discovery in databases (KDD). (15%)

7. It is said that drill down will be fully automated someday. What advantages will such automation give the executive? How can an intelligent agent be used to automate drill down in Executive Information Systems (EIS)? (15%)