1. **Chapter 1 – Management Decision Problems – Question 1 (page 34).**

Don’s Lumber Company on the Hudson River is one of the oldest retail lumber yards in New York State. It features a large selection of materials for flooring, decks, moldings, windows, siding, and roofing. The prices of lumber and other building materials are constantly changing. When a customer inquires about the price on pre-finished wood flooring, sales representatives consult a manual price sheet and then call the supplier for the most recent price. The supplier in turn uses a manual price sheet, which has been updated each day. Often the supplier must call back Don’s sales reps because the company does not have the newest pricing information immediately on hand. Assess the business impact of this situation, describe how this process could be improved with information technology, and identify the decisions that would have to be made to implement a solution. Who would make those decisions?

2. **Chapter 1 – Review Questions – Question 1.**

What are the major features of a business that are important for understanding the role of information systems?

- Define a business and describe the major business functions
- Define business processes and describe the role they play in organizations.
- Identify and describe the different levels in a business firm and their information needs.
- Explain why environments are important for understanding a business.

3. **Chapter 1 – Review Questions – Question 3.**

How do enterprise applications and intranets improve organizational performance?

- Explain how enterprise applications improve organizational performance.
- Define enterprise systems, supply chain management systems, customer relationship management systems, and knowledge management systems and describe their business benefits.

4. **Chapter 1 – Review Questions – Question 5.**

What is the role of the information systems function in a business?

- Describe how the information systems function supports a business.
- Compare the role played by programmers, system analysts, information system managers, the chief information officer (CIO), chief security officer (CSO), and chief knowledge officer (CKO).