1. Explain the following terms. (20%)
   a. Web Service Description Language (WSDL)
   b. Distributed denial-of-service (DDoS) attack
   c. Ends/means (E/M) analysis
   d. Supply chain intelligence (SCI)

2. Write down the definitions and compare their differences for the following items. (30%)
   a. Agent-based DSS and broker-based DSS
   b. Case-based reasoning and rule-based reasoning
   c. EIS (Executive Information System) and EntIS (Enterprise Information System)

3. What is Web Mining? Describe the taxonomy of web mining. (10%)

4. What are the major methods and the potential limitations of online market research? (10%)

5. Describe the process and phases in decision making. Describe the relationship and importance of DSSs in decision making process. (10%)

6. Explain the bullwhip effect along the supply chain. In which type of EC business this effect is likely to occur most? How can the effect be controlled? (10%)

7. Why is EDI moving from VANs to the Internet? What are some of the limitations of such a move? In what ways can VAN-based and Internet-based EDI complement each other? (10%)