



SOFIA UNIVERSITY „ST. KLIMENT OHRIDSKI“

**FACULTY OF ECONOMICS AND BUSINESS ADMINISTRATION
DEPARTMENT „STATISTICS AND ECONOMETRICS“**

**STATE EXAM QUESTIONNAIRE
MASTER’S DEGREE PROGRAM
„MANAGEMENT INFORMATION SYSTEMS”
(3 semesters in English)**

**The questionnaire for the state examination is approved by Protocol No. 19/21.11.2023.
of the Faculty Council of the Faculty of Economics and Business Administration.**

1. Value creation and digital transformation strategies.
2. Enterprise architecture.
3. Business Information Systems – CRM, ERP, SCM, BI.
4. Management Information Systems integration.
5. Bulgarian payment systems. Development. Functions. Interaction. Payment types and operators. Legal framework.
6. Electronic financial markets. Advantages of investing in the electronic financial markets. Investment instruments. Markets and brokers. Information resources. Investment basics.
7. Retail electronic payment systems. Payment card systems. Electronic checks systems. Remote and Internet banking. Mobile payment systems. Electronic money systems. P2P electronic payment systems. Integrated solutions for electronic payments.
8. Business processes and their place in the organization.
9. Business process description and documentation.
10. Business process reengineering.
11. Organizational culture and change (G. Hofstede). Types, modalities, and areas. The example of "decentralization experts".
12. Individual change. Models for the study of individual change (behavioral, cognitive, psycho-dynamic, humanistic psychology). Personality types and organizational change.
13. Changes in the organization related to the introduction of new ICT (strategy, the role of ICT management, change in information culture).
14. Legal aspects of information and communication technologies.
15. Electronic statements, electronic documents, electronic signatures.



16. e-Governance.
17. Mainstream Project Management bodies and frameworks.
18. Project Management: Scheduling and Budgeting.
19. Project Management: Quality management.

Reference

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