

Question 1

True/False

0 points

Question The terms “data” and “information” mean the same thing.

Answer

True

✔ False

Question 2

True/False

0 points

Question To become data, information is manipulated through tabulation, addition, subtraction, division, or any other operation that leads to greater understanding of a situation.

Answer

True

✔ False

Question 3

True/False

0 points

Question Every system has a single goal.

Answer

True

✔ False

Question 4

True/False

0 points

Question Increasingly, companies are implementing open information systems that can be linked to other systems owned by business partners such as suppliers and clients.

Answer

✔ True

False

Question 5

True/False

0 points

Question It is important to remember that computers can only carry out instructions that humans give them.

Answer

✔ True

False

Question 6

True/False

0 points

Question Input is the information an IS produces and displays in the format most useful to an organization.

Answer

True

✔ False

Question 7

True/False

0 points

Question The computer processes data through output devices.

Answer

True

✔ False

Question 8

True/False

0 points

Question Transaction processing systems (TPSs) are the most widely used information systems.

Answer

✔ True

False

Question 9

True/False

0 points

Question Many ERP systems are used by service representatives in combination with a telephone.

Answer

True

✔ False

Question 10

True/False

0 points

Question ISs whose purpose is to glean from raw data relationships and trends that might help organizations compete better are called business intelligence (BI) systems.

Answer

✔ True

False

Question 11

True/False

0 points

Question GISs are often used to manage daily operations as well as for planning and decision making.

Answer

✔ True

False

Question 12

True/False

0 points

Modify

Remove

Question

While accounting systems focus on recording and reporting financial changes and states, the purpose of marketing systems is to facilitate financial planning and business transactions.

Answer

True

False

[Add Question Here](#)

Question 13

True/False

0 points

Modify

Remove

Question

Programmers often advance directly to become project leaders.

Answer

True

False

[Add Question Here](#)

Question 14

True/False

0 points

Modify

Remove

Question

In the capacity of project leaders, senior systems analysts are put in charge of several analysts and programmers.

Answer

True

False

[Add Question Here](#)

Question 15

True/False

0 points

Modify

Remove

Question

Project leaders seek and allocate resources, such as personnel, hardware, and software, which are used in the development process.

Answer

True

False

[Add Question Here](#)

Question 16

True/False

0 points

Modify

Remove

Question

Since access to information often connotes power, the DBA must be astute not only technologically but politically as well.

Answer

True

False

[Add Question Here](#)

Question 17

True/False

0 points

Modify

Remove

Question

The rapid spread of the Web, intranets, and extranets has minimized the stature of the organizational Webmaster.

Answer

True

False

[Add Question Here](#)

Question 18

Multiple Choice

0 points

Modify

Remove

Question

_____ is the raw material in the production of information.

Answer

Data

Decision making

Managing

Programming

[Add Question Here](#)

Question 19

Multiple Choice

0 points

Modify

Remove

Question

Just as raw materials are processed in manufacturing to create useful end-products, so raw data is processed in information systems to create useful _____.

Answer

data

information

input

programs

[Add Question Here](#)

Question 20

Multiple Choice

0 points

Modify

Remove

Question

Simply put, a _____ is an array of components that work together to achieve a common goal, or multiple goals, by accepting input, processing it, and producing output in an organized manner.

Answer

plan

process

project

system

[Add Question Here](#)

Question 21

Multiple Choice

0 points

Modify

Remove

Question

_____ records sums owed to the organization and by whom.

Answer

Accounts payable

Accounts receivable

Accounts programmable

Accounts writable

[Add Question Here](#)

Question 22

Multiple Choice

0 points

Modify

Remove

Question

A(n) _____ interfaces and interacts with other systems.

Answer

closed system

final system

initial system

✓

open system

 [Add Question Here](#)

Question 23

Multiple Choice

0 points

Modify

Remove

Question

Thinking of an organization in terms of its suborganizations or subsystems—called ____—is a powerful management approach.

Answer

organization thinking

organization validating

✓

systems thinking

systems validating

 [Add Question Here](#)

Question 24

Multiple Choice

0 points

Modify

Remove

Question

The ____ of a modern business shows a network of information subsystems that exchange information with each other and with the world outside the system.

Answer

information list

✓

information map

specific map

total system

 [Add Question Here](#)

Question 25

Multiple Choice

0 points

Modify

Remove

Question

Several trends have made the use of ____ very important in business; among them, the variety and ingenuity of computer programs have increased.

Answer

data maps

information lists

✓

information systems

total systems

 [Add Question Here](#)

Question 26

Multiple Choice

0 points

Modify

Remove

Question

In today’s world, organizations must continuously ____ hardware, software, and the skills of their employees to stay competitive.

Answer

downsize

share

specify

✓

upgrade

 [Add Question Here](#)

Question 27

Multiple Choice

0 points

Modify

Remove

Question

A ____ is a business event: a sale, a purchase, the hiring of a new employee, and the like.

Answer

compromise

contract

process

✓

transaction

 [Add Question Here](#)

Question 28

Multiple Choice

0 points

Modify

Remove

Question

Storage devices constitute one of the ____ basic components of the computer system within an IS.

Answer

three

four

✓

five

six

 [Add Question Here](#)

Question 29

Multiple Choice

0 points

Modify

Remove

Question

The term “____” refers to the sequence of activities involved in producing a product or service.

Answer

activity board

activity chain

supply board

✓

supply chain

 [Add Question Here](#)

Question 30

Multiple Choice

0 points

Modify

Remove

Question

The main goals of ____ systems are to increase the quality of customer service, reduce the amount of labor involved in serving customers, and learn as much as possible about the preferences of individual customers.

Answer

✓

CRM

ERP

MIS

TPS

 [Add Question Here](#)

Question 31

Multiple Choice

0 points

Modify

Remove

Question Business intelligence applications access large pools of data, usually transactional records stored in large databases called ____.

Answer ☒ data warehouses
☐ decision data
☐ demographic data
☐ supply chains

 [Add Question Here](#)

Question 32

Multiple Choice **0 points**

[Modify](#) [Remove](#)

Question ____ have been used to provide service via the Web, such as helping residents find locations of different services on a city map or plan travel routes.

Answer ☐ BIs
☐ DSSs
☒ GISs
☐ MISs

 [Add Question Here](#)

Question 33

Multiple Choice **0 points**

[Modify](#) [Remove](#)

Question In ____, information systems help organize budgets, manage cash flow, analyze investments, and make decisions that could reduce interest payments and increase revenues from financial transactions.

Answer ☐ accounting
☐ e-commerce
☒ finance
☐ marketing

 [Add Question Here](#)

Question 34

Multiple Choice **0 points**

[Modify](#) [Remove](#)

Question ____'s purpose is to pinpoint the people and organizations most likely to purchase what the organization sells and to promote the appropriate products and services to those people and organizations.

Answer ☐ Accounting
☐ E-commerce
☐ Finance
☒ Marketing

 [Add Question Here](#)

Question 35

Multiple Choice **0 points**

[Modify](#) [Remove](#)

Question ____ systems mainly help in record-keeping, employee evaluation, and employee benefits.

Answer ☐ Accounting
☐ Financial
☒ Human resource (HR) management
☐ Marketing

 [Add Question Here](#)

Question 36

Multiple Choice **0 points**

[Modify](#) [Remove](#)

Question Spam now makes up about ____ percent of all e-mail.

Answer ☐ 20
☐ 40
☐ 60
☒ 80

 [Add Question Here](#)

Question 37

Multiple Choice **0 points**

[Modify](#) [Remove](#)

Question Many IT professionals start their careers as programmers, or programmer/analysts, and then are promoted to ____, positions that require a broad range of skills.

Answer ☐ network administrators
☐ network analysts
☐ systems administrators
☒ systems analysts

 [Add Question Here](#)

Question 38

Multiple Choice **0 points**

[Modify](#) [Remove](#)

Question A ____ is partly involved in the analysis of business needs and ISs, but the greater part of the job involves setting up business applications.

Answer ☐ database analyst
☐ database programmer
☒ programmer/analyst
☐ systems administrator

 [Add Question Here](#)

Question 39

Multiple Choice **0 points**

[Modify](#) [Remove](#)

Question A ____ is responsible for researching, planning, and recommending software and systems choices to meet an organization's business requirements.

Answer ☐ database designer
☐ programmer
☐ project manager
☒ systems analyst

 [Add Question Here](#)

Question 40



Multiple Choice

0 points

[Modify](#)

[Remove](#)

Question A ____ is responsible for the databases and data warehouses of an organization—a very sensitive and powerful position.

Answer

- ☒
- database administrator
- ☐
- database programmer
- ☐
- project leader
- ☐
- project manager

 [Add Question Here](#)

Question 41



Multiple Choice

0 points

[Modify](#)

[Remove](#)

Question A ____ is responsible for developing or acquiring database applications and must carefully consider how data will be used.

Answer

- ☒
- DBA
- ☐
- database programmer
- ☐
- programmer
- ☐
- systems analyst

 [Add Question Here](#)

Question 42



Multiple Choice

0 points

[Modify](#)

[Remove](#)

Question A ____ is highly involved in the implementation of SCM systems, because they access corporate databases.

Answer

- ☒
- DBA
- ☐
- database programmer
- ☐
- programmer
- ☐
- systems analyst

 [Add Question Here](#)

Question 43



Multiple Choice

0 points

[Modify](#)

[Remove](#)

Question In most organizations the chief security officer (CSO) reports to the ____.

Answer

- ☒
- chief administrative officer (CAO)
- ☐
- chief information officer (CIO)
- ☐
- chief information security officer (CISO)
- ☐
- systems executive officer (SEO)

 [Add Question Here](#)

Question 44



Multiple Choice

0 points

[Modify](#)

[Remove](#)

Question A major challenge for ____ is the misperception of other executives that IT security is an inhibitor rather than an enabler to operations.

Answer

- ☒
- CIOs
- ☐
- CSOs
- ☐
- CTOs
- ☐
- Webmasters

 [Add Question Here](#)

Question 45



Multiple Choice

0 points

[Modify](#)

[Remove](#)

Question You might find organizations where there are both a CIO and a ____ and one reports to the other.

Answer

- ☒
- CEO
- ☐
- CSO
- ☐
- CTO
- ☐
- Webmaster

 [Add Question Here](#)

Question 46



Fill in the Blank

0 points

[Modify](#)

[Remove](#)

Question Data is the raw material in the production of _____.

Answer

information

 [Add Question Here](#)

Question 47



Fill in the Blank

0 points

[Modify](#)

[Remove](#)

Question Raw data is rarely meaningful or useful as _____.

Answer

information

 [Add Question Here](#)

Question 48



Fill in the Blank

0 points

[Modify](#)

[Remove](#)

Question Often, a system consists of several _____—components of a larger system—with subgoals, all contributing to meeting the main goal.

Answer

subsystems

 [Add Question Here](#)

Question 49



Fill in the Blank

0 points

[Modify](#)

[Remove](#)

Question An accounting system that records accounts receivable, accounts payable, and cash flow is _____ if it receives its payroll figures from the payroll system.

Answer

open

 [Add Question Here](#)

Question 50



Fill in the Blank

0 points

[Modify](#)

[Remove](#)

Question An information system (IS) consists of all the components that work together to _____ data and produce information.

	Answer	process	Add Question Here
Question 51	Fill in the Blank	0 points	Modify Remove
	Question	In a computer-based information system, computers collect, store, and process data into information, according to instructions people provide via computer _____.	
	Answer	programs	Add Question Here
Question 52	Fill in the Blank	0 points	Modify Remove
	Question	The most widely used _____ device is the video display, or video monitor, which displays output visually.	
	Answer	output	Add Question Here
Question 53	Fill in the Blank	0 points	Modify Remove
	Question	_____ devices and communications lines transfer data and information over various distances.	
	Answer	Networking	Add Question Here
Question 54	Fill in the Blank	0 points	Modify Remove
	Question	An SCM is a(n) _____ because the systems that support each business process are connected to each other to form one large IS.	
	Answer	enterprise application	Add Question Here
Question 55	Fill in the Blank	0 points	Modify Remove
	Question	_____ systems are often linked to Web applications that track online shopping and process online transactions.	
	Answer	CRM Customer relationship management Customer relationship management (CRM)	Add Question Here
Question 56	Fill in the Blank	0 points	Modify Remove
	Question	A(n) _____ relies on artificial intelligence techniques to support knowledge-intensive decision-making processes.	
	Answer	expert system ES expert system (ES)	Add Question Here
Question 57	Fill in the Blank	0 points	Modify Remove
	Question	Some GISs that support operations use information from _____ satellites, especially to show the current location of a vehicle or person on a map or to provide directions.	
	Answer	GPS global positioning system global positioning system (GPS)	Add Question Here
Question 58	Fill in the Blank	0 points	Modify Remove
	Question	_____ ISs provide information that helps management decide how many sales representatives to assign to specific products in specific geographical areas.	
	Answer	Marketing	Add Question Here
Question 59	Fill in the Blank	0 points	Modify Remove
	Question	When visiting a commercial Web site, chances are the site installs a little file, called a(n) “_____,” on your computer’s hard disk.	
	Answer	cookie	Add Question Here
Question 60	Fill in the Blank	0 points	Modify Remove
	Question	Unlike many other occupations, the job of a(n) _____ often involves the creation of new systems or the modification of existing ones.	
	Answer	systems analyst	Add Question Here
Question 61	Fill in the Blank	0 points	Modify Remove
	Question	Attacks on corporate _____ by hackers and computer viruses have made the DBA’s job more difficult.	
	Answer	databases	Add Question Here
Question 62	Fill in the Blank	0 points	Modify Remove
	Question	A(n) _____ is responsible for creating and maintaining the organization’s Web site and its intranet and extranet pages.	
	Answer	Webmaster	Add Question Here
Question 63	Fill in the Blank	0 points	Modify Remove

Question In most cases when you encounter both positions in one organization, the CTO reports to the _____.

Answer CIO
chief information officer
chief information officer (CIO)

 [Add Question Here](#)

Question 64

Fill in the Blank

0 points

[Modify](#)

[Remove](#)

Question A person who holds the position of CIO must have both technical understanding of current and developing _____ technologies and business knowledge.

Answer information

 [Add Question Here](#)

Question 65

Essay

0 points

[Modify](#)

[Remove](#)

Question Describe closed systems and open systems.

Answer Systems are closed or open, depending on the nature of the information flow in the system. A closed system stands alone, with no connection to another system: nothing flows in from another system, nothing flows out to another system. For example, a small check-producing system that prints and cuts checks when an employee enters data through a keyboard is a closed system. The system might be isolated for security purposes. An open system interfaces and interacts with other systems. For example, an accounting system that records accounts receivable, accounts payable, and cash flow is open if it receives its payroll figures from the payroll system. Subsystems, by definition, are always open, because as components of a bigger system, they must receive information from, and give information to, other subsystems. Increasingly, companies are implementing open information systems that can be linked to other systems owned by business partners such as suppliers and clients.

 [Add Question Here](#)

Question 66

Essay

0 points

[Modify](#)

[Remove](#)

Question Define information systems.

Answer With an understanding of the words “information” and “system,” the definition of an information system is almost intuitive: an information system (IS) consists of all the components that work together to process data and produce information. Almost all business information systems consist of many subsystems with subgoals, all contributing to the organization’s main goal.

 [Add Question Here](#)

Question 67

Essay

0 points

[Modify](#)

[Remove](#)

Question Name and describe the most widely used type of information system.

Answer Transaction processing systems (TPSs) are the most widely used information systems. The predominant function of TPSs is to record data collected at the boundaries of organizations, in other words, at the point where the organization transacts business with other parties. TPSs include cash registers, which record sales; automatic teller machines, which record cash withdrawals, deposits, and transfers; and purchase order systems, which record purchases. A typical example would be the purchase of gasoline at a pump, using a credit card. The purchase is recorded by the gasoline company and later at the credit card-processing bank. After these data are collected, the IS either automatically processes the data immediately or stores it for later access on demand.

 [Add Question Here](#)

Question 68

Essay

0 points

[Modify](#)

[Remove](#)

Question What are the characteristics of business intelligence systems?

Answer ISs whose purpose is to glean from raw data relationships and trends that might help organizations compete better are called business intelligence (BI) systems. Usually, these applications consist of sophisticated statistical models, sometimes general and sometimes tailored for an industry or an organization. The applications access large pools of data, usually transactional records stored in large databases called data warehouses. With proper analysis models, BI systems might discover particular buying patterns of consumers, such as combinations of products purchased by a certain demographic group or on certain days; products that are sold at greater cycles than others; reasons for customer’s churns, that is, customers leaving a service provider for a competitor; and other valuable business intelligence that helps managers quickly decide to change a strategy.

 [Add Question Here](#)

Question 69

Essay

0 points

[Modify](#)

[Remove](#)

Question What is the purpose of financial systems?

Answer While accounting systems focus on recording and reporting financial changes and states, the purpose of financial systems is to facilitate financial planning and business transactions. In finance, information systems help organize budgets, manage cash flow, analyze investments, and make decisions that could reduce interest payments and increase revenues from financial transactions.

 [Add Question Here](#)