1. In the area of *Data Management*, define the following terms. (20 %, each for 5 points)
   a) **OLAP** (Online Analytical Processing)
   b) **Data Warehouse**
   c) **Data Mining**
   d) **Web Mining**

2. Describe the following *computing environments*. (20 %, each for 5 points)
   a) **Wireless Mobil Computing**
   b) **Service-Oriented Computing**
   c) **Pervasive Computing**
   d) **Grid Computing**

3. Distinguish among three major types of **CRM** (Customer Relationship Management) activities: *Operational*, *Analytical*, and *Collaborative*. (20%)

4. Define and compare the following *E-Commerce interconnectivity* options: **Private Leased Network**, **VAN** (Value Added Network), **VPN** (Virtual Private Network), and **Public Bandwidth**. (25%)

5. What is **Competitive Advantage**? Describe Porter's *Value Chains*. (15%)