



申論題：(每大題 25 分)

1. 企業在引進資訊科技時，應作何效益分析？企業應如何避免或減輕引進資訊科技所帶來的負面影響？另外企業營運模式與外在環境均會影響網路規劃內容，例如派駐外地員工如何取得所需資訊；出差員工遺失筆記型電腦；SARS 的疫情昇溫，公司採購 USB 隨身碟供員工下載檔案居家辦公，但又怕資訊外洩，等等。因此在建置企業資訊網路時，應作何考量？
2.
 - (1) 何謂 SDLC？一般 SDLC 包含哪些發展模式 (models)？請個別說明這些模式及其優缺點與適用情形？(10 分)
 - (2) 貴公司是否導入 SDLC 於系統開發？運用何種發展模式？為什麼選用此種發展模式？成效為何？若貴公司未導入 SDLC，請說明未導入原因？並規劃如何導入？請考慮如何克服導入障礙。(15 分)
3. What is change management and why is it important? Give an example to explain.
4. **Situation:** The IT director opened the department staff meeting today announcing that management has approved the payroll system project this morning. It is hoped that the new system will reduce clerical time and errors, improve morale in the payroll department, and avoid possible fines and penalties for noncompliance. However, the system must be installed by the end of May in order to meet new government reporting rules, costs must be within the budgeted amount, the new system must interact with existing systems.

Please identify tangible and intangible benefits of the new payroll system.