

# 國立屏東商業技術學院九十二學年度碩士班入學考試試題

## 資訊管理系(所) <在職生>

### 資訊實務

注意：

- 1.本試題共有四人題，均為問答題。請依序並標明題號作答於答案卷上。
- 2.試題須隨答案卷一併繳回。

一、某公司引入資訊化已多年，投入相當多的人力及資金，在資訊部門及各單位共同的努力下，已建立起該公司的各項子系統，而且各系統也獨力運作正常，公司各單位使用者也習慣於使用公司所開發的各系統(不管是自行開發或委外開發)。然而由於各系統的開發時程不同，所使用的作業平台也因此有所不同，譬如有些是在 DOS 環境下以 CLIPPER 撰寫的應用軟體，有些是 MICROSOFT Windows 系列的應用軟體，有些甚至已發展出主從架構的系統，儘管系統平台種類繁多，然而各系統已成熟穩定，縱使維護較為繁瑣，仍可支援公司運作。

由於各資訊平台不斷推陳出新，使得原有的開發軟體在市面上已逐漸消失，如 CLIPPER，因此，這些應用軟體必須重新設計，以適應資訊平台的改變，如此週而復始的投入系統再造，不斷困擾該公司的資訊部門主管。假設你是該公司的資訊部門主管，請回答下列問題：

- 1.對於系統再造你會用積極更新的態度來增加競爭力，或者能拖就拖以節省成本，請說明你的看法。(10%)
- 2.系統再造常需流程再造，如果必須進行系統再造，你如何處理來自各單位使用人員的抗拒?(10%)
- 3.對於這種多平台多系統的開發策略而言，你認為有何優缺點?(15%)
- 4.你認為有什麼方法可以降低未來系統再造成本與再造風險?(15%)

二、The following form shows what happens when we try to store the data from the form exactly

the way it is written now. The first problem with its raw format is that it contains duplicate data. For example, every time a customer rents a video, the clerk would have to reenter the address, phone, and so on because the repeating data (VideoID, Copy#, Title, Rent) is in the same table as the base data.

**RentalForm (TransID, RentDate, CustomerID, Phone, Name, Address, VideoID, Copy#, Title, Rent))**

Complete the following jobs to get the correct form representative.

1. Develop a set of 1NF (5 %).
2. Develop a set of 2NF (5 %).
3. Develop a set of 3NF (5 %).

三、 In recent years, the trend toward more efficient operations has accelerated as technology transforms consumer choice, and consumer choice in turn affects corporate strategy. The consumer need-based business model is forcing a fundamental shift from a traditional manufacturing push-based model (also called build-to-stock) to a pull-based model (build-to-order). In the push model, the merchandise is pushed into the customers' hands. In the pull model, the customer actually initiates the supply chain. Compare the push versus pull model of SCM (Supply-Chain Model) in a retail environment (20 %).

四、 There are three distinct general classes of electronic commerce applications:

business-to-business, within the business, business-to-customers. Take an example of business application for each class (15 %).