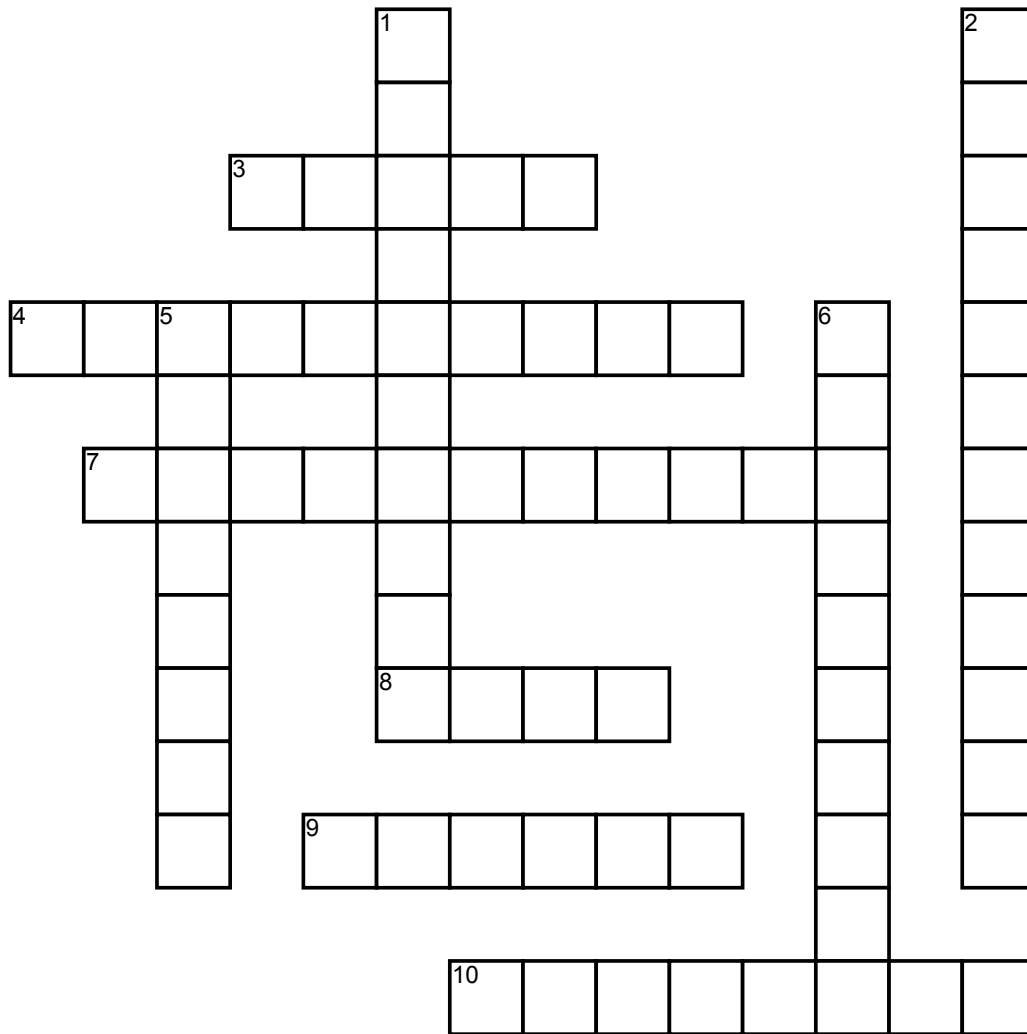


IT Management: Chapter 1



Across

3. _____ Responsibilities that support line function in accomplishing their primary mission

4. IT capacity can be easily scaled up or down as needed

7. It is a _____ processing system with a set of information which processes the data transaction in database system that monitors transaction programs.

8. Involves the evaluation of Strengths and weaknesses, which are the internal factors; and opportunities and threats, which are external factors.

9. Increases market share, acquire more customers, or sell more types of products

10. It works with business partners in partnerships, alliances, joint ventures or virtual companies

Down

1. Lack of expertise; competitors with better IT infrastructure

2. It is a measure of efficiency that can be represented by the following model(formula):
Productivity=Outputs/Inputs

5. defines the plan for how business will achieve its mission, goals and objectives.

6. Introduce new product/services; put new features in existing products/services; develop new ways to produce product/services

Word Bank

Productivity

Alliance

Growth

Strategy

Responsive

Transaction

staff

Weaknesses

Innovation

SWOT