TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

1) Data is basically another word for information. 1) ______

2) According to Porter’s model, four competitive forces determine industry profitability. 2) ______

3) E-commerce leads to disintermediation. 3) ______

4) In B2B e-commerce, sales are made between companies. 4) ______

5) A calculation system is a type of application called an island of automation. 5) ______

6) Independent, isolated systems are good for making businesses more efficient today. 6) ______

7) Systems development is primarily a technical task for programmers and hardware designers. 7) ______

8) An MIS is designed to support strategic types of decisions. 8) ______

9) It is usually not a good management practice to involve users in testing new systems. 9) ______

10) Main memory holds the program instructions for applications that are currently being processed. 10) ______

11) When designing a new information system, it is better to focus on what you want it to do than on problems you want to avoid with it. 11) ______

12) The term "byte" stands for binary digit. 12) ______

13) A database can have one and only one application. 13) ______

14) Sending personal emails at work can be an ethical issue. 14) ______

15) A Local Area Network (LAN) would be used to connect computers located in Seattle and Philadelphia. 15) ______

16) Reporting tools are programs that read data from a variety of sources, process that data, produce and deliver formatted reports for users. 16) ______

17) A common title for the principal manager of the IS department is Chief Systems Officer (CSO). 17) ______
18) Biometric authentication has been around for some time, and because of weaknesses are not likely to see much usage in the future.

19) Managing outsourcing relationships is one of the major functions of the information systems department.

20) Data-mining tools use heuristic techniques to process data to find hidden patterns and relationships among the data.

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

21) __________ concerns whether the new information system will fit with the organization's culture, charter, or legal requirements.
   A) Technical feasibility   B) Cost feasibility
   C) Schedule feasibility   D) Organization feasibility

22) Alternative system designs are evaluated against the system requirements in the __________ phase of the SDLC.
   A) component design
   B) requirements analysis
   C) system definition
   D) system maintenance
   E) implementation

23) In a __________ installation, the new system runs alongside the old one until it has been tested and is fully operational.
   A) parallel   B) pilot   C) big-bang   D) phased   E) plunge

24) Many users are reluctant to get involved in new information system projects because:
   A) they don't know much about IS.
   B) they are uncomfortable in their new roles.
   C) they resent being asked to put more time in the new practices.
   D) they prefer to stick with their own business specialty.
   E) All of the above.
25) The general ledger (GL) is an application that is traditionally run in the functional area of:
   A) sales and marketing.
   B) accounting and finance.
   C) human resources.
   D) operations.
   E) manufacturing.

26) Any information not directly related to a meeting with potential partners in an interorganizational information system project should be carefully guarded because it is possible that today's partner could be tomorrow's:
   A) employers.
   B) competitors.
   C) suppliers.
   D) supporters.

27) If you notice that one of your supply chain partners has a security hole in their inventory system, it is __________ to write a program that would exploit that hole.
   A) anti-social
   B) illegal
   C) ethical
   D) legal

28) __________ applications schedule payments and receivables and plan for the cash needs of the organization.
   A) Cost accounting
   B) Accounts receivable
   C) Accounts payable
   D) Cash management

29) HIPAA is the __________ EDI standard for the electronic transmission of information and documents.
   A) accounting industry
   B) healthcare industry
   C) most popular
   D) international
   E) American

30) EDI and __________ are the two main alternatives for exchanging data and business documents over the Internet to support standard business transactions.
   A) HTTP
   B) HIPAA
   C) remote computing
   D) HTML
   E) XML

31) Sellers in e-commerce can more easily measure price __________ by measuring the amount that demand rises or falls with changes in price.
   A) elasticity
   B) accountability
   C) distribution
   D) sensitivity
32) _______ is a business process for managing all contacts between an organization and its suppliers.

A) ERP B) SRM C) EDI D) HTTP E) CRM

33) The _________ tier of the three-tier server architecture is where the computers that process applications reside.

A) server B) database C) client D) commerce E) user

34) HTML is used to:

A) structure data more efficiently. B) exchange Web pages over the Internet. C) communicate with the supply chain partners. D) define the structure and layout of Web pages.

35) ________ is the electronic sharing of common business documents using a standard format.

A) SRM B) HTTP C) EDI D) CRM E) HTML

36) One key indicator of the user help desk performance might be the number of _________ in the queue.

A) computers supported B) unresolved problems C) calls D) help desk staff E) high priority items

37) With **supervised data mining**, data miners develop a model prior to the analysis and apply statistical techniques to data to estimate parameters of the model.

A) True B) False C) True, except in the case when the data is unstructured D) False unless the data is structured
38) As a user you have a right to:

A) the right hardware and software.    B) good training.
C) secure systems.                   D) all of the above.

39) Computer Waste includes which of the following:

A) Discarding of Technology    B) Unused Systems
C) Inattentive User Training   D) A & B

40) If you are a senior manager in finance, it is possible that you may be asked to be a member of the

__________ in order to help evaluate and prioritize new IS projects from a finance perspective.

A) project management group
B) enterprise application group
C) outsourcing relations group
D) system administration committee
E) steering committee

41) Though it may seem obvious, one of the hardest things to do when planning how your

organization will use IT is to:

A) export applications to a Web platform.    B) outsource some of the functions.
C) align IS with organizational strategy.    D) get quotes from vendors.

42) The purpose of the __________ group within the IS department is to manage the process of creating

new information systems as well as maintaining existing ones.

A) development    B) outsourcing relations
C) operations     D) technology

43) The purpose of the __________ group within the IS department is to investigate new IS

technologies and determine how the organization can benefit from them.

A) operations    B) outsourcing relations
C) technology    D) development

44) Porter’s five competitive forces include new vendors, suppliers, substitute vendors, customers and:

A) finance.
B) rivalry of firms.
C) marketing.
D) efficiency of production.
E) economic pressures.
45) CTO stands for:
   A) Corporate Technology Officer.  B) Chief Transformation Officer.
   C) Company Technology Officer.  D) Chief Technology Officer.

46) The threat of new entrants in an industry is high when:
   A) entry costs are low and exit costs are high.
   B) entry costs are high.
   C) manufacturing.
   D) entry and exit costs are high.
   E) entry and exit costs are low.

47) There are two categories of companies involved in e-commerce; merchants and:
   A) e-tailers.
   B) financial services.
   C) nonmerchants.
   D) operations.
   E) service operations.

48) ________ applications support the administration of benefits, healthcare plans, and retirement plans.
   A) Development and training
   B) Recruiting
   C) HR planning
   D) Compensation
   E) Assessment

49) Some companies view finished goods inventories as being beneficial in that it helps minimize disruptions and some view it as a:
   A) hazard.
   B) liability since inventory tends to cost money if kept too long
   C) mistake in production planning.
   D) necessity.
50) Receiving and storing raw materials for production would be an example of a(n) ______ in Porter's value chain model.
   A) support  
   B) complex  
   C) integrated  
   D) primary  
   E) linkage

51) Systems that cross functional ______ are known as cross-functional systems.
   A) processes  
   B) functions  
   C) boundaries  
   D) departments

52) Business process redesign or BPR (also known as business process re-engineering) holds as a premise that companies should not simply
   A) Automate or improve existing functional systems but should improve the process by integrating the activities of all departments involved in the value chain.
   B) Improve the system before deciding to automate, otherwise the improvements would become invalid before the system was implemented.
   C) Automate future business processes until the CEO and the Users were trained on the new policies.
   D) Automate or improve existing functional systems.

53) ______ is an example of a calculation system.
   A) Inventory management  
   B) MRP  
   C) Compensation  
   D) Cash management

54) A network of value-creating activities is called a:
   A) value network.  
   B) value chain.  
   C) competitive advantage.  
   D) primary value activities.

55) ______ is an example of a support activity in Porter's value chain model.
   A) Sales  
   B) Customer service  
   C) HR benefits management  
   D) Production
56) Porter's model of the value chain and its linkages started a movement to create __________, cross-departmental business systems.
   A) linked
   B) complex
   C) supporting
   D) primary
   E) integrated

57) If management rolls out one major initiative after another, they run the risk that:
   A) they will be too successful.
   B) employees will not take the initiatives seriously.
   C) they won't be able to find consultants who will help them.
   D) they will run out of ways to motivate employees.

58) __________ systems link up all the processes that touch the customer.
   A) CRM
   B) ERP
   C) Office Suite
   D) MRP
   E) CASE

59) To obtain a(n) __________ report, users go to a Web portal or digital dashboard and click on a link or button to produce, create unique report criteria and deliver the report.
   A) pull
   B) query
   C) static
   D) push
   E) OLAP

60) Which of the following is not a way in preventing Computer-Related Waste and Mistakes:
   A) Establishing policies and procedures
   B) Providing intense training on Firewall software practices
   C) Monitoring policies and procedures
   D) All of the above are good ways to prevent computer related waste and mistakes

61) An accounting system that records all transactions that have any financial impact on the organization is a called:
   A) cost accounting.  B) accounts receivable.
   C) general ledger.  D) accounts payable.
62) A data warehouse also contains a special database that stores the _______ which records its source, history, format, and constraints.

A) metadata  
B) clickstream data  
C) dirty data  
D) dimensional data  
E) media format

63) A _______ is a collection of data, taken from the data warehouse that is used to support the needs of a particular functional area like marketing.

A) data mart  
B) server  
C) query  
D) Web farm

64) Because they are online, OLAP reports are _______ reports.

A) static  
B) dynamic  
C) push  
D) query  
E) pull

65) _______ reports allow users to drill down to view increasingly detailed levels of the data.

A) Query  
B) Push  
C) Pull  
D) Dynamic  
E) OLAP

66) Tools for searching business data in an attempt to find patterns are called _______ tools.

A) BI  
B) DSS  
C) CRM  
D) EDI  
E) KM

67) In most cases, data-mining tools are used to make:

A) decisions.  
B) predictions.  
C) assessments.  
D) solutions.

68) SAP is the world leader in _______ software.

A) functional  
B) ERP  
C) database  
D) CASE

69) A larger part of the increase in demand for storage capacity is because of:

A) on-line newspapers.  
B) IM files.  
C) spreadsheets for business.  
D) video files.  
E) e-commerce.
70) Lead tracking is an application that is traditionally run in the functional area of:  
A) sales and marketing.  
B) accounting and finance.  
C) human resources.  
D) operations.  
E) manufacturing.

71) Order entry is an application that is traditionally run in the functional area of:  
A) sales and marketing.  
B) accounting and finance.  
C) human resources.  
D) operations.  
E) manufacturing.

72) Which of the following is not a problem with the SDLC:  
A) System development work seldom works smoothly  
B) Difficulty of documenting user requirements in a useful way  
C) User commitment remains impossible  
D) Scheduling and budgeting is still a big problem

73) We typically have three primary ways of obtaining application software for companies. Which of the following is not one of the methods:  
A) Off-the-shelf  
B) Off-the-shelf with modifications  
C) Custom tailored  
D) All of the above are valid methods

74) If the requirements analysis process becomes very long and drawn-out that the requirements document is obsolete and too complex, this can lead to the problem of:  
A) unclear specifications.  
B) lost updates.  
C) poor documentation.  
D) analysis paralysis.  
E) schedule conflict.

75) A _________ installation is the riskiest because the old system is turned off and the new system is turned on.  
A) plunge  
B) big-bang  
C) phased  
D) parallel  
E) pilot
76) The four phases of the SDLC approach after the initial system definition phase are:

A) requirements analysis, component design, implementation, and system maintenance.
B) requirements analysis, implementation, design and training.
C) requirements analysis, implementation, design, and system upgrade.
D) requirements analysis, component design, implementation, and conversion.
E) requirements analysis, implementation, component design, and training.

77) The first step of the system definition stage of the SDLC is to:

A) identify team members.
B) define the goals and scope of the new system.
C) assess feasibility.
D) determine the schedule and budget for the project.

78) ________ would probably be the worst identifier attribute.

A) Phone number
B) Last Name
C) Social Security number
D) Birth Date
E) First Name and Last Name

79) IEEE 802.3 is the most popular LAN ________ in use today.

A) switch
B) protocol
C) architecture
D) TLD
E) encryption

80) The Web is a subset of:

A) a root server.
B) a system.
C) a LAN.
D) a WAN.
E) the Internet.

81) Broadband communications have transmission speeds in excess of:

A) 256 kbps.  B) 1.2 terabps.  C) 512 kbps.  D) 1024 kbps.
82) A(n) ________ uses the Internet or other internet to create the appearance of private, point-to-point connections.
   A) ethernet  B) VPN  C) ATM  D) SMTP

83) ________ is the most popular LAN standard.
   A) UML  B) OSI  C) Ethernet  D) TCP/IP

84) The computer that runs the DBMS should always be protected by:
   A) protocols.
   B) encryption.
   C) software.
   D) firmware.
   E) a firewall.

85) ________ is an example of a personal DBMS available on most personal computers that use Microsoft Office.
   A) SQL Server  B) Access  C) Oracle  D) DB2

86) SQL is a:
   A) database system.
   B) query language.
   C) programming language.
   D) 3GL.

87) If the same data element is stored differently in another table, this is said to be an issue of:
   A) data integrity.
   B) inaccurate data.
   C) data redundancy.
   D) entity integrity.

88) ________ is the last step in developing a database application.
   A) Getting the information requirements
   B) Creating the database tables in the DBMS
   C) Designing the tables with the keys
   D) Creating a data model

89) Most organizations have a ________ against taking sensitive data home.
   A) policy  B) manual  C) memo  D) statement  E) record

90) A(n) ________ is a logical representation of a database.
   A) graphic model  B) data model
   C) enterprise model  D) flow chart
91) When a company copyrights new programs and products they are trying to gain a competitive 
advantage by:
   A) increasing switching costs.
   B) establishing alliances.
   C) reducing costs.
   D) creating barriers to entry.
   E) product differentiation.

92) A B2B company like CDW sells primarily to:
   A) retail customers.
   B) Original Equipment Manufacturers (OEMs).
   C) businesses.
   D) Value Added Resellers (VARs).

93) The ________ system manages the computer's resources.
   A) operating
   B) information
   C) software
   D) application

94) A grocery scanning checkout system would be an example of:
   A) system software.
   B) firmware.
   C) vertical-market software.
   D) operating system software.
   E) horizontal-market software.

95) CRM systems include data about all of the activities below except:
   A) call center calls.
   B) sales activities.
   C) employee benefits.
   D) returns.
   E) training.

96) Data in the CPU is processed in the form of:
   A) dots.
   B) pixels.
   C) bits.
   D) bytes.
97) Which device listed below is not an example of an input hardware device?
   A) Printer
   B) Keyboard
   C) Bar code scanner
   D) Mouse
   E) Microphone

98) Which is not a way for a company to achieve a competitive advantage?
   A) raising prices
   B) creating barriers to entry
   C) reducing costs
   D) creating new products or services
   E) establishing alliances

99) It is expected that the price and power of computer chips will _________ over the next decade.
   A) continue to grow slowly
   B) stay about the same
   C) grow more dramatically
   D) obey Moore's Law
   E) shrink

100) All of the following are components of an information system except:
    A) hardware.
    B) culture.
    C) procedures.
    D) people.
    E) software.