1 (40%) 名詞解釋(請敘述其意涵)
   1.1 SOA (Service-oriented architecture)
   1.2 Digital divide
   1.3 Data mining
   1.4 Ubiquitous commerce
   1.5 Business intelligence
   1.6 Organizational learning
   1.7 CMMI (Capability Maturity Model-Integrated)
   1.8 DSS (Decision Support Systems)

2 (10%) What is Web 2.0? Please outline the major concepts of Web 2.0.

3 (10%) What is knowledge management? Please outline the knowledge management chain briefly.

4 (10%) Describe the major economic theories that help explain how information systems affect organizations.

5 (20%) Google’s mission is to organize the world’s information and make it universally accessible and useful. Please describe your opinions about the following questions:
   5.1 What are Google’s sources of competitive advantages?
   5.2 How does it provide value to its users?

6 (10%) 描述防火牆、入侵偵測系統、防毒軟體在維護資訊安全上的角色