

請於答案卷上依序作答，並註明作答的題號

試卷共四大題

1. Codification and connectivity (i.e., personalization) represent two major knowledge management strategies commonly adopted by firms. Specifically, the codification strategy for knowledge management aims to acquire/extract domain experts' knowledge and store the acquired knowledge in knowledge repositories so that other users can access. In contrast, the connectivity strategy for knowledge management aims to record and make available who in the organization knows what by building knowledge directories (i.e., expert networks). Please identify the types of firms that should consider the codification strategy and the types of firms that should consider the connectivity strategy for their knowledge management initiatives. Please provide detailed explanations to justify your answer. (20%)
2. Environmental uncertainty of a firm refers to the degree of uncertainty of the firm's business (external) environment. In the literature, environmental uncertainty can be classified into two major dimensions: *environmental munificence* (環境豐裕性) and *environmental dynamism* (環境動態性). Environmental munificence refers to the degree to which a business environment provides firms with critical resources for their operations. For example, in a highly munificent environment, abundant resources and greater growth opportunities are available to firms. On the other hand, environmental dynamism denotes the extent to which firms face the unpredictability and volatility of changes in their business environments. For instance, a dynamic environment is characterized by fluctuations in product demand or changes in customer preferences.
  - (1) For firms that operate in a highly munificent environment, what recommendations will you suggest to the firms about their IT (information technology) strategy? (15%)
  - (2) For firms that operate in a highly dynamic environment, what recommendations will you suggest to the firms about their IT (information technology) strategy? (15%)
3. There are many options available when an institution needs to acquire a software system. List the potential sources of software systems for an institution. For each source, briefly explain the internal staffing requirements and conditions that may favor its selection. (25%)
4. A private library in Taipei maintains a relational database that keeps the basic information of books. We are going to focus on the following tables: Book, Book\_Author, Book\_Copy, Library\_Branch, Publisher. Below is a list of the columns in these tables. Underscored columns are the primary key of a table.
  - Book (BookId, Title, PublisherId)
  - Book\_Copy (BookId, CopyId, BranchId)
  - Library\_Branch (BranchId, Name, Address)
  - Publisher (PublisherId, Name, Address, Phone)These tables have the following foreign key relations:
  - BookId in Book\_Copy references BookId in Book.
  - BranchId in Book\_Copy references BranchId in Library\_Branch.
  - PublisherId in Book references PublishersId in Publisher.

Please answer the following questions:

- (1) Write down the SQL command that lists the Book Title, Branch Name, and Branch Address that owns books with the title "Twilight." (8%)
- (2) Write down the SQL command that lists the BranchId, Branch Name, and the count of copies for books with the title "Fire and Fury." The output should be ordered so that branches with the most copies are listed first. (9%)
- (3) Write down the SQL command that lists the BranchId and Branch Name of Library Branches that owns at least two copies for books with the title "Only the Rain." The output should be ordered so that branches with the most copies are listed first. (8%)

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