1. **Chapter 2 – Review Questions – Question 1.**
   How does Porter’s competitive forces model help companies develop competitive strategies using information systems?
   - Define Porter’s competitive forces model and explain how it works.
   - List and describe four competitive strategies enabled by information systems that firms can pursue.
   - Describe how information systems can support each of these competitive strategies and give examples.
   - Explain why aligning IT with business objectives is essential for strategic use of systems.

2. **Chapter 2 – Review Questions – Question 2.**
   How do the value chain and value web models help businesses identify opportunities for strategic information system applications?
   - Define and describe the value chain model.
   - Explain how the value chain model can be used to identify opportunities for information systems.
   - Define the value web and show how it is related to the value chain.
   - Explain how the value web helps businesses identify opportunities for strategic information systems.
   - Describe how the Internet has changed competitive forces and competitive advantage.

3. **Chapter 2 – Review Questions – Question 4.**
   How do competing on a global scale and promoting quality enhance competitive advantage?
   - Describe how globalization has increased opportunities for businesses.
   - List and describe the four main ways of organizing a business internationally and the types of systems configuration for global business organizations.
   - Define quality and compare the producer and consumer definitions of quality.
   - Describe the various ways in which information systems can improve quality.