

- [Social IS]: Explain? How is it used in organisations? Technologies?
- [Social media]: Roles?
- [Social IS]: Benefits to customers? Benefits to business? Risk? Influenced/Changed?
  - [Changed 1]: Explain
  - [Changed 2]: Explain
  - [Changed 3]: Explain
  - [Changed 4]: Explain
- [Crowdsourcing]: Define? Types of ways to use? Benefits? Risks?
  - [Use 1]: Explain?
  - [Use 2]: Explain?
  - [Use 3]: Explain?
  - [Use 4]: Explain?