Pool Canvas

Add, modify, and remove questions. Select a question type from the Add Question drop-down list and click **Go** to add questions. Use Creation Settings to establish which default options, such as feedback and images, are available for question creation.

Add | Calculated Formula | GO | Creation Settings

Name	Chapter 1: Information Systems: An Overview
Description	
Instructions	Modify

◀ Add Question Here

| Question 1 | **True/False** | **0 points** | Modify | Remove |

Question The most common PDA is a smartphone.

Answer ✔ True
False

◀ Add Question Here

| Question 2 | **True/False** | **0 points** | Modify | Remove |

Question Twitter is an example of a management information system (MIS).

Answer True
✔ False

◀ Add Question Here

| Question 3 | **True/False** | **0 points** | Modify | Remove |

Question The terms "information systems" and "information technologies" are used interchangeably.

Answer ✔ True
False

◀ Add Question Here

| Question 4 | **True/False** | **0 points** | Modify | Remove |

Question TJX Companies has an excellent reputation for protecting consumer data.

Answer True
✔ False

◀ Add Question Here

| Question 5 | **True/False** | **0 points** | Modify | Remove |

Question Skills in using word processing software are an example of information literacy.

Answer True
✔ False

◀ Add Question Here

| Question 6 | **True/False** | **0 points** | Modify | Remove |

Question Business Intelligence (BI) includes historical views of business operations.

Answer ✔ True
False

◀ Add Question Here

| Question 7 | **True/False** | **0 points** | Modify | Remove |

Question Computers are most beneficial in transaction processing operations.

Answer ✔ True
False

◀ Add Question Here

| Question 8 | **True/False** | **0 points** | Modify | Remove |

Question Many MIS applications are used in both the private and public sectors.

Answer ✔ True
False

◀ Add Question Here

| Question 9 | **True/False** | **0 points** | Modify | Remove |

Question An information system typically provides three major components: data, intelligence, and information.

Answer True
✔ False

◀ Add Question Here

| Question 10 | **True/False** | **0 points** | Modify | Remove |

Question Customers, competitors, and suppliers are examples of internal data sources.

Answer True
✔ False

◀ Add Question Here

| Question 11 | **True/False** | **0 points** | Modify | Remove |

Question A database management system (DBMS) is used to create, organize, and manage databases.

Answer ✓ True

False

| Question 12 | **True/False** | **0 points** | Modify | Remove |

Question The quality of information is determined by its usefulness to users.

Answer ✓ True

False

| Question 13 | **True/False** | **0 points** | Modify | Remove |

Question Most information systems do not make use of graphical user interfaces.

Answer True

✓ False

| Question 14 | **True/False** | **0 points** | Modify | Remove |

Question To achieve its goals, an information system might use many different information technologies.

Answer ✓ True

False

| Question 15 | **True/False** | **0 points** | Modify | Remove |

Question Information is the most important resource in any organization.

Answer True

✓ False

| Question 16 | **True/False** | **0 points** | Modify | Remove |

Question Intranets are often used to provide basic HR functions, such as employees checking how much vacation time they have left or looking up how much they have in their 401(k) plans.

Answer ✓ True

False

| Question 17 | **True/False** | **0 points** | Modify | Remove |

Question An effective FIS should provide timely, accurate, and integrated information about the marketing mix.

Answer True

✓ False

| Question 18 | **True/False** | **0 points** | Modify | Remove |

Question Buyer power is high when customers have few choices and low when they have many choices.

Answer True

✓ False

| Question 19 | **True/False** | **0 points** | Modify | Remove |

Question Rivalry among existing competitors is high when many competitors occupy the same marketplace position.

Answer ✓ True

False

| Question 20 | **True/False** | **0 points** | Modify | Remove |

Question In the future, most information system software will be able to run on personal computers without problems.

Answer ✓ True

False

| Question 21 | **Multiple Choice** | **0 points** | Modify | Remove |

Question Most smartphones include a(n) _____.

Answer external monitor

calendar

mouse

✓ external keyboard

| Question 22 | **Multiple Choice** | **0 points** | Modify | Remove |

Question _____ is a social networking Web site.

Answer ✔ Facebook
Sony Music Group
TJX
Hertz

| Question 23 | **Multiple Choice** | **0 points** | Modify | Remove |

Question _____ is understanding the role of information in generating and using Business Intelligence.

Answer Computer literacy
✔ Information literacy
Management information systems
Transaction processing

| Question 24 | **Multiple Choice** | **0 points** | Modify | Remove |

Question A _____ system is a type of TPS.

Answer social networking
BI
✔ payroll
database

| Question 25 | **Multiple Choice** | **0 points** | Modify | Remove |

Question MIS _____ include programs developed in-house.

Answer human elements
data processes
hardware components
✔ software components

| Question 26 | **Multiple Choice** | **0 points** | Modify | Remove |

Question Sales records are an example of the _____ component of an information system.

Answer ✔ internal data
external data
database
process

| Question 27 | **Multiple Choice** | **0 points** | Modify | Remove |

Question Microsoft Access is an example of the _____ component of an information system.

Answer internal data
external data
✔ database
process

| Question 28 | **Multiple Choice** | **0 points** | Modify | Remove |

Question The output of an information system is _____.

Answer data
a database
a process
✔ information

| Question 29 | **Multiple Choice** | **0 points** | Modify | Remove |

Question Information technologies include _____.

Answer ✔ RFID tags
internal data
the four Ms
Twitter

| Question 30 | **Multiple Choice** | **0 points** | Modify | Remove |

Question Scheduling and assigning employees might be handled by a _____.

Answer ✔ PIS
MFIS
FIS
LIS

| Question 31 | **Multiple Choice** | **0 points** | Modify | Remove |

Question Managers could use a(n) _____ to assess the effect on final product costs of a seven percent increase in raw materials.

Answer
    HRIS
✔ MFIS
    PIS
    MKIS

Question 32	**Multiple Choice**	**0 points**	Modify	Remove

Question Focus is one of _____.

Answer
    the goals of a FIS
    the benefits of a DBMS
    the Five Forces
✔ Michael Porter's three strategies

Question 33	**Multiple Choice**	**0 points**	Modify	Remove

Question _____ is the opposite of buyer power.

Answer
    The threat of new entrants
    Rivalry among existing competitors
    The thread of substitute products
✔ Supplier power

Question 34	**Multiple Choice**	**0 points**	Modify	Remove

Question Online brokerage firms operate in a highly competitive environment, so they use information technologies to make their services more unique in order to combat _____.

Answer
    supplier power
    buyer power
✔ rivalry among existing competitors
    the threat of new entrants

Question 35	**Multiple Choice**	**0 points**	Modify	Remove

Question Future progress in _____ includes further development in natural language processing that should make information systems easier to use.

Answer
✔ artificial intelligence
    computer literacy
    personal computing power
    computer criminals

Question 36	**Fill in the Blank**	**0 points**	Modify	Remove

Question Computer _____ means having a basic knowledge of hardware and software, the Internet, and collaboration tools and technologies

Answer literacy

Question 37	**Fill in the Blank**	**0 points**	Modify	Remove

Question The _____ component of an information system is considered the input to the system.

Answer data

Question 38	**Fill in the Blank**	**0 points**	Modify	Remove

Question A(n) _____ is the heart of an information system.

Answer database

Question 39	**Fill in the Blank**	**0 points**	Modify	Remove

Question The Internet is an example of an information _____.

Answer technology

Question 40	**Fill in the Blank**	**0 points**	Modify	Remove

Question The Five Forces Model was created by _____.

Answer Michael Porter
Porter

Question 41	**Essay**	**0 points**	Modify	Remove

Question What are some ways in which students come into contact with information systems?

Answer As a student, you use computers and office suite software and might take online classes. Computers are often used to grade your exam answers and generate detailed reports comparing the performance of each student in your class.

Question 42	**Essay**	**0 points**	Modify	Remove

Question How do organizations use social networking sites?

Answer Organizations use social networking sites to give customers up-to-date information and even "how-to" support with videos.

Question 43	**Essay**	**0 points**	Modify	Remove

Question Give an example of how an MIS might be used in the public sector.

Answer In the public sector, an MIS for a police department, for example, could provide information such as crime statistics, crime forecasts, and allocation of police units.

Question 44	**Essay**	**0 points**	Modify	Remove

Question How might an organization combat the threat of new entrants?

Answer Organizations often use focus strategies to ensure that this threat remains low. For example, developing a search engine that could compete successfully with Google would be difficult.

Question 45	**Essay**	**0 points**	Modify	Remove

Question Describe the impact of the growth of the Internet in the future.

Answer Internet growth and acceptance will continue, which will put small and large organizations on the same footing, regardless of their financial status.

Question 46	**Essay**	**0 points**	Modify	Remove

Question What are PDAs and smartphones?

Answer The most common PDA is a smartphone (such as an iPhone or a Blackberry)—also considered information systems—for some tasks. A typical PDA includes a calendar, address book, and task-list programs; more advanced PDAs often allow for wireless connection to the Internet and have built-in MP3 players. Smartphones are mobile phones with advanced capabilities, much like a mini PC. They include e-mail and Web browsing features, and most have a built-in keyboard or an external USB keyboard.

Question 47	**Essay**	**0 points**	Modify	Remove

Question What should a knowledge worker know about Business Intelligence?

Answer Knowledge workers should know the following:
Internal and external sources of data
How data is collected
Why data is collected
What type of data should be collected
How data is converted to information and eventually to business intelligence
How data should be indexed and updated
How data and information should be used to gain a competitive advantage

Question 48	**Essay**	**0 points**	Modify	Remove

Question What is a database? What role does a database play in an information system?

Answer A database, the heart of an information system, is a collection of all relevant data organized in a series of integrated files. A comprehensive database is essential for the success of any information system. To create, organize, and manage databases, a database management system (DBMS) is used, such as Microsoft Access or FileMaker Pro for home or small-office use. In a large organization, a DBMS, such as Oracle or IBM DB2, might be used.

Databases are also important for reducing personnel time needed to gather, process, and interpret data manually. With a computerized database and a DBMS, data can be treated as a common resource that's easy to access and use.

Question 49	**Essay**	**0 points**	Modify	Remove

Question What type of decisions are supported by a LIS?

Answer The following are a few examples of decisions supported by an LIS:
Improving routing and delivery schedules
Selecting the best modes of transportation
Improving transportation budgeting
Improving shipment planning

Question 50	**Essay**	**0 points**	Modify	Remove

Question Describe the threat of substitute products of services and how organizations fight this threat.

Answer Threat of substitute products or services is high when many alternatives for an organization's products or services are available. Some organizations add services to make them more distinct in the marketplace, such as Amazon.com's personalized recommendations. Other organizations add fees to discourage customers from switching to a competitor, such as cell phone companies adding charges for switching to another provider before the customer contract is up.

OK