

Business Driven Information Systems, 6e (Baltzan)
Chapter 2 Decisions and Processes: Value Driven Business

1) Analytics is the science of fact-based decision making.

Answer: TRUE

Explanation: Analytics is the science of fact-based decision making.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

2) At the operational level employees are continuously evaluating company operations to hone the firm's abilities to identify, adapt to, and leverage change.

Answer: FALSE

Explanation: At the managerial level employees are continuously evaluating company operations to hone the firm's abilities to identify, adapt to, and leverage change.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.; 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.; 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

3) At the operational level employees develop, control, and maintain core business activities required to run the day-to-day operations.

Answer: TRUE

Explanation: At the operational level employees develop, control, and maintain core business activities required to run the day-to-day operations.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

4) Operational decisions are considered structured decisions.

Answer: TRUE

Explanation: Operational decisions are considered structured decisions.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

5) Asking how many employees are out sick is a type of operational question.

Answer: TRUE

Explanation: Asking how many employees are out sick is a type of operational question.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

6) Strategic decisions are highly structured decisions.

Answer: FALSE

Explanation: Strategic decisions are highly unstructured decisions.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

7) One of the most important and challenging questions confronting managers today is how to lay the foundation for tomorrow's success while competing to win in today's business environment.

Answer: TRUE

Explanation: The most important and most challenging question confronting managers today is how to lay the foundation for tomorrow's success while competing to win in today's business environment.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

8) The structure of a typical organization is similar to a pyramid, with different levels that require one consistent type of information to assist with all managerial decision making.

Answer: FALSE

Explanation: The structure of a typical organization is similar to a pyramid, with different levels that require different types of information to assist decision making, problem solving, and opportunity capturing.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

9) Operational decisions or semistructured decisions arise in situations where established processes offer potential solutions.

Answer: FALSE

Explanation: Operational decisions are considered structured decisions not semistructured decision, which arise in situations where established processes offer potential solutions.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

10) Unstructured decisions occur in situations in which no procedures or rules exist to guide decision makers towards the correct choice.

Answer: TRUE

Explanation: Unstructured decisions occur in situations in which no procedures or rules exist to guide decision makers toward the correct choice.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

11) At the strategic decision-making level employees develop, control, and maintain core business activities.

Answer: FALSE

Explanation: At the operational decision-making level employees develop, control, and maintain core business activities required to run the day-to-day operations.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

12) Key performance indicators can focus on external and internal measurements.

Answer: TRUE

Explanation: Key performance indicators (KPI's) can focus on external and internal measurements.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

13) The proportion of the market that a firm captures is called market share.

Answer: TRUE

Explanation: The proportion of the market that a firm captures is called market share.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

14) Benchmarks are baseline values the system seeks to attain.

Answer: TRUE

Explanation: Benchmarks are baseline values the system seeks to attain.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

15) Effectiveness MIS metrics include throughput, transaction speed, and system availability.

Answer: FALSE

Explanation: Efficiency MIS metrics include throughput, speed, and availability.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

16) Measuring the amount of website traffic is the best way to determine an organization's success.

Answer: FALSE

Explanation: A large amount of website traffic does not indicate large revenues or website success.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

17) A project is a temporary activity a company undertakes to create a unique product, service, or result.

Answer: TRUE

Explanation: A project is a temporary activity a company undertakes to create a unique product, service, or result.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

18) Metrics are temporary activities a company undertakes to create a unique product, service, or result.

Answer: FALSE

Explanation: A project is a temporary activity a company undertakes to create a unique product, service, or result.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

19) Metrics are measurements that evaluate results to determine whether a project is meeting its goals.

Answer: TRUE

Explanation: Metrics are measurements that evaluate results to determine whether a project is meeting its goals.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

20) Efficiency MIS metrics include throughput, speed, and availability.

Answer: TRUE

Explanation: Efficiency MIS metrics include throughput, speed, and availability.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

21) Effectiveness MIS metrics measure the impact MIS has on business processes and activities, including customer satisfaction and customer conversion rates.

Answer: TRUE

Explanation: Effectiveness MIS metrics measure the impact MIS has on business processes and activities, including customer satisfaction and customer conversion rates.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

22) Efficiency MIS metrics measure the impact MIS has on business processes and activities, including customer satisfaction and customer conversion rates.

Answer: FALSE

Explanation: Effectiveness MIS metrics measure the impact MIS has on business processes and activities, including customer satisfaction and customer conversion rates.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

23) Best practices are the most successful solutions or problem-solving methods that have been developed by a specific organization or industry.

Answer: TRUE

Explanation: Best practices are the most successful solutions or problem-solving methods that have been developed by a specific organization or industry.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

24) Return on investment indicates the earning power of a project.

Answer: TRUE

Explanation: Return on investment indicates the earning power of a project.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

25) MIS support systems rely on models for computational and analytical routines that mathematically express relationships among variables.

Answer: TRUE

Explanation: MIS support systems rely on models for computational and analytical routines that mathematically express relationships among variables.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

26) A pie chart is a type of graph in which a circle is divided into sectors that each represent a proportion of the whole.

Answer: TRUE

Explanation: A pie chart is a type of graph in which a circle is divided into sectors that each represent a proportion of the whole.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

27) Streamlining information encompasses all of the information contained within a single business process or unit of work, and its primary purpose is to support the performing of daily operational or structured decisions.

Answer: FALSE

Explanation: Transactional information encompasses all of the information contained within a single business process or unit of work, and its primary purpose is to support the performing of daily operational or structured decisions.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

28) A bar chart is a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.

Answer: TRUE

Explanation: A bar chart is a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

29) Sensitivity analysis, what-if analysis, optimization analysis, and market basket analysis are the common DSS analysis techniques.

Answer: FALSE

Explanation: Sensitivity analysis, what-if analysis, optimization analysis, and goal-seeking analysis are the common DSS analysis techniques.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

30) A histogram is a graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.

Answer: TRUE

Explanation: A histogram is a graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

31) A sparkline is a small embedded line graph that illustrates a single trend. Sparklines are often used in reports, presentations, dashboards, and scoreboards. They do not include axes or labels; context comes from the related content.

Answer: TRUE

Explanation: A sparkline is a small embedded line graph that illustrates a single trend. Sparklines are often used in reports, presentations, dashboards, and scoreboards. They do not include axes or labels; context comes from the related content.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

32) An infographic (information graphic) is a representation of information in a graphic format designed to make the data easily understandable at a glance. People use infographics to quickly communicate a message, to simplify the presentation of large amounts of data, to see data patterns and relationships, and to monitor changes in variables over time.

Answer: TRUE

Explanation: An infographic (information graphic) is a representation of information in a graphic format designed to make the data easily understandable at a glance. People use infographics to quickly communicate a message, to simplify the presentation of large amounts of data, to see data patterns and relationships, and to monitor changes in variables over time.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

33) A time-series chart is a graphical representation showing change of a variable over time. Time-series charts are used for data that changes continuously, such as stock prices. They allow for a clear visual representation of a change in one variable over a set amount of time.

Answer: TRUE

Explanation: A time-series chart is a graphical representation showing change of a variable over time. Time-series charts are used for data that changes continuously, such as stock prices. They allow for a clear visual representation of a change in one variable over a set amount of time.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

34) A pivot rotates data to display alternative presentations of the data.

Answer: TRUE

Explanation: Rotates data to display alternative presentations of the data.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

35) A consolidation rotates data to display alternative presentations of the data.

Answer: FALSE

Explanation: A pivot rotates data to display alternative presentations of the data.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

36) Digital dashboards offer consolidation, drill-down, and slice-and-dice capabilities.

Answer: TRUE

Explanation: Digital dashboards offer consolidation, drill-down, and slice-and-dice capabilities.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

37) Managers use transactional information when making structured decisions at the operational level.

Answer: TRUE

Explanation: Managers use transactional information when making structured decisions at the operational level.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

38) The manipulation of information to create business intelligence in support of strategic decision making is referred to as OLTP or online transaction processing.

Answer: FALSE

Explanation: The manipulation of information to create business intelligence in support of strategic decision making is online analytical processing (OLAP).

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

39) A model is a simplified representation or abstraction of reality.

Answer: TRUE

Explanation: A model is a simplified representation or abstraction of reality.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

40) Source documents are simplified representation or abstraction of reality.

Answer: FALSE

Explanation: A model is a simplified representation or abstraction of reality.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

41) Source documents are the original transaction records.

Answer: TRUE

Explanation: Source documents are the original transaction records.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

42) Granularity refers to the level of detail in the model or the decision-making process.

Answer: TRUE

Explanation: Granularity refers to the level of detail in the model or the decision-making process.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

43) Visualization produces graphical displays of patterns and complex relationships in large amounts of data.

Answer: TRUE

Explanation: Visualization produces graphical displays of patterns and complex relationships in large amounts of data.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

44) A digital dashboard produces graphical displays of patterns and complex relationships in large amounts of data

Answer: FALSE

Explanation: Visualization produces graphical displays of patterns and complex relationships in large amounts of data.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

45) Intelligent systems are various commercial applications of artificial intelligence.

Answer: TRUE

Explanation: Intelligent systems are various commercial applications of artificial intelligence

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

46) A neural network is a category of efficiency metrics where it attempts to measure the way the human brain works.

Answer: FALSE

Explanation: A neural network is a category of artificial Intelligence where it always attempts to emulate the way the human brain works.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

47) Investment companies use genetic effectiveness metrics to help in trading decisions.

Answer: FALSE

Explanation: Investment companies use genetic algorithms to help in trading decisions.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

48) A shopping bot is one of the simplest examples of an intelligent agent.

Answer: TRUE

Explanation: A shopping bot is one of the simplest examples of an intelligent agent.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

49) Fuzzy logic is a mathematical method of handling imprecise or subjective information.

Answer: TRUE

Explanation: Fuzzy logic is a mathematical method of handling imprecise or subjective information.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

50) Fuzzy logic is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.

Answer: FALSE

Explanation: Mutation is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

51) Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Answer: TRUE

Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

52) Google glass is a wearable computer with an optical head-mounted display (OHMD).

Answer: TRUE

Explanation: Google glass is a wearable computer with an optical head-mounted display (OHMD). Developed by Google, it adds an element of augmented reality to the user's world by displaying information in a smart phone-like hands-free format.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

53) A haptic interface uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket. A haptic interface is primarily implemented and applied in virtual reality environments and is used in virtual workplaces to enable employees to shake hands, demonstrate products, and collaborate on projects.

Answer: TRUE

Explanation: A haptic interface uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket. A haptic interface is primarily implemented and applied in virtual reality environments and is used in virtual workplaces to enable employees to shake hands, demonstrate products, and collaborate on projects.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

54) Virtual workplace is the viewing of the physical world with computer-generated layers of information added to it.

Answer: FALSE

Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

55) A virtual workplace is a work environment that is not located in any one physical space.

Answer: TRUE

Explanation: A virtual workplace is a work environment that is not located in any one physical space.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

56) Google glass is a work environment that is not located in any one physical space.

Answer: FALSE

Explanation: A virtual workplace is a work environment that is not located in any one physical space.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

57) Augmented reality is a wearable computer with an optical head-mounted display (OHMD).

Answer: FALSE

Explanation: Google Glass is a wearable computer with an optical head-mounted display (OHMD). Developed by Google, it adds an element of augmented reality to the user's world by displaying information in a smart phone-like hands-free format.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

58) Neural networks use technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket.

Answer: FALSE

Explanation: A haptic interface uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket. A haptic interface is primarily implemented and applied in virtual reality environments and is used in virtual workplaces to enable employees to shake hands, demonstrate products, and collaborate on projects.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

59) Mutation is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.

Answer: TRUE

Explanation: Mutation is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

60) Mutation is a mathematical method of handling imprecise or subjective information.

Answer: FALSE

Explanation: Fuzzy logic is a mathematical method of handling imprecise or subjective information.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

61) An algorithm refers to a set of instructions that completes a task.

Answer: TRUE

Explanation: An algorithm refers to a set of instructions that completes a task.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

62) Machine learning is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn. .

Answer: TRUE

Explanation: Machine learning is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

63) Strong AI machines can still make their own decisions based on reasoning and past sets of data. Most of the AI systems in market today are strong AI.

Answer: FALSE

Explanation: Weak AI machines can still make their own decisions based on reasoning and past sets of data. Most of the AI systems in market today are weak AI.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

64) Weak AI refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines; in effect, it works to make machines as intelligent as the humans.

Answer: FALSE

Explanation: Strong AI refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines; in effect, it works to make machines as intelligent as the humans.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

65) Virtual reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.

Answer: TRUE

Explanation: Virtual reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

66) Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Answer: TRUE

Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

67) Augmented reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.

Answer: FALSE

Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

68) Virtual reality is the viewing of the physical world with computer-generated layers of information added to it.

Answer: FALSE

Explanation: Virtual reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

69) A machine-vision system uses a video camera to capture data and send it to the robot controller. Machine vision is similar in complexity to voice recognition and can be used for handwriting recognition, signature identification, and currency inspection. Two important specifications in any vision system are the sensitivity and the resolution.

Answer: TRUE

Explanation: A machine-vision system uses a video camera to capture data and send it to the robot controller. Machine vision is similar in complexity to voice recognition and can be used for handwriting recognition, signature identification, and currency inspection. Two important specifications in any vision system are the sensitivity and the resolution.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

70) Deep learning is a process that employs specialized algorithms to model and study complex datasets; the method is also used to establish relationships among data and datasets.

Answer: TRUE

Explanation: Deep learning is a process that employs specialized algorithms to model and study complex datasets; the method is also used to establish relationships among data and datasets.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

71) Business-facing processes or back-office processes are invisible to the external customer but essential to the effective management and operation of the business.

Answer: TRUE

Explanation: Business-facing processes or back-office processes are invisible to the external customer but essential to the effective management of the business.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

72) When evaluating the 5-steps in the order-to-delivery business process, step one includes creating a campaign and checking inventory, which are both part of the human resources function.

Answer: FALSE

Explanation: Step one includes creating a campaign and checking inventory, which are both part of the marketing function.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

73) Strategic planning is a customer-facing business process.

Answer: FALSE

Explanation: Strategic planning is a business-facing process and is invisible to the customer.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

74) Product delivery is a customer-facing business process.

Answer: TRUE

Explanation: Product delivery is a customer-facing business process.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

75) Improving the efficiency and effectiveness of its business processes will improve a firm's value chain.

Answer: TRUE

Explanation: Improving the efficiency and effectiveness of its business processes will improve the firm's value chain.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

76) Core processes are business processes, such as manufacturing goods, selling products, and providing services that make up the primary activities in a value chain.

Answer: TRUE

Explanation: Core processes are business processes, such as manufacturing goods, selling products, and providing services that make up the primary activities in a value chain.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

77) Core processes are patents that protect a specific set of procedures for conducting a particular business activity.

Answer: FALSE

Explanation: Business process patents are patents that protect a specific set of procedures for conducting a particular business activity.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

78) A static process uses a systematic approach in an attempt to improve business effectiveness and efficiency continuously. Managers constantly attempt to optimize static process.

Answer: TRUE

Explanation: A static process uses a systematic approach in an attempt to improve business effectiveness and efficiency continuously. Managers constantly attempt to optimize static process.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

79) Examples of static processes include running payroll, calculating taxes, and creating financial statements.

Answer: TRUE

Explanation: Examples of static processes include running payroll, calculating taxes, and creating financial statements.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

80) Examples of dynamic processes include running payroll, calculating taxes, and creating financial statements.

Answer: FALSE

Explanation: Examples of static processes include running payroll, calculating taxes, and creating financial statements.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

81) A dynamic process continuously changes and provides business solutions to ever-changing business operations.

Answer: TRUE

Explanation: A dynamic process continuously changes and provides business solutions to ever-changing business operations.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

82) A static process continuously changes and provides business solutions to ever-changing business operations.

Answer: FALSE

Explanation: A dynamic process continuously changes and provides business solutions to ever-changing business operations.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

83) As the business and its strategies change, so do the dynamic processes. Examples of dynamic processes include managing layoffs of employees, changing order levels based on currency rates, and canceling business travel due to extreme weather.

Answer: TRUE

Explanation: As the business and its strategies change, so do the dynamic processes. Examples of dynamic processes include managing layoffs of employees, changing order levels based on currency rates, and canceling business travel due to extreme weather.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

84) A business process patent is a patent that protects a specific set of procedures for conducting a particular business activity.

Answer: TRUE

Explanation: A business process patent is a patent that protects a specific set of procedures for conducting a particular business activity.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

85) A business management system is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint.

Answer: FALSE

Explanation: A business process model is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

86) To-Be process models show the results of applying change improvement opportunities to the current (As-Is) process model.

Answer: TRUE

Explanation: To-Be process models show the results of applying change improvement opportunities to the current (As-Is) process model.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

87) Business Process Model and Notation (BPMN) is a graphical notation that depicts the steps in a business process.

Answer: TRUE

Explanation: Business Process Model and Notation (BPMN) is a graphical notation that depicts the steps in a business process.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

88) A Business Process Model and Notation (BPMN) event is anything that happens during the course of a business process. An event is represented by a circle in a business process model.

Answer: TRUE

Explanation: A BPMN event is anything that happens during the course of a business process. An event is represented by a circle in a business process model.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

89) A Business Process Model and Notation (BPMN) activity is a task in a business process.

Answer: TRUE

Explanation: A BPMN activity is a task in a business process.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

90) A Business Process Model and Notation (BPMN) gateway is used to control the flow of a process.

Answer: TRUE

Explanation: A BPMN gateway is used to control the flow of a process.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

91) A Business Process Model and Notation (BPMN) flow displays the path in which the process flows.

Answer: TRUE

Explanation: A BPMN flow displays the path in which the process flows.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

92) A Business Process Model and Notation (BPMN) flow is anything that happens during the course of a business process. An event is represented by a circle in a business process model.

Answer: FALSE

Explanation: A BPMN event is anything that happens during the course of a business process. An event is represented by a circle in a business process model.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

93) A Business Process Model and Notation (BPMN) event is a task in a business process.

Answer: FALSE

Explanation: A BPMN activity is a task in a business process.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

94) A Business Process Model and Notation (BPMN) activity is used to control the flow of a process.

Answer: FALSE

Explanation: A BPMN gateway is used to control the flow of a process.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

95) A Business Process Model and Notation (BPMN) gateway displays the path in which the process flows.

Answer: FALSE

Explanation: A BPMN flow displays the path in which the process flows.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

96) The primary goal of an As-Is process model is to simplify, eliminate, and improve the To-Be processes.

Answer: TRUE

Explanation: The primary goal of an As-Is process model is primarily to simplify, eliminate, and improve the To-Be processes.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

97) Business processes should never drive MIS choices and should be based on business strategies and goals.

Answer: FALSE

Explanation: Business processes should drive MIS choices and should be based on business strategies and goals.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

98) A swim lane layout arranges the steps of a business process into a set of rows depicting the various elements.

Answer: TRUE

Explanation: A swim lane layout arranges the steps of a business process into a set of rows depicting the various elements.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

99) Redundancy occurs when a task or activity is never repeated.

Answer: FALSE

Explanation: Redundancy occurs when a task or activity is unnecessarily repeated.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

100) Operationalized analytics makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.

Answer: TRUE

Explanation: Operationalized analytics makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

101) Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.

Answer: TRUE

Explanation: Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

102) Business process reengineering is the analysis and redesign of workflow within and between enterprises.

Answer: TRUE

Explanation: Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

103) A workflow control system monitors processes to ensure tasks, activities, and responsibilities are executed as specified.

Answer: TRUE

Explanation: A workflow control system monitors processes to ensure tasks, activities, and responsibilities are executed as specified.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

104) Robotic process automation makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.

Answer: FALSE

Explanation: Operationalized analytics makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

105) Operationalized analytics is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.

Answer: FALSE

Explanation: Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

106) Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

Answer: TRUE

Explanation: Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

107) Managerial business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.

Answer: TRUE

Explanation: Managerial business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

108) Strategic business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

Answer: TRUE

Explanation: Strategic business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

109) Strategic business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

Answer: FALSE

Explanation: Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

110) Operational business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.

Answer: FALSE

Explanation: Managerial business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

111) Operational business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

Answer: FALSE

Explanation: Strategic business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

112) Which of the following is a not a type of organizational information system?

- A) Executive information system
- B) Decisions support system
- C) Analysis processing system
- D) Transactional processing system

Answer: C

Explanation: Analysis processing system is not a type of organizational IS.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

113) Which of the below is an important challenge facing managers today?

- A) Making business decision
- B) Solving business problems
- C) Competing to win in today's market
- D) All of the above

Answer: D

Explanation: The most important challenges facing management of a company are 1) decision making, 2) cultivating strategies for the future business, and 3) competing to win in today's market

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

114) What must managers be able to do to compete in today's global marketplace?

- A) Make decisions to gain competitive advantages
- B) Make decision that can help forecast future business needs
- C) Make decision that can help forecast future business requirements
- D) All of the above

Answer: D

Explanation: We learn in chapter two that to achieve competitive advantages, managers must be able to make decisions and be able to forecast future business needs and requirements.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

115) Which of the below is not considered a challenge facing most managers today?

- A) Managerial decisions must be made quickly
- B) Strategic decisions need to be made by applying analysis techniques
- C) Artificial intelligence is required by all managers to be successful
- D) Managerial decisions require large amounts of information to analyze

Answer: C

Explanation: The primary decision-making challenges facing managers today are 1) decisions must be made quickly, 2) strategic decisions need to be made by applying analysis techniques, and 3) they have large amounts of information to analyze

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

116) Managers that must analyze data from 500 hotels to determine when to discount rooms based on occupancy patterns would be placed in which category for managerial decision-making challenges?

- A) Managers need to analyze large amounts of information
- B) Managers must make decisions quickly
- C) Managers must apply sophisticated analysis techniques, such as Porter's strategies or forecasting, to make strategic decisions
- D) All of the above

Answer: A

Explanation: Managers that must analyze data from 500 hotels to determine when to discount rooms based on occupancy patterns is a challenge when managers must analyze large amounts of information.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

117) An important customer shows up at a hotel that is fully booked and the reservation is missing would be placed in which category for managerial decision-making challenges?

- A) Managers need to analyze large amounts of information
- B) Managers must make decisions quickly
- C) Managers must apply sophisticated analysis techniques, such as Porter's strategies or forecasting, to make strategic decisions
- D) All of the above

Answer: B

Explanation: An important customer shows up at a hotel that is fully booked and the reservation is missing is an example of why managers must make decisions quickly.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

118) A manager that must implement a loyalty program across 500 hotels would be placed in which category for managerial decision-making challenges?

- A) Managers need to analyze large amounts of information
- B) Managers must make decisions quickly
- C) Managers must apply sophisticated analysis techniques, such as Porter's strategies or forecasting, to make strategic decisions
- D) All of the above

Answer: C

Explanation: A manager that must implement a loyalty program across 500 hotels is an example of managers applying sophisticated analysis techniques.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

119) Which of the following is not included in the decision-making process?

- A) Data Collection
- B) Solution Benchmarking
- C) Solution Generation
- D) Solution Test

Answer: B

Explanation: The six-step decision making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

120) When evaluating the six-step decision making process, what occurs during the solution implementation step?

- A) The process will begin again if the decisions made were incorrect
- B) Definition of the problem as clearly and precisely as possible
- C) Details of every solution possible including ideas that seem far fetched
- D) The solution that best solves the problem is selected

Answer: A

Explanation: The six-step decision making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation. The final step is where the solution solves the problem or if wrong decisions were made then the process begins again.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

121) When evaluating the six-step decision making process, what occurs during the problem identification step?

- A) The process will begin again if the decisions made were incorrect
- B) Definition of the problem as clearly and precisely as possible
- C) Details of every solution possible including ideas that seem far fetched
- D) The solution that best solves the problem is selected

Answer: B

Explanation: The six-step decision making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation. During the problem identification step you must define the problem as clearly and precisely as possible.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

122) When evaluating the six-step decision making process, what occurs during the solution selection step?

- A) The process will begin again if the decisions made were incorrect
- B) Definition of the problem as clearly and precisely as possible
- C) Details of every solution possible including ideas that seem far fetched
- D) The solution that best solves the problem is selected

Answer: C

Explanation: The six-step decision making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation. During the solution selection step, you select the solution that best solves the problem and meets the needs of the business.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

123) When evaluating the six-step decision making process, what occurs during the solution test step?

- A) The process will begin again if the decisions made were incorrect
- B) Definition of the problem as clearly and precisely as possible
- C) Details of every solution possible including ideas that seem far fetched
- D) None of the above

Answer: D

Explanation: The six-step decision making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation. During the solution test step, you evaluate solution in terms of feasibility, suitability, and acceptability.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

124) Which of the below represents the structure of a typical organization?

- A) Flat line
- B) Pyramid
- C) Circle
- D) Cube

Answer: B

Explanation: The structure of today's business organizations is typically a pyramid. At each level different types of information are used to assist the business with 1) decision-making, 2) problem solving, and 3) opportunity capturing.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

125) Which of the below represents the three different levels of a company pyramid from the top to the bottom?

- A) Managerial – Strategic – Operational
- B) Strategic – Managerial – Operational
- C) Operational – Managerial – Strategic
- D) Strategic – Operational – Managerial

Answer: B

Explanation: The three different levels on the structure of a company pyramid are from top to bottom strategic – managerial – operational

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

126) Which of the below would you include as decisions and responsibilities typically found at the managerial level of a company?

- A) Monthly Plans
- B) Monthly Budgets
- C) Weekly Schedule
- D) All of the above

Answer: D

Explanation: Some of the decisions and responsibilities of managerial level employees include short-term or medium-range plans, scheduling, budgeting, policies and procedures, and business objectives for the firm.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

127) Which of the below would you include as decisions and responsibilities typically found at the operational level of a company?

- A) Develop core business activities required to run the day-to-day operations
- B) Control core business activities required to run the day-to-day operations
- C) Maintain core business activities required to run the day-to-day operations
- D) All of the above

Answer: D

Explanation: At the operational structure level, employees develop, control, and maintain core business activities required to run the day-to-day operations.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

128) Data collection, solution generation, and solution implementation are all concepts associated with which of the following processes?

- A) The six-step problem solving process
- B) The six-step decision making process
- C) The four-step problem solving process
- D) The four-step decision making process

Answer: B

Explanation: The six-step decision making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

129) Review the below key terms. Which one defines an operational decision that involves situations where established processes offer potential solutions?

- A) Optimization analysis decision
- B) Artificial intelligence decision
- C) Structured decision
- D) Unstructured decision

Answer: C

Explanation: A structured decision involves situations where established processes offer potential solutions

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

130) Which of the following is considered a structured decision or strategic decision?

- A) Reordering inventory
- B) Deciding to enter a new market
- C) Creating the employee weekly staffing schedule
- D) Creating the employee weekly production schedule

Answer: B

Explanation: Structured decisions are made frequently and are almost repetitive in nature; they affect short-term business strategies. Reordering inventory and creating the employee staffing and weekly production schedules are examples of routine structured decisions, where entering a new market is a type of unstructured decision.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

131) Which of the following is considered an operational decision or structured decision?

- A) Determining how many employees are out sick
- B) Determining the impact of last month's marketing campaign
- C) Allocating resources to a department for a new system
- D) Monitoring performance of a project team

Answer: A

Explanation: Structured decisions are made frequently and are almost repetitive in nature; they affect short-term business strategies. Reordering inventory and creating the employee staffing and weekly production schedules are examples of routine structured decisions, where entering a new market is a type of unstructured decision.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

132) Which of the following is considered a managerial decision or semistructured decision?

- A) Determining how many employees are out sick
- B) Determining the impact of last month's marketing campaign
- C) Investigating why payroll is having problems running
- D) Tracking how much inventory is in the warehouse

Answer: B

Explanation: Structured decisions are made frequently and are almost repetitive in nature; they affect short-term business strategies. Reordering inventory and creating the employee staffing and weekly production schedules are examples of routine structured decisions, where entering a new market is a type of unstructured decision.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

133) Which of the below key terms represents the types of decisions made at the operational, managerial, and strategic levels of a company?

- A) Structured decisions
- B) Unstructured decisions
- C) Semistructured decisions
- D) All of the above

Answer: D

Explanation: The three types of decisions made at the operational, managerial, and strategic levels are 1) structured decisions, 2) unstructured decisions, and 3) semistructured decisions

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

134) At which level do managers develop the overall business strategies and monitor the performance of the organization and the competitive business environment?

- A) Operational
- B) Strategic
- C) Managerial
- D) Communications

Answer: B

Explanation: The strategic level, managers develop overall business strategies, goals, and objectives as part of the company's strategic plan. They also monitor the performance of the organization and its overall direction in the political, economic, and competitive business environment.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

135) Jenny Welch works at a retail store selling sports equipment. Her daily tasks include opening the store, creating the work schedules, processing payroll, overseeing sales and inventory, and training employees. At what level of the organizational pyramid would you categorize Jenny?

- A) Managerial
- B) Operational
- C) Strategic
- D) Owner

Answer: A

Explanation: Managerial level duties include evaluating operations to hone the firm's abilities to identify, adapt to, and leverage change. They also cover schedules, budgets, policies, procedures, and business objectives.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

136) Andy Benton works at the local Starbucks coffee shop and his responsibilities include taking orders, fulfilling orders, and ringing in sales. At what level of the organizational pyramid would you categorize Andy?

- A) Strategic
- B) Owner
- C) Operational
- D) Managerial

Answer: C

Explanation: At the operational level, employees develop, control, and maintain core business activities to run the day-to-day operations.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

137) Bill Schultz works at a high power investment firm in Los Angeles. Bill is responsible for promoting the firm's vision and creating the company-wide goals and strategies. He also monitors the overall strategic performance of the company and its direction for future business strategies. At what level of the organizational pyramid would you categorize Bill?

- A) Strategic
- B) Owner
- C) Operational
- D) Managerial

Answer: A

Explanation: At the strategic level, managers develop overall business strategies, goals, and objectives. They also monitor the strategic performance of the organization and its overall direction.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

138) Chuck Biggs has been hired to oversee all of the plans that the city of Denver has created to expand its train transportation system by adding six more lines to the metro area. Chuck will be responsible for planning the project, managing the processes, and finalizing each new line as it is completed. How would you categorize the majority of the decisions Chuck will have to make to complete his job?

- A) Unstructured decisions
- B) Semistructured decisions
- C) Structured decisions
- D) Strategic decisions

Answer: B

Explanation: Chuck will be faced with many semistructured decisions as he manages the transportation system expansion.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

139) What is the science of fact-based decision making?

- A) Analytics
- B) Structured decisions
- C) Unstructured decisions
- D) Semistructured decisions

Answer: A

Explanation: Analytics is the science of fact-based decision making.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

140) What occurs in situations in which a few established processes help to evaluate potential solutions, but not enough to lead to a definite recommended decision?

- A) Analytics
- B) Structured decisions
- C) Unstructured decisions
- D) Semistructured decisions

Answer: D

Explanation: Semistructured decisions occur in situations in which a few established processes help to evaluate potential solutions, but not enough to lead to a definite recommended decision?

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

141) What occurs in situations in which no procedures or rules exist to guide decision makers toward the correct choice?

- A) Analytics
- B) Structured decisions
- C) Unstructured decisions
- D) Semistructured decisions

Answer: C

Explanation: Unstructured decisions occur in situations in which no procedures or rules exist to guide decision makers toward the correct choice.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

142) What arises in situations where established processes offer potential solutions?

- A) Analytics
- B) Structured decisions
- C) Unstructured decisions
- D) Semistructured decisions

Answer: B

Explanation: Structured decisions arise in situations where established processes offer potential solutions.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

143) The structure of an organization is similar to a pyramid. The different levels require different types of information to assist with which of the following?

- A) Decision making
- B) Problem solving
- C) Opportunity capturing
- D) All of the above

Answer: D

Explanation: The structure of an organization is similar to a pyramid. The different levels require different types of information to assist with decision making, problem solving, and opportunity capturing.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

144) At which level will a manager use analytics to make decisions?

- A) Operational level
- B) Managerial level
- C) Strategic level
- D) All of the above

Answer: D

Explanation: Analytics are used at every level of an organization to make decisions.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

145) At which level of an organization do employees develop, control, and maintain core business activities required to run the day-to-day operations?

- A) Operational level
- B) Managerial level
- C) Strategic level
- D) All of the above

Answer: A

Explanation: At the operational level of an organization employees develop, control, and maintain core business activities required to run the day-to-day operations.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

146) At which level of an organization are employees continuously evaluating company operations to hone the firm's abilities to identify, adapt to, and leverage change?

- A) Operational level
- B) Managerial level
- C) Strategic level
- D) All of the above

Answer: B

Explanation: At the managerial level of an organization employees are continuously evaluating company operations to hone the firm's abilities to identify, adapt to, and leverage change.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

147) At which level of an organization do managers develop overall business strategies, goals, and objectives as part of the company's strategic plan?

- A) Operational level
- B) Managerial level
- C) Strategic level
- D) All of the above

Answer: C

Explanation: At the strategic level managers develop overall business strategies, goals, and objectives as part of the company's strategic plan.

Difficulty: 2 Medium

Topic: Making Organizational Business Decisions

Bloom's: Understand

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

148) CSF's and KPI's are two core metrics used to evaluate results and measure the progress of a project for a business. Which of the below represents the acronyms for CSF and KPI?

- A) Continual success factors and key performance indicators
- B) Critical success factors and key project ideas
- C) Customer success findings and key project ideas
- D) Critical success factors and key performance indicators

Answer: D

Explanation: CSF's and KPI's are terms used when evaluating metrics or measuring a company's success. These both stand for Critical success factors (CSF's) and key performance indicators (KPI's).

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

149) What are measurements that evaluate results to determine whether a project is meeting its goals?

- A) Models
- B) Metrics
- C) Benchmarks
- D) Genetic algorithms

Answer: B

Explanation: Metrics are measurements that evaluate results to determine whether a project is meeting its goals.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

150) What are the crucial steps companies perform to achieve their goals and objectives and implement their strategies?

- A) Critical success factors
- B) Crucial success factors
- C) Key performance indicators
- D) Key performance factors

Answer: A

Explanation: Critical success factors are the crucial steps companies perform to achieve their goals and objectives and implement their strategies.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

151) Which of the below is an example of a critical success factor?

- A) Increase customer satisfaction
- B) Number of new customers
- C) Number of new products
- D) Percentage of employee turnover

Answer: A

Explanation: CSF's include 1) create high-quality products, 2) retain competitive advantages, 3) reduce product costs, 4) increase customer satisfaction, and 5) hire and retain the best business professionals.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

152) Which of the below statements is accurate?

- A) Key performance indicators can have no more than four critical success factors
- B) Critical success factors can have no more than four key performance indicators
- C) Key performance indicators can have several critical success factors
- D) Critical success factors can have several key performance indicators

Answer: D

Explanation: One CSF can have several KPIs.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

153) Key performance indicators are the metrics a company uses to evaluate progress toward critical success factors. Which of the below represents a key performance indicator?

- A) Create high-quality products
- B) Reduce product costs
- C) Percentage of help desk calls answered in the first minute
- D) Hire the best business professionals

Answer: C

Explanation: Examples of KPI's are 1) turnover rates of employees, 2) percentage of help desk calls answered in the first minute, 3) number of product returns, 4) number of new customers, and 5) average customer spending.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

- 154) CSF's and KPI's are the two core metrics used within a business to track progress or success. What is the relationship between CSFs and KPIs?
- A) CSF's are business strategy elements where KPI's measure the progress of the CSF's
 - B) CSF's build the business environment where KPI's explain how to build the CSF's
 - C) KPI's are used first where CSF's are applied after
 - D) KPI's promote employees on their performance where CSF's demote employees based on their performance level

Answer: A

Explanation: The relationship between CSF's and KPI's is critical for a business. Critical success factors (CSF's) are elements crucial for a business strategy's success, where key performance indicators (KPI's) measure the progress of the CSF's.

Difficulty: 2 Medium

Topic: Metrics Measuring Business Success

Bloom's: Understand

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

- 155) Market share measures a firm's external performance relative to that of its competitors. Which of the following represents how a firm measures market share?
- A) Multiplying the firm's sales by the industries total sales
 - B) Dividing the firm's sales by the total market sales for the entire industry
 - C) Subtracting your competitors sales from your total sales
 - D) Subtracting the industries total sales from the firm's total sales

Answer: B

Explanation: To calculate market share you divide the firm's sales by the total market sales for the entire industry.

Difficulty: 2 Medium

Topic: Metrics Measuring Business Success

Bloom's: Understand

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

156) Anne-Marie Cole runs the sales division for a local auto insurance firm. One of her key duties is to calculate her company's market share. When evaluating the prior year numbers, she found that her firm achieved total sales of \$3 million and the entire industry had \$30 million in sales. What is Anne-Marie's current market share?

- A) 1%
- B) 10%
- C) 18%
- D) 20%

Answer: B

Explanation: Market share is the proportion of the market that a firm captures. It is calculated by dividing the firm's sales by the total market sales for the entire industry. 3 million divided by 30 million is 10 percent.

Difficulty: 2 Medium

Topic: Metrics Measuring Business Success

Bloom's: Understand

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

157) Anne-Marie Cole runs the sales division for a local auto insurance firm. One of her key duties is to ensure the company has 10 percent market share by the end of the year. When evaluating the current sales numbers, she determines that her sales division has total sales of \$3 million and the entire industry has total sales of \$50 million. What additional sales must Anne-Marie's division meet to ensure they have 10 percent of the market by the end of the year?

- A) \$1 million
- B) \$2 million
- C) \$5 million
- D) \$10 million

Answer: B

Explanation: Market share is the proportion of the market that a firm captures. It is calculated by dividing the firm's sales by the total market sales for the entire industry. 10 percent of \$50 million is \$5 million. Since Anne-Marie already has \$3 million she needs an additional \$2 million in sales.

Difficulty: 3 Hard

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

158) What type of measurement is using market share as a KPI?

- A) Fuzzy logic measurement
- B) External measurement
- C) Neural network measurement
- D) Internal measurement

Answer: B

Explanation: A common external KPI is market share.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

159) Which of the below represents an internal KPI that indicates the earning power of a project?

- A) Market share
- B) Return on intelligent
- C) Sensitivity analysis
- D) Return on investment

Answer: D

Explanation: An internal KPI which indicates the earning power of a project is return on investment or ROI.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

- 160) Todd Haitz is the marketing manager for the National Basketball Association. Todd analyzes and tracks his marketing campaigns to determine the best success rate per project for increasing ticket sales. Todd uses an internal KPI to track his marketing campaign success. Which of the below would be an internal KPI Todd would use to track his marketing campaigns?
- A) Marketing campaign ROI
 - B) Marketing campaign percentage of fans purchasing Sports Illustrated magazine
 - C) Marketing campaign advertiser revenue sales
 - D) Marketing campaign market share

Answer: A

Explanation: Todd would use ROI as an internal KPI.

Difficulty: 3 Hard

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

- 161) What could a manager use to measure the success of an MIS project?

- A) Effectiveness MIS metrics, efficiency MIS metrics
- B) Effectiveness MIS metrics, expert MIS metrics
- C) Expert MIS metrics, executive MIS metrics
- D) All of the above

Answer: A

Explanation: MIS projects can be difficult to measure, so therefore, managers utilize the higher-level metrics such as efficiency and effectiveness metrics.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

162) What type of metrics measure throughput, transaction speed, and system availability?

- A) Efficiency MIS metrics
- B) Effectiveness MIS metrics
- C) ROI
- D) Benchmarks

Answer: A

Explanation: Efficiency MIS metrics measure throughput, speed, and availability.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

163) What types of metrics measure customer satisfaction?

- A) Efficiency MIS metrics
- B) Effectiveness MIS metrics
- C) Both efficiency and effectiveness MIS metrics
- D) Both ROI and market share

Answer: B

Explanation: Effectiveness MIS metrics measure customer satisfaction.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

164) According to Peter Drucker, what are managers who do things right addressing?

- A) Efficiency
- B) Effectiveness
- C) Both efficiency and effectiveness
- D) Customer satisfaction only

Answer: A

Explanation: "Doing things right" addresses efficiency.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

165) According to Peter Drucker, what are managers who do the right things addressing?

- A) Efficiency
- B) Effectiveness
- C) Both efficiency and effectiveness
- D) Customer satisfaction only

Answer: B

Explanation: "Doing the right things" addresses effectiveness.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

166) Which of the following is a type of effectiveness MIS metric?

- A) Transaction speed
- B) System availability
- C) Usability
- D) Throughput

Answer: C

Explanation: Usability is an effectiveness MIS metric.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

167) Which of the following is a type of efficiency MIS metric?

- A) Customer satisfaction
- B) Conversion rates
- C) Financial transactions
- D) Web traffic

Answer: D

Explanation: Web traffic is an efficiency MIS metric.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

168) Which term is used to describe the ease with which people perform transactions and/or find information?

- A) Usability
- B) Customer satisfaction
- C) Financial
- D) Conversion rates

Answer: A

Explanation: This is the definition of usability.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

169) What is measured by such benchmarks as satisfaction surveys, percentage of existing customers retained, and increases in revenue dollars per customer?

- A) Usability
- B) Customer satisfaction
- C) Financial
- D) Conversion rates

Answer: B

Explanation: This is the definition of customer satisfaction.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

170) What would a company like eBay or Amazon be constantly benchmarking?

- A) MIS efficiency
- B) MIS effectiveness
- C) MIS efficiency and MIS effectiveness
- D) Usability metrics only

Answer: C

Explanation: eBay and Amazon depend on their MIS systems for business and constantly monitor and measure both efficiency and effectiveness MIS metrics to ensure success.

Difficulty: 2 Medium

Topic: Metrics Measuring Business Success

Bloom's: Understand

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

171) When considering the graph depicting the interrelationships between efficiency and effectiveness, where does an organization ideally want to operate?

- A) Upper right-hand corner
- B) Lower right-hand corner
- C) Upper left-hand corner
- D) Lower left-hand corner

Answer: A

Explanation: The upper right-hand corner is the ideal place for an organization to operate.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

172) Which of the following would efficiency MIS metrics measure?

- A) Response time
- B) System availability
- C) Transaction speed
- D) All of the above

Answer: D

Explanation: Common types of Efficiency metrics are 1) throughput, 2) transaction speed, 3) system availability, 4) information accuracy, and 5) response time.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

173) Which of the following are the four common types of effectiveness MIS metrics?

- A) Unstructured decisions, customer satisfaction, conversion rates, financial
- B) Usability, customer service, conversion rates, fiscal year revenue
- C) Usability, customer satisfaction, conversion rates, financial
- D) Usability, customer satisfaction, conversion rates, affordability

Answer: C

Explanation: When analyzing the Efficiency and Effectiveness Metrics chart, the four examples of common types of Effectiveness metrics are 1) usability, 2) customer satisfaction, 3) conversion rates, and 4) financial.

Difficulty: 2 Medium

Topic: Metrics Measuring Business Success

Bloom's: Understand

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

174) Drew Savage is an MIS manager for an international consulting firm. Drew travels to different European countries where he implements news response tracking systems. Some of the metrics he uses to track the performance of his system include tracking the response time it takes to respond to Twitter posts mentioning the news station, as well as the speed and accuracy of content posted on numerous websites and social media sites. What type of metrics is Drew using to measure his system?

- A) Customer satisfaction metrics
- B) Efficiency metrics
- C) Effectiveness metrics
- D) Benchmarking metrics

Answer: B

Explanation: Efficiency metrics include 1) throughput, 2) transaction speed, 3) system availability, 4) information accuracy, and 5) response time.

Difficulty: 3 Hard

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

175) Efficiency MIS metrics focus on the extent to which a firm is using its resources in an optimal way, while effectiveness MIS metrics focus on _____.

- A) Understanding how successful a firm is at achieving its goals and objectives
- B) Analyzing if a firm is doing the right things
- C) Setting the right goals and ensuring they are accomplished
- D) All of the above

Answer: D

Explanation: Efficiency MIS metrics focus on the extent to which a firm is using its resources in an optimal way, doing things right, and getting the most from each resource. Effectiveness MIS metrics focus on how well a firm is achieving its goals and objectives, doing the right things, setting the right goals and objectives and ensuring they are accomplished.

Difficulty: 2 Medium

Topic: Metrics Measuring Business Success

Bloom's: Understand

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

- 176) Which of the below describes the efficiency MIS metric of throughput?
- A) The number of hours a system is available for users
 - B) The time it takes to respond to user interactions such as a mouse click
 - C) The amount of information that can travel through a system at any point in time
 - D) The ease with which people perform transactions and/or find information

Answer: C

Explanation: Within the Efficiency Metrics, the type throughput is the amount of information that can travel through a system at any point in time

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

- 177) Which of the following tracks the number of customers an organization touches for the first time and persuades to purchase its products or services?
- A) Customer satisfaction
 - B) Usability
 - C) Conversion rates
 - D) Financial

Answer: C

Explanation: The effectiveness metrics that track the number of customers an organization touches for the first time and persuades to purchase its products or services are conversion rates.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

178) What do usability effectiveness MIS metrics measure?

- A) The ease with which people perform transactions and find information
- B) The number of customers an organization "touches" for the first time and persuades to purchase its products or services
- C) The amount of time a system takes to perform a transaction
- D) The number of hours a system is available for users

Answer: A

Explanation: The usability effectiveness metrics measure the ease with which people perform transactions and find information.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

179) A common mistake that many managers tend to make is focusing on only one type of metrics because they are easier to measure. Which type of metrics do they focus on?

- A) Effectiveness MIS metrics
- B) Efficiency MIS metrics
- C) Endurance MIS metrics
- D) Product sales metrics

Answer: B

Explanation: A common mistake that many managers tend to make is focusing on efficiency MIS metrics because they are easier to measure.

Difficulty: 2 Medium

Topic: Metrics Measuring Business Success

Bloom's: Understand

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

180) When analyzing the interrelationships between efficiency and effectiveness, where would a company ideally want to operate?

- A) With high efficiency
- B) The upper right-hand corner of the interrelationship graph
- C) With high effectiveness
- D) All of the above

Answer: D

Explanation: When analyzing the interrelationships between efficiency and effectiveness, a company ideally wants to operate in the upper right-hand corner of the interrelationship graph where they see significant increases in efficiency and effectiveness metrics.

Difficulty: 2 Medium

Topic: Metrics Measuring Business Success

Bloom's: Understand

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

181) What is the process of continuously measuring system results, comparing those results to optimal system performance, and identifying steps and procedures to improve system performance?

- A) Benchmarking
- B) Bottlenecking
- C) Consolidation
- D) Cycle time

Answer: A

Explanation: The process of continuously measuring system results, comparing those results to optimal system performance, and identifying steps and procedures to improve system performance is benchmarking.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Remember

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

182) Which of the below is not included as part of a benchmark?

- A) Benchmarks help assess how an MIS project performs over time
- B) When measured against MIS projects, benchmarks can provide feedback so managers can control the system
- C) Benchmarks help to establish baseline values the system seeks to attain
- D) Benchmarks perform all of the above

Answer: D

Explanation: The role of benchmarks within a company include 1) to help assess how an MIS project performs over time, 2) when measured against MIS projects, can provide feedback so managers can control the system, and 3) to establish baseline values the system seeks to attain.

Difficulty: 2 Medium

Topic: Metrics Measuring Business Success

Bloom's: Understand

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

183) As a manager for your company some of your responsibilities include measuring metrics and overseeing company strategies. You observe some critical success factors and see large increases in productivity. What would you suspect would be the primary reason for the large increases in productivity?

- A) Decreases in effectiveness
- B) Increases in effectiveness
- C) Increases in executive roles
- D) Decreases in efficiency

Answer: B

Explanation: Large increases in productivity typically result from increases in effectiveness, which focus on critical success factors.

Difficulty: 3 Hard

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

184) What are the most successful solutions or problem-solving methods that have been developed by a specific organization or industry?

- A) ROI
- B) Metrics
- C) Best practices
- D) KPI

Answer: C

Explanation: Best practices are the most successful solutions or problem-solving methods that have been developed by a specific organization or industry.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

185) What indicates the earning power of a project?

- A) ROI
- B) Metrics
- C) Best practices
- D) KPI

Answer: A

Explanation: ROI indicates the earning power of a project.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

186) What are measurements that evaluate results to determine whether a project is meeting its goals?

- A) ROI
- B) Metrics
- C) Best practices
- D) KPI

Answer: B

Explanation: Metrics are measurements that evaluate results to determine whether a project is meeting its goals.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

187) What are the crucial steps companies perform to achieve their goals and objectives and implement their strategies?

- A) ROI
- B) CSF
- C) KPI
- D) None of the above

Answer: B

Explanation: Critical success factors are the crucial steps companies perform to achieve their goals and objectives and implement their strategies.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

188) What are the quantifiable metrics a company uses to evaluate progress toward critical success factors?

- A) ROI
- B) CSF
- C) KPI
- D) None of the above

Answer: C

Explanation: Key performance indicators are the quantifiable metrics a company uses to evaluate progress toward critical success factors.

Difficulty: 1 Easy

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: automatic

189) What is a time-series chart?

- A) A type of graph in which a circle is divided into sectors that each represent a proportion of the whole.
- B) A chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
- C) A chart is a graphical representation showing change of a variable over time.
- D) A small embedded line graph that illustrates a single trend.

Answer: C

Explanation: A time-series chart is a graphical representation showing change of a variable over time.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

190) What is an infographic?

- A) A representation of information in a graphic format designed to make the data easily understandable at a glance.
- B) A chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
- C) A chart is a graphical representation showing change of a variable over time.
- D) A small embedded line graph that illustrates a single trend.

Answer: A

Explanation: An infographic (information graphic) is a representation of information in a graphic format designed to make the data easily understandable at a glance.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

191) Which of the following represent the top-down (executives to analysts) organizational levels of information technology systems?

- A) TPS, DSS, EIS
- B) DSS, TPS, EIS
- C) EIS, DSS, TPS
- D) None of the above, it varies from organization to organization

Answer: C

Explanation: Executive information systems, decision support systems, and transaction processing systems are the top-down organizational levels of information technology systems.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

192) Which of the following is an incorrect enterprise view of information technology?

- A) Processes are analytical for executives and transactional for analysts
- B) Granularity is coarse for executives and fine for analysts
- C) Processing is OLTP for executives and OLAP for analysts
- D) None of the above

Answer: C

Explanation: Processing is OLAP for executives and OLTP for analysts.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

193) What can a model accomplish?

- A) Calculate risks
- B) Understand uncertainty
- C) Manipulate time
- D) All of the above

Answer: D

Explanation: A model can do all of the above.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

194) What is consolidation?

- A) Involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information
- B) The ability to look at information from different perspectives
- C) Enables users to get details, and details of details, of information
- D) Finds the inputs necessary to achieve a goal such as a desired level of output

Answer: A

Explanation: This is the definition of consolidation.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

195) What is pivot?

- A) Involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information
- B) Rotates data to display alternative presentations of the data
- C) Enables users to get details, and details of details, of information
- D) Finds the inputs necessary to achieve a goal such as a desired level of output

Answer: B

Explanation: This is the definition of pivot.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

196) What is drill-down capability?

- A) Involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information
- B) The ability to look at information from different perspectives
- C) Enables users to get details, and details of details, of information
- D) Finds the inputs necessary to achieve a goal such as a desired level of output

Answer: C

Explanation: This is the definition of drill-down.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

197) What is slice-and-dice capability?

- A) Involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information
- B) The ability to look at information from different perspectives
- C) Enables users to get details, and details of details, of information
- D) Finds the inputs necessary to achieve a goal such as a desired level of output

Answer: B

Explanation: This is the definition of slice-and-dice.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

198) What compiles information from multiple sources and tailors it to meet user needs?

- A) Drill-down
- B) Sensitivity analysis
- C) What-if analysis
- D) Digital dashboard

Answer: D

Explanation: This is the definition of digital dashboards.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

199) What rotates data to display alternative presentations of the data?

- A) Drill-down
- B) Sensitivity analysis
- C) What-if analysis
- D) Pivot

Answer: D

Explanation: This is the definition of pivot.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

200) What captures transaction and event information using technology to (1) process the information according to defined business rules, (2) store the information, and (3) update existing information to reflect the new information?

- A) OLTP
- B) OLAP
- C) TPS
- D) DSS

Answer: A

Explanation: OLTP captures transaction and event information using technology to (1) process the information according to defined business rules, (2) store the information, and (3) update existing information to reflect the new information.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

201) What is the basic business system that serves the operational level and assists in making structured decisions?

- A) OLTP
- B) OLAP
- C) TPS
- D) DSS

Answer: C

Explanation: A TPS is the basic business system that serves the operational level and assists in making structured decisions.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

202) What encompasses all organizational information and its primary purpose is to support the performance of managerial analysis or semistructured decisions.

- A) OLTP
- B) OLAP
- C) Analytical information
- D) Transactional information

Answer: C

Explanation: Analytical information encompasses all organizational information and its primary purpose is to support the performance of managerial analysis or semistructured decisions.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

203) What encompasses all the information contained within a single business process or unit of work and its primary purpose is to support the performance of daily operational or structured decisions.

- A) OLTP
- B) OLAP
- C) Analytical information
- D) Transactional information

Answer: D

Explanation: Transactional information encompasses all the information contained within a single business process or unit of work and its primary purpose is to support the performance of daily operational or structured decisions.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

204) What is the manipulation of information to create business intelligence in support of strategic decision making?

- A) OLTP
- B) OLAP
- C) TPS
- D) DSS

Answer: B

Explanation: OLAP is the manipulation of information to create business intelligence in support of strategic decision making.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

205) What models information and provides assistance in evaluating and choosing among different courses of action?

- A) OLTP
- B) OLAP
- C) TPS
- D) DSS

Answer: D

Explanation: A DSS models information and provides assistance in evaluating and choosing among different courses of action.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

206) What refers to the level of detail in the model or the decision-making process?

- A) Granularity
- B) Visualization
- C) Digital Dashboard
- D) All of the above

Answer: A

Explanation: Granularity refers to the level of detail in the model or the decision-making process.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

207) What produces graphical displays of patterns and complex relationships in large amounts of data?

- A) Granularity
- B) Visualization
- C) Digital Dashboard
- D) All of the above

Answer: B

Explanation: Visualization produces graphical displays of patterns and complex relationships in large amounts of data.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

208) What tracks KPIs and CSFs by compiling information from multiple sources and tailoring it to meet user needs?

- A) Granularity
- B) Visualization
- C) Digital Dashboard
- D) All of the above

Answer: C

Explanation: Digital Dashboards track KPIs and CSFs by compiling information from multiple sources and tailoring it to meet user needs.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

209) What is a representation of information in a graphic format designed to make the data easily understandable at a glance?

- A) Infographic.
- B) Pie chart.
- C) Bar chart.
- D) Histogram.

Answer: A

Explanation: An infographic (information graphic) is a representation of information in a graphic format designed to make the data easily understandable at a glance.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

210) What is a type of graph in which a circle is divided into sectors that each represent a proportion of the whole?

- A) Infographic.
- B) Pie chart.
- C) Bar chart.
- D) Histogram.

Answer: B

Explanation: A pie chart a type of graph in which a circle is divided into sectors that each represent a proportion of the whole.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

211) What is a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent?

- A) Infographic.
- B) Pie chart.
- C) Bar chart.
- D) Histogram.

Answer: C

Explanation: A bar chart is a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

212) What is a graphical display of data using bars of different heights that groups numbers into ranges?

- A) Infographic.
- B) Pie chart.
- C) Bar chart.
- D) Histogram.

Answer: D

Explanation: A histogram is a graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

213) What is a small embedded line graph that illustrates a single trend?

- A) Bar chart.
- B) Histogram.
- C) Time-series
- D) Sparkline

Answer: D

Explanation: A sparkline is a small embedded line graph that illustrates a single trend.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

214) What is a graphical representation showing change of a variable over time?

- A) Bar chart.
- B) Histogram.
- C) Time-series
- D) Sparkline

Answer: C

Explanation: A time-series chart is a chart is a graphical representation showing change of a variable over time.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

215) What is a pie chart?

- A) A type of graph in which a circle is divided into sectors that each represent a proportion of the whole.
- B) A chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
- C) A graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.
- D) A small embedded line graph that illustrates a single trend.

Answer: A

Explanation: A pie chart a type of graph in which a circle is divided into sectors that each represent a proportion of the whole.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

216) What is a bar chart?

- A) A type of graph in which a circle is divided into sectors that each represent a proportion of the whole.
- B) A chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
- C) A graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.
- D) A small embedded line graph that illustrates a single trend.

Answer: B

Explanation: A bar chart presents grouped data with rectangular bars with lengths proportional to the values that they represent.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

217) What is a histogram?

- A) A type of graph in which a circle is divided into sectors that each represent a proportion of the whole.
- B) A chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
- C) A graphical display of data using bars of different heights that groups numbers into ranges.
- D) A small embedded line graph that illustrates a single trend.

Answer: C

Explanation: A histogram is a graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

218) What is a sparkline?

- A) A type of graph in which a circle is divided into sectors that each represent a proportion of the whole.
- B) A chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
- C) A graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.
- D) A small embedded line graph that illustrates a single trend.

Answer: D

Explanation: A sparkline is a small embedded line graph that illustrates a single trend.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

219) Which of the below is considered an input in the systems thinking example of a TPS?

- A) CRUD
- B) Calculate
- C) Report
- D) Source Document

Answer: D

Explanation: A source document is the input in the systems thinking examples of a TPS.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

220) Which of the below is considered part of the process in the systems thinking example of a TPS?

- A) Source Document
- B) Calculate
- C) Report
- D) All of the above

Answer: B

Explanation: Calculate is the process in the systems thinking examples of a TPS.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

221) Which of the below is considered the output in the systems thinking example of a TPS?

- A) CRUD
- B) Calculate
- C) Report
- D) Source Document

Answer: C

Explanation: A report is the output in the systems thinking examples of a TPS.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

222) Which of the below is considered the input in the systems thinking example of a DSS?

- A) TPS
- B) What-If
- C) Optimization
- D) Forecasts

Answer: A

Explanation: A TPS is the input in the systems thinking example of a DSS.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

223) Which of the below is considered the process in the systems thinking example of a DSS?

- A) TPS
- B) Optimization
- C) Forecasts
- D) Simulation

Answer: B

Explanation: Optimization is the process in the systems thinking examples of a DSS.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

224) Which of the below is considered the output in the systems thinking example of a DSS?

- A) TPS
- B) Optimization
- C) Goal Seeking
- D) Forecasts

Answer: D

Explanation: A forecast is the output in the systems thinking examples of a DSS.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

225) Which of the below is correct in terms of granularity?

- A) Refers to the level of detail in the model
- B) The greater the granularity the deeper the level of detail of the data
- C) The greater the granularity the deeper the level of fineness of the data
- D) All of the above

Answer: D

Explanation: All of the above are correct in terms of granularity.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

- 226) Which of the following is a potential feature of a digital dashboard?
- A) A hot list of KPIs refreshed every 15 minutes
 - B) A running line graph of planned versus actual production for the past 24 hours
 - C) A graph of stock market prices
 - D) All of the above

Answer: D

Explanation: All of the above are potential features of a digital dashboard.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

- 227) What is a simplified representation or abstraction of reality?

- A) Model
- B) Metric
- C) Redundancy
- D) Sensitivity Analysis

Answer: A

Explanation: A simplified representation or abstraction of reality is a model.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

228) What can a manager use a model to do?

- A) Calculate risk
- B) Change variables
- C) Understand uncertainty
- D) All of the above

Answer: D

Explanation: Models help managers calculate risks, understand uncertainty, change variables, and manipulate time to make decisions.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

229) What would managers use to make structured decisions at the operational level?

- A) Transactional information
- B) Analytical information
- C) EIS system
- D) Intelligent system

Answer: A

Explanation: Transactional information is the basic business system that serves the operational level (analysts) and assists in making structured decisions.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

230) Which of the below would create transactional information?

- A) Projecting future sales growth
- B) Making an airline reservation
- C) A semistructured decision to hire more employees
- D) Generating payroll reports

Answer: B

Explanation: Transactional information is created, for example, when customers are purchasing stocks, making an airline reservation, or withdrawing cash from an ATM.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

231) What are the three primary types of management information systems available to support decision making across the company levels?

- A) Transaction Processing Systems, Decision Support Systems, Executive Information Systems
- B) Analytical Information, Decision Support Systems, Executive Information Systems
- C) Transaction Processing Systems, Drill-Down Systems, Expert Systems
- D) What-If Analysis, Sensitivity Analysis, Goal-Seeking Analysis

Answer: A

Explanation: The three primary types of management information systems available to support decision making across the company levels are 1) transaction processing systems, 2) decision support systems, and 3) executive information systems.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

232) A transaction processing system (TPS) is the basic business system that assists operational level analysts when making structured decisions. Which of the below is not an example of a TPS?

- A) Target's internal company payroll system
- B) Comfort Dental's patient diagnosis system
- C) First Bank's overall accounting system
- D) Stewart Sport's order entry system

Answer: B

Explanation: A transaction processing system (TPS) is the basic business system that assist operational level analysts make structured decisions. The most common examples of a TPS include 1) a company payroll system, 2) an operational accounting system, and 3) an order entry system. Example B is an example of a DSS or decision support system.

Difficulty: 3 Hard

Topic: Support Enhancing Decision Making with MIS

Bloom's: Analyze

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

233) What is the flow that a systems thinking approach using a TPS would follow?

- A) Streamlining (Input) - CRUD, Calculate (Process) - Reports (Output)
- B) Source Documents (Input) - Optimization Analysis (Process) - (Feedback) - (Output)
- C) Source Documents (Input) - CRUD, Calculate (Process) - Reports (Output) - (Feedback)
- D) Selling Documents (Input) - Cycle Time (Process) - Reports (Output) - (Feedback)

Answer: C

Explanation: A transaction processing system or TPS is the basic business system that assist operational level analysts make structured decisions. A systems thinking approach using a TPS would follow this flow: 1) source documents (Input), 2) CRUD, calculate, summarize (Process), 3) reports (Output), and 4) feedback.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

234) Online transaction processing (OLTP) is the capturing of transaction and event information using technology to _____.

- A) Update existing information to reflect the new information
- B) Store the information
- C) Process the information according to defined business rules
- D) All of the above

Answer: D

Explanation: Online transaction processing (OLTP) is the capture of transaction and event information using technology to 1) update existing information to reflect the new information, 2) store the information, and 3) process the information according to defined business rules.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

235) Which of the below does not represent an example of analytical information?

- A) Trends and product statistics
- B) Unstructured long-term decisions
- C) Five year sales report
- D) Future growth projections

Answer: B

Explanation: Examples of analytical information are trends, sales, product statistics, and future growth projections. Managers use analytical information when making important semistructured decisions.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

236) Decision support systems or DSS's model information using OLAP, which provides assistance in evaluating and choosing among different courses of action. Which of the below does not represent an example of a DSS in business?

- A) An insurance company using a system to gauge risk of providing insurance to drivers who have imperfect driving records.
- B) A medical doctor may enter symptoms into a system to aid them in diagnosing and treating patients
- C) A manufacturing digital dashboard showing visualizations of inventory and production
- D) A dentist entering symptoms into a system to help diagnose and treat patients

Answer: C

Explanation: Decision support systems or DSS's model information using OLAP, which provides assistance in evaluating and choosing among different courses of action. Examples include an Insurance company using DSSs to gauge risk of providing insurance to drivers who have imperfect driving records, and a medical doctor may enter symptoms into a system to aid them in diagnosing and treating patients and a medical doctor may enter symptoms into a DSS to aid them in diagnosing and treating patients.

Difficulty: 3 Hard

Topic: Support Enhancing Decision Making with MIS

Bloom's: Analyze

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

237) What is the MIS system that manipulates information to create business intelligence in support of strategic decision making?

- A) Online transaction processing (OLTP)
- B) Online analytical processing (OLAP)
- C) Digital dashboard
- D) Visualization

Answer: B

Explanation: Online analytical processing (OLAP) is the manipulation of information to create business intelligence in support of strategic decision making.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

238) When viewing systems thinking, source documents are the original transaction records. What would the source documents for a medical doctor's payroll system include?

- A) Employee time sheets
- B) Employee benefit reports
- C) Employee wage rates
- D) All of the above

Answer: D

Explanation: When viewing systems thinking, source documents are the original transaction records. Source documents for a medical doctor's payroll system, for example, would include 1) employee time sheets, 2) employee benefit reports, and 3) wage rates.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

239) Which of the below represent the four main DSS analysis techniques outlined in the chapter?

- A) What-If Analysis, Sensitivity Analysis, Goal-Seeking Analysis, Optimization Analysis
- B) Workflow Analysis, Sensitivity Analysis, Growth Analysis, Organizational Analysis
- C) What-If Analysis, Structured Analysis, Goal-Seeking Analysis, Optimization Analysis
- D) What-If Analysis, Sensitivity Analysis, Growth Analysis, Organizational Analysis

Answer: A

Explanation: The four main DSS analysis techniques outlined in the chapter are 1) what-if analysis, 2) sensitivity analysis, 3) goal-seeking analysis, and 4) optimization analysis

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

240) Tom Jordan is a manager for a McDonald's restaurant. Many of his key responsibilities include analyzing data and making key decisions for the success of his store. Tom's store has been experiencing decreased sales for breakfast services over the past 3 months. Tom is unsure why breakfast revenues are down while lunch and dinner revenues remain unchanged. Tom believes that he can drive revenue up by implementing a few different breakfast promotions such as free coffee or hash browns with the purchase of a meal. Tom performs an extensive analysis of how continuous changes in breakfast promotions could impact his daily revenue. What type of DSS analysis is Tom performing?

- A) Optimization analysis
- B) Sensitivity analysis
- C) Transaction analysis
- D) Goal-seeking analysis

Answer: B

Explanation: Sensitivity analysis is a special case of what-if analysis, is the study of the impact on other variables when one variable is changed repeatedly. For example, changing revenue in small increments to determine its effects on other variables would help a manager understand the impact of various revenue levels on other decision factors

Difficulty: 3 Hard

Topic: Support Enhancing Decision Making with MIS

Bloom's: Analyze

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

241) What is the DSS analysis that checks the impact of a change in a variable or assumption on the model?

- A) Optimization analysis
- B) Goal-seeking analysis
- C) Sensitivity analysis
- D) What-if analysis

Answer: D

Explanation: A What-If analysis checks the impact of a change in a variable or assumption on the model.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

242) Online transaction processing (OLTP) and online analytical processing (OLAP) are similar MIS strategies used to help with business decision making. What is the primary difference between OLTP and OLAP?

- A) OLTP is used at the operational level; OLAP is used at the managerial level
- B) OLTP is used to capture transactional and event data; OLAP is used to manipulate information
- C) OLTP is used to support structured decisions; OLAP is used to support semistructured decisions
- D) All of the above

Answer: D

Explanation: Online transaction processing (OLTP) is the capturing of transaction and event information using technology to (1) process the information according to defined business rules, (2) store the information, and (3) update existing information to reflect the new information. It is used at the operational level and to support structured decisions. Online analytical processing (OLAP) is the manipulation of information to create business intelligence in support of strategic decision making. It is used at the managerial level and to support semistructured decisions.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

243) An optimization analysis finds the optimum value for a target variable by repeatedly changing other variables, subject to specified constraints. What can a manager determine by changing revenue and cost variables in an optimization analysis?

- A) Calculate the highest potential profits
- B) Calculate employee benefit payments
- C) Use this as an extension for a digital dashboard
- D) Create production schedules

Answer: A

Explanation: An optimization analysis finds the optimum value for a target variable by repeatedly changing other variables, subject to specified constraints. By changing revenue and cost variables in an optimization analysis, managers can calculate the highest potential profits.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

244) What is the analysis that works in reverse to what-if and sensitivity analysis by finding the inputs necessary to achieve a goal such as a desired level of output?

- A) Solutions based analysis
- B) Optimization system
- C) Goal-seeking analysis
- D) Revenue analysis

Answer: C

Explanation: A goal-seeking analysis works in reverse to what-if and sensitivity analysis, and finds the inputs necessary to achieve a goal such as a desired level of output.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

245) Decision making at the executive or strategic level requires business intelligence and knowledge to support the uncertainty and complexity of the business. What is a specialized DSS that supports senior-level executives and unstructured decisions requiring judgment, evaluation, and insight?

- A) OLTP
- B) Executive Information System (EIS)
- C) Transaction Support System (TSS)
- D) Decision Support System (DSS)

Answer: B

Explanation: An EIS or an Executive information system is a specialized DSS that supports senior-level executives and unstructured, long-term, nonroutine decisions requiring judgment, evaluation, and insight.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

246) Executives of a company deal less with details of the operational activities and deal more with the higher meaningful aggregations of information or "coarser" information. What refers to the level of detail in the model?

- A) Drill-down
- B) Visualization
- C) Granularity
- D) Consolidation

Answer: C

Explanation: Granularity refers to the level of detail in the model or the decision-making process.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

247) How does a DSS typically differ from an EIS?

- A) EIS requires data from external sources to support unstructured decisions where a DSS typically uses internal sources to support semistructured decisions
- B) DSS typically uses external sources and EIS uses internal sources to support decisions
- C) A DSS never uses external sources
- D) EIS always uses internal sources to support structured decisions

Answer: A

Explanation: A DSS (decision support system) differs from an EIS (executive information system) primarily because EIS require data from external sources to support unstructured decisions where a DSS typically uses internal sources to support semistructured decisions.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

248) What is a graphical display of patterns and complex relationships in large amounts of data?

- A) Visualization
- B) Model
- C) Table
- D) Digital spreadsheet

Answer: A

Explanation: Visualizations produce graphical displays of patterns and complex relationships in large amounts of data.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

249) What is a common tool that is used to support visualizations and tracks KPIs and CSFs by compiling information from multiple sources?

- A) Models
- B) Digital dashboards
- C) Neural networks
- D) Verified graphs

Answer: B

Explanation: Digital dashboards track KPIs and CSFs by compiling information from multiple sources and tailoring it to meet user needs.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

250) Which of the below is offered by a digital dashboard?

- A) Consolidation
- B) Drill-down
- C) Slice-and-Dice
- D) All of the above

Answer: D

Explanation: Digital dashboards offer 1) consolidation, 2) drill-down, and 3) slice-and-dice capabilities.

Difficulty: 1 Easy

Topic: Support Enhancing Decision Making with MIS

Bloom's: Remember

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

251) Which of the below would not be found in a digital dashboard for a manufacturing team?

- A) A graph of stock market prices
- B) A running line graph of planned versus actual production for the past 24 hours
- C) An excel spreadsheet with cost analysis data
- D) A hot list of key performance indicators, refreshed every 15 minutes

Answer: C

Explanation: Examples of potential features included in a dashboard designed for a manufacturing team include 1) a hot list of key performance indicators, refreshed every 15 minutes, 2) a running line graph of planned versus actual production for the past 24 hours, 3) a table showing actual versus forecasted product prices and inventories, 4) a list of outstanding alerts and their resolution status, and 5) a graph of stock market prices.

Difficulty: 2 Medium

Topic: Support Enhancing Decision Making with MIS

Bloom's: Understand

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

252) As the product manager for the eatery division at Whole Foods, Jerry is responsible for analyzing sales data to help him manage his team. Today Jerry is analyzing his data using many different perspectives to identify different ways to improve his division. Which of the following common digital dashboard capabilities is Jerry using to analyze his department's success?

- A) Slice-and-Dice
- B) Pivot
- C) Drill-down
- D) Consolidation

Answer: A

Explanation: Slice-and-dice is the ability to look at information from different perspectives.

Difficulty: 3 Hard

Topic: Support Enhancing Decision Making with MIS

Bloom's: Analyze

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

253) As the product manager for the eatery division at Whole Foods, Jerry is responsible for analyzing sales data to help him manage his team. Today Jerry is analyzing his data using aggregation techniques allowing him to see simple roll-ups to complex groupings of interrelated information. Which of the following common digital dashboard capabilities is Jerry using to analyze his departments success?

- A) Slice-and-Dice
- B) Pivot
- C) Drill-down
- D) Consolidation

Answer: D

Explanation: Consolidation is the aggregation of data from simple roll-ups to complex groupings of interrelated information.

Difficulty: 3 Hard

Topic: Support Enhancing Decision Making with MIS

Bloom's: Analyze

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

254) As the product manager for the eatery division at Whole Foods, Jerry is responsible for analyzing sales data to help him manage his team. Today Jerry is analyzing his data by looking at details, and details of details of information. Which of the following common digital dashboard capabilities is Jerry using to analyze his departments success?

- A) Slice-and-Dice
- B) Pivot
- C) Drill-down
- D) Consolidation

Answer: C

Explanation: Drill-down enables users to view details, and details of details, of information.

Difficulty: 3 Hard

Topic: Support Enhancing Decision Making with MIS

Bloom's: Analyze

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

255) Van Lines Inc. is a large corporation operating in all 50 states. Jim Poulos is the regional manager overseeing the western division, which includes Utah, Colorado, Idaho, Montana, Wyoming, and Nevada. Jim receives data from his managers in each state which he loads into his digital dashboard for analysis of his entire western division. What digital dashboard capability is Jim primarily using?

- A) Drill-down
- B) Slice-and-dice
- C) Intelligent system
- D) Consolidation

Answer: D

Explanation: Consolidation is the aggregation of data from simple roll-ups to complex groupings of interrelated information. For example, data for different sales regions can then be rolled up to a regional level.

Difficulty: 3 Hard

Topic: Support Enhancing Decision Making with MIS

Bloom's: Analyze

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: automatic

256) What is a category of AI that attempts to emulate the way the human brain works?

- A) Intelligent system
- B) Artificial intelligence
- C) Expert systems
- D) Neural network

Answer: D

Explanation: This is the definition of neural network.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

257) Which of the following is the most commonly used form of AI in the business arena?

- A) Intelligent system
- B) Artificial intelligence
- C) Expert system
- D) Neural network

Answer: C

Explanation: Expert systems are the most common.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

258) What is a special-purpose knowledge-based information system that accomplishes specific tasks on behalf of its users?

- A) Intelligent system
- B) Artificial intelligence
- C) Neural network
- D) Intelligent agent

Answer: D

Explanation: This is the definition of intelligent agent.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

259) What do cargo transport systems, book distribution centers, the video game market, a flu epidemic, and an ant colony have in common?

- A) They are all expert systems and thus share some characteristics
- B) They are all genetic algorithm systems and thus share some characteristics
- C) They are all neural network systems and thus share some characteristics
- D) They are all complex adaptive systems and thus share some characteristics

Answer: D

Explanation: They are all complex adaptive systems and thus share some characteristics.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

260) Which industry has been relying on neural network technology for over two decades?

- A) Food service
- B) Hotels
- C) Finance
- D) Healthcare

Answer: C

Explanation: Finance has been relying on neural network technology for over two decades.

Difficulty: 2 Medium

Topic: The Future Artificial Intelligence

Bloom's: Understand

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

261) Which type of AI system assigns values of 0 and 1 to vague or ambiguous information?

- A) Genetic algorithms
- B) Artificial intelligence
- C) Fuzzy logic
- D) Intelligent agents

Answer: C

Explanation: Fuzzy logic systems assign values of 0 and 1 to vague and ambiguous information.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

262) Artificial Intelligence stimulates human thinking and behavior, such as the ability to reason and learn. What is the ultimate goal of AI?

- A) To build an intelligent system
- B) To build an intelligent agent
- C) To build a system that can mimic human intelligence
- D) To build a system that can mimic an expert agent

Answer: C

Explanation: The ultimate goal of AI is to build a system that can mimic human intelligence.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

263) Which of the following is an example of an intelligent system?

- A) The Firefighter Robot that can extinguish flames at chemical plants
- B) Shell Oil's Smart Pump robot that pumps gas for the customer
- C) A robot that cleans and sweeps at a local airport
- D) All of the above

Answer: D

Explanation: Intelligent systems are various commercial applications of artificial intelligence. They perform numerous business functions such as 1) performing tasks as boosting productivity in factories by monitoring equipment and signaling when preventative maintenance is required, 2) At Manchester Airport, the robot cleaner alerts passengers to security, nonsmoking areas, and cleans the floors daily, 3) Shell Oil's Smart Pump keeps drivers in their cars, while the robot pumps gas, 4) Matsushita's courier robot navigates hospital hallways, delivering files and supplies, and 5) The firefighter Robot that can extinguish flames at chemical plants.

Difficulty: 2 Medium

Topic: The Future Artificial Intelligence

Bloom's: Understand

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

264) Which of the below does not represent a category of AI?

- A) Genetic algorithms
- B) Neural networks
- C) Expert systems
- D) Consolidation

Answer: D

Explanation: The five most familiar AI systems are 1) expert systems, 2) neural networks, 3) genetic algorithms, 4) intelligent agents, and 5) virtual reality. Consolidation is a category of a digital dashboard.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

265) What is the viewing of the physical world with computer-generated layers of information added to it?

- A) Augmented reality
- B) Google Glass
- C) Haptic interface
- D) Virtual reality

Answer: A

Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

266) What is a wearable computer with an optical head-mounted display (OHMD)?

- A) Augmented reality
- B) Google Glass
- C) Haptic interface
- D) Virtual reality

Answer: B

Explanation: Google Glass is a wearable computer with an optical head-mounted display (OHMD).

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

267) What uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket?

- A) Augmented reality
- B) Google Glass
- C) Haptic interface
- D) Virtual reality

Answer: C

Explanation: Haptic interface uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

268) What is augmented reality?

- A) The viewing of the physical world with computer-generated layers of information added to it.
- B) A wearable computer with an optical head-mounted display (OHMD).
- C) Uses technology allowing humans to interact with a computer through bodily sensations and movements.
- D) A work environment that is not located in any one physical space.

Answer: A

Explanation: This is the definition of augmented reality.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

269) What is Google glass?

- A) The viewing of the physical world with computer-generated layers of information added to it.
- B) A wearable computer with an optical head-mounted display (OHMD).
- C) Uses technology allowing humans to interact with a computer through bodily sensations and movements.
- D) A work environment that is not located in any one physical space.

Answer: B

Explanation: This is the definition of Google Glass.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

270) What is a haptic interface?

- A) The viewing of the physical world with computer-generated layers of information added to it.
- B) A wearable computer with an optical head-mounted display (OHMD).
- C) Uses technology allowing humans to interact with a computer through bodily sensations and movements.
- D) A work environment that is not located in any one physical space.

Answer: C

Explanation: This is the definition of a haptic interface.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

271) What is a virtual workplace?

- A) The viewing of the physical world with computer-generated layers of information added to it.
- B) A wearable computer with an optical head-mounted display (OHMD).
- C) Uses technology allowing humans to interact with a computer through bodily sensations and movements.
- D) A work environment that is not located in any one physical space.

Answer: D

Explanation: This is the definition of a virtual workplace.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

272) What is a system that uses computerized advisory programs to imitate the reasoning processes of experts in solving difficult problems?

- A) Expert system
- B) Virtual reality
- C) Neural network
- D) Genetic algorithm

Answer: A

Explanation: A system that uses computerized advisory programs to imitate the reasoning processes of experts in solving difficult problems is an expert system.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

273) Which of the below categories of AI is used extensively in the finance industry to analyze situations where the logic or rules are unknown?

- A) Expert system
- B) Virtual reality
- C) Neural network
- D) Genetic algorithm

Answer: C

Explanation: The finance industry is a veteran in the use of neural networks to emulate the way the human brain works by analyzing large quantities of information to establish patterns and characteristics in situations where the logic or rules are unknown.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

274) Which of the following is not a feature of a neural network?

- A) Neural networks can cope with huge volumes of information with many variables
- B) Neural networks can function without complete or well-structured information
- C) Neural networks can analyze linear relationships only
- D) Neural networks can learn and adjust to new circumstance on their own

Answer: C

Explanation: Neural networks' many features include 1) learning and adjusting to new circumstances on their own, 2) learning and adjusting to new circumstances on their own, 3) functioning without complete or well-structured information, 4) coping with huge volumes of information with many dependent variables, and 5) analyzing nonlinear relationships in information.

Difficulty: 2 Medium

Topic: The Future Artificial Intelligence

Bloom's: Understand

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

275) What is the mathematical method of handling imprecise or subjective information?

- A) Fuzzy logic
- B) Virtual reality
- C) Expert system
- D) Genetic algorithm

Answer: A

Explanation: Mathematical method of handling imprecise or subjective information is fuzzy logic.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

276) Sears department stores used to plant employees in competitor stores to perform research and analysis. Recently the company implemented a system that can search competitor websites and provide comparisons of price, promotions, and availability and the system is saving time, money, and resources. What type of system did Sears implement?

- A) Shopping algorithm
- B) Shopping network
- C) Shopping logic
- D) Shopping bot

Answer: D

Explanation: A shopping bot is software that will search several retailer websites and provide a comparison of each retailer's offerings including price and availability.

Difficulty: 3 Hard

Topic: The Future Artificial Intelligence

Bloom's: Analyze

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

277) What is the process of learning from ecosystems and adapting their characteristics to human and organization situations?

- A) Data collection
- B) Artificial intelligence
- C) Biomimicry
- D) Intelligent system

Answer: C

Explanation: Biomimicry is the process of learning from ecosystems and adapting their characteristics to human and organization situations.

Difficulty: 2 Medium

Topic: The Future Artificial Intelligence

Bloom's: Understand

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

278) Which of the following is a special-purpose knowledge based information system that accomplishes specific tasks on behalf of its users?

- A) Intelligent agent
- B) Executive agent
- C) Expert agent
- D) Modeling system

Answer: A

Explanation: Intelligent agent is a special-purpose knowledge-based information system that accomplishes specific tasks on behalf of its users.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

279) Which of the below offers a disadvantage for working virtually?

- A) Increases in worker productivity
- B) Increases in feelings of seclusion
- C) Decreases in expenses for the company
- D) Alleviation of congested roadways

Answer: B

Explanation: The advantages to working virtually are increases in worker productivity, decrease in real estate expenses for the company, and less cars on the roads alleviating the congested roadways. Disadvantages include fear among workers that they will jeopardize their careers by working from home, some workers unable to stay productive, the tendency for virtual workers to feel alone, secluded, and deprived of vital training and mentoring.

Difficulty: 2 Medium

Topic: The Future Artificial Intelligence

Bloom's: Understand

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

280) What is a method whereby new problems are solved based on the solutions from similar cases solved in the past?

- A) Case-based reasoning.
- B) Machine Vision.
- C) Machine vision sensitivity.
- D) Machine vision resolution.

Answer: A

Explanation: Case-based reasoning is a method whereby new problems are solved based on the solutions from similar cases solved in the past.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

281) What is the ability of a computer to "see" by digitizing an image, processing the data it contains, and taking some kind of action?

- A) Case-based reasoning.
- B) Machine Vision.
- C) Machine vision sensitivity.
- D) Machine vision resolution.

Answer: B

Explanation: Case-based reasoning is the ability of a computer to "see" by digitizing an image, processing the data it contains, and taking some kind of action.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

282) What is the ability of a machine to see in dim light or to detect weak impulses at invisible wavelengths?

- A) Case-based reasoning.
- B) Machine Vision.
- C) Machine vision sensitivity.
- D) Machine vision resolution.

Answer: C

Explanation: Machine vision sensitivity is the ability of a machine to see in dim light or to detect weak impulses at invisible wavelengths.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

283) What is the extent to which a machine can differentiate between objects?

- A) Case-based reasoning.
- B) Machine Vision.
- C) Machine vision sensitivity.
- D) Machine vision resolution.

Answer: D

Explanation: Machine vision resolution is the extent to which a machine can differentiate between objects.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

284) What is an optimizing system that can find and evaluate solutions with many more possibilities, faster and more thoroughly than a human?

- A) Genetic algorithm
- B) Expert system
- C) Intelligent agent
- D) Virtual reality

Answer: A

Explanation: The Artificial intelligence system that is an optimizing system that can find and evaluate solutions with many more possibilities, faster and more thoroughly than a human is genetic algorithm.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

285) What is a process that employs specialized algorithms to model and study complex datasets; the method is also used to establish relationships among data and datasets?

- A) Case-based reasoning.
- B) Deep learning.
- C) Machine vision sensitivity.
- D) Machine vision resolution.

Answer: B

Explanation: Deep learning is a process that employs specialized algorithms to model and study complex datasets; the method is also used to establish relationships among data and datasets.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

286) Bob Silver loves playing a game called World of Warcraft where he has the capability to create his own character and even his own life-like environment. Which AI system would you categorize World of Warcraft?

- A) Multi-agent system
- B) Expert system
- C) Virtual reality
- D) Fuzzy logic system

Answer: C

Explanation: Virtual reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world. It is a fast growing area of AI that had its origins in efforts to build more natural, realistic, multisensory human computer interfaces.

Difficulty: 2 Medium

Topic: The Future Artificial Intelligence

Bloom's: Understand

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

287) What refers to a set of instructions that completes a task?

- A) Algorithm.
- B) Machine learning.
- C) Weak AI.
- D) Strong AI.

Answer: A

Explanation: An algorithm refers to a set of instructions that completes a task.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

288) What is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn?

- A) Algorithm.
- B) Machine learning.
- C) Weak AI.
- D) Strong AI.

Answer: B

Explanation: Machine learning is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

289) What machines can still make their own decisions based on reasoning and past sets of data?

- A) Algorithm.
- B) Machine learning.
- C) Weak AI.
- D) Strong AI.

Answer: C

Explanation: Weak AI machines can still make their own decisions based on reasoning and past sets of data. Most of the AI systems in market today are weak AI.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

290) What refers to the field of artificial intelligence that works toward providing brain like powers to AI machines; in effect, it works to make machines as intelligent as the humans?

- A) Algorithm.
- B) Machine learning.
- C) Weak AI.
- D) Strong AI.

Answer: D

Explanation: Strong refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines; in effect, it works to make machines as intelligent as the humans.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

291) What is an algorithm?

- A) Refers to a set of instructions that completes a task.
- B) A type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.
- C) Machines can still make their own decisions based on reasoning and past sets of data
- D) Refers to the field of artificial intelligence that works toward providing brain like powers to AI machines; in effect, it works to make machines as intelligent as the humans.

Answer: A

Explanation: An algorithm refers to a set of instructions that completes a task.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

292) What is machine learning?

- A) Refers to a set of instructions that completes a task.
- B) A type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.
- C) Machines can still make their own decisions based on reasoning and past sets of data
- D) Refers to the field of artificial intelligence that works toward providing brain like powers to AI machines; in effect, it works to make machines as intelligent as the humans.

Answer: B

Explanation: Machine learning is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

293) What is weak AI?

- A) Refers to a set of instructions that completes a task.
- B) A type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.
- C) Machines can still make their own decisions based on reasoning and past sets of data
- D) Refers to the field of artificial intelligence that works toward providing brain like powers to AI machines; in effect, it works to make machines as intelligent as the humans.

Answer: C

Explanation: Weak AI machines can still make their own decisions based on reasoning and past sets of data. Most of the AI systems in market today are weak AI.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

294) What is strong AI?

- A) Refers to a set of instructions that completes a task.
- B) A type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.
- C) Machines can still make their own decisions based on reasoning and past sets of data
- D) Refers to the field of artificial intelligence that works toward providing brain like powers to AI machines; in effect, it works to make machines as intelligent as the humans.

Answer: D

Explanation: Strong refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines; in effect, it works to make machines as intelligent as the humans.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

295) Which of the following offers an example of an intelligent agent that uses a multi-agent system?

- A) A cargo transport system
- B) Book distribution center
- C) A flu epidemic
- D) All of the above

Answer: D

Explanation: An intelligent agent that utilizes a multi-agent system includes 1) a cargo transport system, 2) book distribution centers, 3) the video game market, 4) and a flu epidemic are all complex adaptive systems.

Difficulty: 2 Medium

Topic: The Future Artificial Intelligence

Bloom's: Understand

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

296) What types of business decisions would an EIS use AI for?

- A) Semistructured decisions
- B) Multistructured decisions
- C) Structured decisions
- D) Unstructured decisions

Answer: D

Explanation: Executive information systems are utilizing artificial intelligence to support unstructured strategic decision making.

Difficulty: 2 Medium

Topic: The Future Artificial Intelligence

Bloom's: Understand

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

297) Which of the below business ideas is not using AI?

- A) Best Buy implements a software system that will determine how many customers are needed to increase gross profits to \$5 million
- B) McDonald's unveiling a robot that cleans and tidies the restaurant, while also asking guests if it can take their trays to the trash
- C) Starbucks creates a system that works like a hand and lifts and moves the mixing pots for the coffees to and from the coffee machines to the counters
- D) Golf courses create an automated golf cart that can offer swing suggestions, club suggestions, and even navigate the course for the driver

Answer: A

Explanation: Artificial Intelligence simulates human thinking and behavior such as the ability to reason and learn. Its ultimate goal is to build a system that can mimic human intelligence

Difficulty: 3 Hard

Topic: The Future Artificial Intelligence

Bloom's: Analyze

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

298) What is the viewing of the physical world with computer-generated layers of information added to it?

- A) Virtual reality
- B) Augmented reality
- C) Virtual workforce
- D) All of the above

Answer: B

Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

299) What is a computer-simulated environment that can be a simulation of the real world or an imaginary world?

- A) Virtual reality
- B) Augmented reality
- C) Virtual workforce
- D) All of the above

Answer: A

Explanation: Virtual reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

300) What is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.

- A) Augmented reality
- B) Mutation
- C) Fuzzy logic
- D) Shopping bot

Answer: B

Explanation: Mutation is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

301) What is software that will search several retailer websites and provide a comparison of each retailer's offerings including prices and availability?

- A) Augmented reality
- B) Mutation
- C) Fuzzy logic
- D) Shopping bot

Answer: D

Explanation: A shopping bot is software that will search several retailer websites and provide a comparison of each retailer's offerings including prices and availability.

Difficulty: 1 Easy

Topic: The Future Artificial Intelligence

Bloom's: Remember

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: automatic

302) Which of the below business processes would you find in the marketing and sales division?

- A) Manufacturing inventory
- B) Enrolling employees in health care benefits
- C) Promoting of discounts
- D) Creating financial statements

Answer: C

Explanation: Samples of business processes for the marketing and sales division of a company include 1) promoting of discounts, 2) communicating marketing campaigns, 3) attracting customers, and 4) processing sales.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

303) Which of the following departments is primarily responsible for promoting discounts, attracting customers, and communicating marketing campaigns?

- A) Accounting and Finance
- B) Marketing and Sales
- C) Operations Management
- D) Human Resources

Answer: B

Explanation: The Marketing & Sales division is responsible for the business processes of promoting of discounts, communicating marketing campaigns, attracting customers, and processing sales.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

304) Which of the following represents a business process you would find in the operations management department?

- A) Ordering inventory
- B) Processing sales
- C) Promoting discounts
- D) Paying of accounts payable

Answer: A

Explanation: Samples of business processes for the operations management division of a company include 1) ordering inventory, 2) creating production schedules, and 3) manufacturing goods.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

305) Most business processes are cross-functional or cross-departmental processes that span the entire organization. Which of the below does not represent a cross-functional business process?

- A) Order-to-delivery process
- B) Loan processing
- C) Taking a product from concept to market
- D) Processing payroll

Answer: D

Explanation: Most business processes are cross-functional or cross-department processes that span the entire organization. The process of "order to delivery" focuses on the entire customer order process across functional departments. Another example is "product realization," which includes not only the way a product is developed, but also the way it is marketed and serviced. Other cross-functional business processes are taking a product from concept to market, acquiring customers, loan processing, providing post-sales service, claim processing, and reservation handling.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

306) The accounting and finance department performs processes such as creating financial statements, paying accounts payables, and collecting accounts receivables. What form of processes do these represent?

- A) Customer-facing processes
- B) Business-facing processes
- C) Industry-specific customer facing processes
- D) All of the above

Answer: B

Explanation: The accounting and finance division in a company creates financial statements, pays the accounts payables, and collects accounts receivables. All of these processes are business-facing processes.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

307) What form of processes include loan processing for a bank, claims processing for an insurance company, reservation processing for a hotel, and baggage handling for an airline?

- A) Customer-facing processes
- B) Business-facing processes
- C) Industry-specific customer-facing processes
- D) All of the above

Answer: C

Explanation: Loan processing for a bank, claims processing for an insurance company, reservation processing for a hotel, and baggage handling for an airline are all examples of industry specific customer facing processes.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

308) What type of process includes order processing, customer service processing, sales processing, customer billing processing, and order shipping processing?

- A) Customer-facing processes
- B) Business-facing processes
- C) Industry-specific customer facing processes
- D) All of the above

Answer: A

Explanation: Order processing, customer service processing, sales processing, customer billing processing, and order shipping processing are all customer-facing processes.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

309) Which of the below represents business processes you would find in the human resources department?

- A) Hiring employees
- B) Enrolling employees in benefit plans
- C) Tracking vacation and sick time
- D) All of the above

Answer: D

Explanation: Some sample business processes included within the human resources division of a company include 1) hiring employees, 2) enrolling employees in health care or other benefit plans, and 3) tracking vacation and sick time.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

310) What is the difference between customer-facing processes and business-facing processes?

- A) Business-facing processes are front-office processes, customer-facing processes are back-office processes
- B) Customer-facing processes are front-office processes, business-facing processes are back-office processes
- C) Customer-facing processes are back-office processes, and industry-specific customer-facing processes are back-office processes
- D) Customer-facing processes are back-office processes, and industry-specific customer-facing processes are front-office processes

Answer: B

Explanation: Customer-facing processes, also called front-office processes, result in product service received by and organization's external customer. Business-facing processes, also called back-office processes, are invisible to the external customer but essential to the effective management of the business.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

311) Which of the below is a customer-facing process?

- A) Communicating with customers
- B) Strategic goal setting
- C) Providing performance feedback and rewards
- D) Purchasing raw materials

Answer: A

Explanation: Business-facing processes, also called back-office processes, are invisible to the external customer but essential to the effective management of the business; they include goal setting, day-to-day planning, giving performance feedback and rewards, and allocating resources.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

312) Which of the following represents a business-facing process?

- A) Loan processing
- B) Order processing
- C) Strategic planning
- D) Customer billing

Answer: C

Explanation: Customer-facing processes result in a product or service received by an organization's external customer and includes fulfilling orders, communicating with customers, sending out bills, and marketing information.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

313) When considering the 5-steps of the order-to-delivery business process, creating campaigns and checking inventory are included in which of the following?

- A) Step 4 - Sales
- B) Step 1 - Marketing
- C) Step 3 - Operations management
- D) Step 2 - Customer service

Answer: B

Explanation: When considering the 5-steps of the order-to-delivery business process, Step 1 is marketing where the business creates campaigns and checks inventory.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

314) When considering the 5-steps of the order-to-delivery business process, supporting sales are included in which of the following?

- A) Step 2 - Sales
- B) Step 1 - Marketing
- C) Step 3 - Operations management
- D) Step 5 - Customer service

Answer: D

Explanation: When considering the 5-steps of the order-to-delivery business process, Step 5 is customer service and it supports sales.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

315) When considering the 5-steps of the order-to-delivery business process, manufacturing goods are included in which of the following?

- A) Step 2 - Sales
- B) Step 1 - Marketing
- C) Step 3 - Operations management
- D) Step 5 - Customer service

Answer: C

Explanation: When considering the 5-steps of the order-to-delivery business process, Step 3 is operations management which manufactures goods.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

316) When considering the 5-steps of the order-to-delivery business process, placing orders, notifying production, and checking credit are included in which of the following?

- A) Step 2 - Sales
- B) Step 1 - Marketing
- C) Step 3 - Operations management
- D) Step 5 - Customer service

Answer: A

Explanation: When considering the 5-steps of the order-to-delivery business process, Step 2 is sales which places orders, notifies production, and checks credit.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

317) Which of the following processes focuses on the entire customer order process and operates across functional departments?

- A) Order to delivery process
- B) Customer billing process
- C) Customer loan process
- D) All of the above

Answer: A

Explanation: Most business processes are cross-functional or cross-departmental processes and span the entire organization. The process of "order to delivery" focuses on the entire customer order process across functional departments.

Difficulty: 2 Medium

Topic: Evaluating Business Processes

Bloom's: Understand

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

318) Which of the below processes would be found in the operations management department?

- A) Creating production schedules
- B) Communicating marketing campaigns
- C) Hiring employees
- D) Processing sales

Answer: A

Explanation: Sample business processes within the operational management division of a company include 1) ordering inventory, 2) creating production schedules, and 3) manufacturing goods.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

319) Which of the following should a business follow for success?

- A) Technology choices should drive business processes
- B) Business processes should drive technology choices
- C) Technology choices should drive business strategies and goals
- D) All of the above depending on the industry

Answer: B

Explanation: Business processes should drive technology choices.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

320) What uses a systematic approach in an attempt to improve business effectiveness and efficiency continuously?

- A) Static process
- B) Dynamic process
- C) Sales process
- D) Customer service process

Answer: A

Explanation: A static process uses a systematic approach in an attempt to improve business effectiveness and efficiency continuously.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

321) What continuously changes and provides business solutions to ever-changing business operations?

- A) Static process
- B) Dynamic process
- C) Sales process
- D) Customer service process

Answer: B

Explanation: A dynamic process continuously changes and provides business solutions to ever-changing business operations.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

322) Managers constantly attempt to optimize _____ process.

- A) Static process
- B) Dynamic process
- C) Sales process
- D) Customer service process

Answer: A

Explanation: Managers constantly attempt to optimize static processes.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

323) Which of the following are examples of static processes?

- A) Running payroll
- B) Calculating taxes
- C) Creating financial statements
- D) All of the above

Answer: D

Explanation: Managers constantly attempt to optimize static processes. Examples of static processes include running payroll, calculating taxes, and creating financial statements.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

324) Which of the following are examples of dynamic processes?

- A) Employee layoffs
- B) Order level changes based on currency rates
- C) Canceling business travel due to extreme weather
- D) All of the above

Answer: D

Explanation: All of the above are examples of dynamic processes.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

325) Which of the following are examples of dynamic processes?

- A) Running payroll
- B) Calculating taxes
- C) Creating financial statements
- D) Employee layoffs

Answer: D

Explanation: Employee layoffs are examples of dynamic processes.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

326) Which of the following are examples of static processes?

- A) Employee layoffs
- B) Order level changes based on currency rates
- C) Canceling business travel due to extreme weather
- D) Creating financial statements

Answer: D

Explanation: Creating financial statements is an example of a static process.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

327) As the business and its strategies change, so do the _____ processes.

- A) Static
- B) Dynamic
- C) Sales
- D) Customer service

Answer: B

Explanation: As the business and its strategies change, so do the dynamic processes.

Difficulty: 1 Easy

Topic: Evaluating Business Processes

Bloom's: Remember

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: automatic

328) Business process modeling or mapping, is the activity of creating a detailed flowchart or process map of a work process that shows its inputs, tasks, and activities in a _____ sequence.

- A) Unstructured
- B) Semistructured
- C) Structured
- D) Unilateral

Answer: C

Explanation: Business process modeling or mapping, is the activity of creating a detailed flowchart or process map of a work process that shows its inputs, tasks, and activities in a structured sequence.

Difficulty: 2 Medium

Topic: Models Measuring Performance

Bloom's: Understand

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

329) What is a graphical notation that depicts the steps in a business process?

- A) Business process model nation
- B) Business practice model notation
- C) Business process model notation
- D) Business practice management notes

Answer: C

Explanation: Business Process Model Notation is a graphical notation that depicts the steps in a business process.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

330) What displays the path in which the process flows?

- A) BPMN Event
- B) BPMN Activity
- C) BPMN Flow
- D) BPMN Gateway

Answer: C

Explanation: A BPMN flow displays the path in which the process flows.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

331) What is a task in a business process?

- A) BPMN Event
- B) BPMN Activity
- C) BPMN Flow
- D) BPMN Gateway

Answer: B

Explanation: BPMN activity is a task in a business process.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

332) What is anything that happens during the course of a business process?

- A) BPMN Event
- B) BPMN Activity
- C) BPMN Flow
- D) BPMN Gateway

Answer: A

Explanation: A BPMN event is anything that happens during the course of a business process.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

333) What is used to control the flow of a process?

- A) BPMN Event
- B) BPMN Activity
- C) BPMN Flow
- D) BPMN Gateway

Answer: D

Explanation: A BPMN gateway is used to control the flow of a process.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

334) What is represented by a circle in a business process model?

- A) BPMN Event
- B) BPMN Activity
- C) BPMN Flow
- D) BPMN Gateway

Answer: A

Explanation: A BPMN event is represented by a circle in a business process model.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

335) What is represented by a rounded-corner rectangle in a business process model?

- A) BPMN Event
- B) BPMN Activity
- C) BPMN Flow
- D) BPMN Gateway

Answer: B

Explanation: An activity is represented by a rounded-corner rectangle in a business process model.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

336) What is represented by a diamond shape in a business process model?

- A) BPMN Event
- B) BPMN Activity
- C) BPMN Flow
- D) BPMN Gateway

Answer: D

Explanation: Gateways are represented by a diamond shape in a business process model.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

337) What is represented by arrows in a business process model?

- A) BPMN Event
- B) BPMN Activity
- C) BPMN Flow
- D) BPMN Gateway

Answer: C

Explanation: Flows are represented by arrows in a business process model.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

338) Jessica Ulta works as an employee for City Service Credit Union and is responsible for consulting on loans, talking clients through the loan process, and providing loans to members. What type of processes does Jessica primarily work with?

- A) Business-facing processes
- B) Industry-specific customer facing processes
- C) Customer-facing process
- D) Industry-specific business-facing processes

Answer: B

Explanation: When considering the business process modeling chart, Jessica is taking part in the Industry-specific customer facing processes depicted in the example.

Difficulty: 3 Hard

Topic: Models Measuring Performance

Bloom's: Analyze

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

339) Sarah Schin was recently hired by Bank West as the Global Director of Human Resources. Her job duties include determining employment policies as well as overseeing all hiring, firing, and training of employees. What type of processes does Sarah's new job demonstrate?

- A) Business-facing processes
- B) Industry-specific customer facing processes
- C) Customer-facing process
- D) Industry-specific business-facing processes

Answer: A

Explanation: The business-facing processes are 1) strategic planning, 2) tactical planning, 3) budget forecasting, 4) training, and 5) purchasing raw material.

Difficulty: 3 Hard

Topic: Models Measuring Performance

Bloom's: Analyze

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

340) What is a model that represents the current state of the operation without any specific improvements or changes to existing processes?

- A) As-Is process models
- B) To-Be process models
- C) Competitive business process models
- D) Workflow model

Answer: A

Explanation: The model which represents the current state of the operation that has been mapped, without any specific improvements or changes to existing processes is the As-Is process model.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

341) What is the business process model that ensures the process is fully and clearly understood before the details of a process solution are decided upon?

- A) As-is process model
- B) Business process reengineering model
- C) Customer facing process
- D) To-Be process model

Answer: D

Explanation: The To-Be process model approach ensures that the process is fully and clearly understood before the details of a process solution are decided upon.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

- 342) What is the difference between the As-Is process model and the To-Be process model?
- A) The As-Is process model begins with what the process problem is, and the To-Be process model displays how the problem will be solved
 - B) The process models are not related
 - C) Both process models determine when to solve the problem
 - D) The As-Is process model begins with where to implement the solution, and the To-Be process model displays why the problem needs to be fixed

Answer: A

Explanation: The business process modeling usually begins with a functional process representation. The differences between the two models is that the As-Is process model begins with what the process problem is and the To-Be process model displays how the problem will be solved.

Difficulty: 2 Medium

Topic: Models Measuring Performance

Bloom's: Understand

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

- 343) What is the primary goal of the As-Is process model?
- A) To outline the process elements for the To-Be process
 - B) To create process choices for the As-Is process
 - C) To simplify, eliminate, and improve the To-Be process
 - D) To analyze the To-Be process elements

Answer: C

Explanation: The primary goal of the As-Is process model is to simplify, eliminate, and improve the To-Be processes.

Difficulty: 2 Medium

Topic: Models Measuring Performance

Bloom's: Understand

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

344) The local florist in town is Cheryl Steffan who has been in business for over 20 years. Recently, Cheryl has noticed several complaints about delivery errors. Cheryl decides to investigate the errors in her business delivery process and finds that most of the inaccuracies occur during order taking. Cheryl decides to implement an electronic ordering system to help improve order efficiency and effectiveness. What method did Cheryl follow to solve her delivery issues?

- A) Modeled the As-Is process, fixed the errors, and then created the To-Be process
- B) Modeled the To-Be process, fixed the errors, and then created the As-Is process
- C) Moved directly to implementing the To-Be process without analyzing the As-Is process
- D) Moved directly to implementing the As-Is process without analyzing the To-Be process

Answer: A

Explanation: The As-Is process model has the primary goals to simplify, eliminate, and improve the processes by defining the most efficient and effective process

Difficulty: 3 Hard

Topic: Models Measuring Performance

Bloom's: Analyze

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

345) What is the primary goal of using As-Is and To-Be process models?

- A) To determine employee specific errors
- B) To determine measurement metrics
- C) To determine the best way to solve a problem
- D) To determine what the problem is and then how to solve the problem

Answer: D

Explanation: The primary goals of the As-Is and the To-Be process models is to determine what the problem is and how to solve the problem.

Difficulty: 2 Medium

Topic: Models Measuring Performance

Bloom's: Understand

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

346) Review the below list of key terms and determine which one typically occurs during operational business process improvement

- A) Automation
- B) Streamlining
- C) Reengineering
- D) Improvement

Answer: A

Explanation: Automation typically occurs during operational business process improvement.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

347) Review the below list of key terms and determine which one typically occurs during managerial business process improvement.

- A) Automation
- B) Streamlining
- C) Reengineering
- D) Improvement

Answer: B

Explanation: Streamlining typically occurs during managerial business process improvement.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

348) Review the below list of key terms and determine which one typically occurs during strategic business process improvement.

- A) Automation
- B) Streamlining
- C) Reengineering
- D) Improvement

Answer: C

Explanation: Reengineering typically occurs during strategic business process improvement.

Difficulty: 1 Easy

Topic: Models Measuring Performance

Bloom's: Remember

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: automatic

349) Which of the below examples indicates when the time is right to initiate a business process change?

- A) The market being served makes a distinctive shift
- B) The company is below industry benchmarks on its core processes
- C) The company strategically passes or leapfrogs the competition on key decisions to regain competitive advantage
- D) All of the above

Answer: D

Explanation: The three conditions that indicate the time is right to initiate a business process change are 1) there has been a pronounced shift in the market the process was designed to serve, 2) the company is markedly below industry benchmarks on its core processes, and 3) the regain competitive advantage, the company must leapfrog competition on key dimensions.

Difficulty: 2 Medium

Topic: Support Changing Business Processes with MIS

Bloom's: Understand

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

350) What does BPR assume about the current process in the extreme?

- A) Current process is irrelevant
- B) Current process is broken
- C) Current process must be overhauled from scratch
- D) All of the above

Answer: D

Explanation: BPR in the extreme assumes the current process is irrelevant, broken, or overhauled.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

351) Which of the below processes attempt to understand and measure the current process and make improvements?

- A) Business process mapping
- B) Business process reengineering
- C) Business process improvement
- D) Business process model

Answer: C

Explanation: The business process improvement attempts to understand and measure the current process and make performance improvements accordingly.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

352) What makes analytics part of a business process?

- A) Operationalized analytics.
- B) Robotic process automation.
- C) Deep learning.
- D) Machine learning.

Answer: A

Explanation: Operationalized analytics makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

353) What is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform?

- A) Operationalized analytics.
- B) Robotic process automation.
- C) Deep learning.
- D) Machine learning.

Answer: B

Explanation: the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

354) What is a workflow control system?

- A) Monitors processes to ensure tasks, activities, and responsibilities are executed as specified.
- B) Includes the tasks, activities, and responsibilities required to execute each step in a business process.
- C) Attempts to understand and measure the current process and make performance improvements accordingly.
- D) All of the above

Answer: A

Explanation: Workflow control systems monitor processes to ensure tasks, activities, and responsibilities are executed as specified.

Difficulty: 1 Easy

Topic: Making Organizational Business Decisions

Bloom's: Remember

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: automatic

355) Transaction processing systems are primarily used to automate business processes. Automation increases efficiency and effectiveness, while reducing head count which in turn reduces the overall operational _____.

- A) Costs
- B) Systems
- C) Revenues
- D) Intelligence

Answer: A

Explanation: Automation increases efficiency and effectiveness, while reducing head count which in turn reduces the overall operational costs.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

356) Several factors can accelerate the need for a company to make business improvement processes. What is the most prevalent factor?

- A) Market shifts
- B) Technology
- C) Discoveries
- D) Bottlenecking

Answer: B

Explanation: Several factors can accelerate the need for a company to make business improvement processes. The most prevalent factor by far is technology.

Difficulty: 2 Medium

Topic: Support Changing Business Processes with MIS

Bloom's: Understand

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

357) What improves managerial level business processes?

- A) Performance measures
- B) Bottlenecks
- C) Redundancy
- D) Streamlining

Answer: D

Explanation: The factor to improving the managerial level business processes is through streamlining, which improves business process efficiencies simplifying or eliminating unnecessary steps.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

358) What is the point when resources reach full capacity and cannot handle any additional demands?

- A) Optimization analysis
- B) Bottlenecks
- C) Redundancy
- D) Swim lane

Answer: B

Explanation: Bottlenecks occur when resources reach full capacity and cannot handle any additional demands; they limit throughput and impede operations.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

359) Which of the following represents an example of a technology that actually disrupts and slows workflow?

- A) Email
- B) Twitter
- C) Facebook
- D) All of the above

Answer: D

Explanation: The biggest problem with technology is some systems can really interfere and slow down the workflow including: email, Facebook, twitter, many social media sites to name a few

Difficulty: 2 Medium

Topic: Support Changing Business Processes with MIS

Bloom's: Understand

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

360) Automating a business process that contains _____ or _____ will magnify or amplify these problems if they are not corrected first.

- A) Bottlenecks or regulations
- B) Redundancies or regulations
- C) Bottlenecks or redundancies
- D) Redundancies or swim lanes

Answer: C

Explanation: Automating a business process that contains bottlenecks or redundancies will magnify or amplify these problems if they are not corrected first.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

361) Fedex is a great example of a company that created a competitive advantage through combining MIS and _____.

- A) Traditional distribution and logistics processes
- B) Logistic processes and an As-Is process model
- C) Artificial intelligence and As-Is process model
- D) Swim lanes and logistic processes

Answer: A

Explanation: Fedex is a great example of a real life company that created a competitive advantage through combining MIS and traditional distribution and logistics processes.

Difficulty: 2 Medium

Topic: Support Changing Business Processes with MIS

Bloom's: Understand

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

362) What is the analysis and redesign of workflow within and between enterprises?

- A) Critical success factors (CSFs)
- B) Benchmarking metrics
- C) Business process reengineering (BPR)
- D) Decision support interfaces (DSI)

Answer: C

Explanation: Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

363) Changing business processes with MIS outlines how to improve the three levels of business processes which include operational, managerial, and strategic. From operational to strategic, what are the three major improvement strategies that the author describes?

- A) Automation – streamlining - reengineering
- B) Artificial intelligence – streamlining - reengineering
- C) Automation – workflow - reinvention
- D) Automation – consolidating - restructuring

Answer: A

Explanation: Changing business processes with MIS outlines how to improve the three levels of business processes which include operational, managerial, and strategic. From operational to strategic, the three major improvement strategies are automation – streamlining – reengineering.

Difficulty: 2 Medium

Topic: Support Changing Business Processes with MIS

Bloom's: Understand

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

364) Which of the below represents the four main steps in the business process reengineering?

- A) Set project problem, study competition, create new products, and implement solution
- B) Set project scope, study competition, create new products, and implement solution
- C) Set project scope, study competition, create new processes, and implement solution
- D) Study competition, set project scope, create new processes, and implement solutions

Answer: C

Explanation: The four main steps in the business process reengineering model include 1) set project scope, 2) study competition, 3) create new processes, and 4) implement solution.

Difficulty: 2 Medium

Topic: Support Changing Business Processes with MIS

Bloom's: Understand

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

365) Which of the following explains why a company would implement a BPR strategy?

- A) To encourage competition
- B) To decrease customers
- C) To create value for the customer
- D) All of the above

Answer: C

Explanation: To create value for the customer is the leading reason a company would implement a BPR strategy, and MIS often plays an important enabling role.

Difficulty: 2 Medium

Topic: Support Changing Business Processes with MIS

Bloom's: Understand

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

366) What includes the tasks, activities, and responsibilities required to execute each step in a business process?

- A) Workflow
- B) Swim lane
- C) Automation
- D) Streamlining

Answer: A

Explanation: Workflow includes the tasks, activities, and responsibilities required to execute each step in a business process.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

367) What is the process of computerizing manual tasks, making them more efficient and effective and dramatically lowering operational costs?

- A) Workflow
- B) Swim lane
- C) Automation
- D) Streamlining

Answer: C

Explanation: Automation is the process of computerizing manual tasks, making them more efficient and effective and dramatically lowering operational costs.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

368) What improves business process efficiencies by simplifying or eliminating unnecessary steps?

- A) Workflow
- B) Swim lane
- C) Automation
- D) Streamlining

Answer: D

Explanation: Streamlining improves business process efficiencies by simplifying or eliminating unnecessary steps.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

369) What occurs when resources reach full capacity and cannot handle any additional demands limiting throughput and impeding operations?

- A) Bottlenecks
- B) Redundancy
- C) Automation
- D) Streamlining

Answer: A

Explanation: Bottlenecks occurs when resources reach full capacity and cannot handle any additional demands limiting throughput and impeding operations.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

370) What occurs when a task or activity is unnecessarily repeated?

- A) Bottlenecks
- B) Redundancy
- C) Automation
- D) Streamlining

Answer: B

Explanation: Redundancy occurs when a task or activity is unnecessarily repeated.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

371) What are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes?

- A) Operational business processes
- B) Managerial business processes
- C) Strategic business processes
- D) Success business processes

Answer: A

Explanation: Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

372) What are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions?

- A) Operational business processes
- B) Managerial business processes
- C) Strategic business processes
- D) Success business processes

Answer: C

Explanation: Strategic business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

373) What are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements?

- A) Operational business processes
- B) Managerial business processes
- C) Strategic business processes
- D) Success business processes

Answer: B

Explanation: Managerial business processes semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

374) What are managerial business processes?

A) Dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

B) Semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements

C) Static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

D) None of the above

Answer: B

Explanation: Managerial business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

375) What are strategic business processes?

A) Dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

B) Semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements

C) Static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

D) None of the above

Answer: A

Explanation: Strategic business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

376) What are operational business processes?

A) Dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

B) Semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements

C) Static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

D) None of the above

Answer: C

Explanation: Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

Difficulty: 1 Easy

Topic: Support Changing Business Processes with MIS

Bloom's: Remember

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: automatic

377) Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Answer: Decision-making skills are essential for all business professionals, at every company level, who make decisions that run the business. At the operational level, employees develop, control, and maintain core business activities required to run the day-to-day operations.

Operational decisions are considered structured decisions, which arise in situations where established processes offer potential solutions. Structured decisions are made frequently and are almost repetitive in nature; they affect short-term business strategies. At the managerial level, employees are continuously evaluating company operations to hone the firm's abilities to identify, adapt to, and leverage change. Managerial decisions cover short- and medium-range plans, schedules, and budgets along with policies, procedures, and business objectives for the firm. These types of decisions are considered semistructured decisions; they occur in situations in which a few established processes help to evaluate potential solutions, but not enough to lead to a definite recommended decision. At the strategic level, managers develop overall business strategies, goals, and objectives as part of the company's strategic plan. They also monitor the strategic performance of the organization and its overall direction in the political, economic, and competitive business environment. Strategic decisions are highly unstructured decisions, occurring in situations in which no procedures or rules exist to guide decision makers toward the correct choice. They are infrequent, extremely important, and typically related to long-term business strategy.

Difficulty: 3 Hard

Topic: Making Organizational Business Decisions

Bloom's: Analyze

Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Accessibility: Keyboard Navigation

Gradable: manual

378) Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Answer: Metrics are measurements that evaluate results to determine whether a project is meeting its goals. Two core metrics are critical success factors and key performance indicators. CSFs are the crucial steps companies perform to achieve their goals and objectives and implement their strategies and include creating high-quality products, retaining competitive advantages, and reducing product costs. KPIs are the quantifiable metrics a company uses to evaluate progress toward critical success factors. KPIs are far more specific than CSFs; examples include turnover rates of employees, percentage of help-desk calls answered in the first minute, and number of products returned. It is important to understand the relationship between critical success factors and key performance indicators. CSFs are elements crucial for a business strategy's success. KPIs measure the progress of CSFs with quantifiable measurements, and one CSF can have several KPIs. Of course, both categories will vary by company and industry. Imagine improved graduation rates as a CSF for a college.

Difficulty: 3 Hard

Topic: Metrics Measuring Business Success

Bloom's: Analyze

Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Accessibility: Keyboard Navigation

Gradable: manual

379) Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Answer: Being able to sort, calculate, analyze, and slice-and-dice information is critical to an organization's success. Without knowing what is occurring throughout the organization there is no way that managers and executives can make solid decisions to support the business. The different operational, managerial, and strategic support systems include: Operational: A transaction processing system (TPS) is the basic business system that serves the operational level (analysts) in an organization. The most common example of a TPS is an operational accounting system such as a payroll system or an order-entry system. Managerial: A decision support system (DSS) models information to support managers and business professionals during the decision-making process. Strategic: An executive information system (EIS) is a specialized DSS that supports senior level executives within the organization.

Difficulty: 3 Hard

Topic: Support Enhancing Decision Making with MIS

Bloom's: Analyze

Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Accessibility: Keyboard Navigation

Gradable: manual

380) Describe artificial intelligence, and identify its five main types.

Answer: Artificial intelligence (AI) simulates human thinking and behavior, such as the ability to reason and learn. The five most common categories of AI are: 1. Expert systems—computerized advisory programs that imitate the reasoning processes of experts in solving difficult problems. 2. Neural networks—attempts to emulate the way the human brain works. 1. Genetic algorithm—a system that mimics the evolutionary, survival-of-the-fittest process to generate increasingly better solutions to a problem. 1. Intelligent agents—a special-purpose knowledge-based information system that accomplishes specific tasks on behalf of its users. 1. Virtual reality—a computer-simulated environment that can be a simulation of the real world or an imaginary world.

Difficulty: 3 Hard

Topic: The Future Artificial Intelligence

Bloom's: Analyze

Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

Accessibility: Keyboard Navigation

Gradable: manual

381) Explain the value of business processes for a company, and differentiate between customer-facing and business-facing process.

Answer: A business process is a standardized set of activities that accomplish a specific task, such as processing a customer's order. Business processes transform a set of inputs into a set of outputs (goods or services) for another person or process by using people and tools. Without processes, organizations would not be able to complete activities. Customer-facing processes result in a product or service that is received by an organization's external customer. Business-facing processes are invisible to the external customer but essential to the effective management of the business.

Difficulty: 3 Hard

Topic: Evaluating Business Processes

Bloom's: Analyze

Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

Accessibility: Keyboard Navigation

Gradable: manual

382) Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Answer: Business process modeling (or mapping) is the activity of creating a detailed flowchart or process map of a work process showing its inputs, tasks, and activities, in a structured sequence. A business process model is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint. Business process modeling usually begins with a functional process representation of what the process problem is, or an As-Is process model. As-Is process models represent the current state of the operation that has been mapped, without any specific improvements or changes to existing processes. The next step is to build a To-Be process model that displays how the process problem will be solved or implemented. To-Be process models show the results of applying change improvement opportunities to the current (As-Is) process model. This approach ensures that the process is fully and clearly understood before the details of a process solution are decided upon.

Difficulty: 3 Hard

Topic: Models Measuring Performance

Bloom's: Analyze

Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Accessibility: Keyboard Navigation

Gradable: manual

383) Differentiate among business process improvements, streamlining, and reengineering.

Answer: Business process improvement attempts to understand and measure the current process and make performance improvements accordingly. Streamlining improves business process efficiencies by simplifying or eliminating unnecessary steps. Bottlenecks occur when resources reach full capacity and cannot handle any additional demands; they limit throughput and impede operations. Streamlining removes bottlenecks, an important step if the efficiency and capacity of a business process are being increased. Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises and occurs at the systems level or companywide level and the end-to-end view of a process.

Difficulty: 3 Hard

Topic: Support Changing Business Processes with MIS

Bloom's: Analyze

Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

Accessibility: Keyboard Navigation

Gradable: manual