Chapter 1 - Information Systems: An Overview

True / False

1. The most common personal digital assistant (PDA) is a smartphone.
    a. True
    b. False

ANSWER:	True
RATIONALE:	Correct The most common PDA is a smartphone (such as an iPhone, Galaxy, Droid, or a Blackberry). See 1-1: Computers and Information Systems in Daily Life
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Information systems Information systems importance
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

2. Information systems are broader in scope than information technologies.
    a. True
    b. False

ANSWER:	True
RATIONALE:	Correct Information systems are broader in scope than information technologies, but the two overlap in many areas. Both are used to help organizations be more competitive and to improve their overall efficiency and effectiveness. See 1-1: Computers and Information Systems in Daily Life
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Information systems Information systems importance
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

3. In a management information system (MIS) application, processes are usually methods for performing a task.
    a. True
    b. False

ANSWER:	True

RATIONALE:	Correct
	In an MIS application, processes are usually methods for performing a task. See 1-4: Management Information Systems
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Define management information systems.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.04
TOPICS:	Management information systems
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

4. In designing a management information system (MIS), the first task is to collect data and analyze it.
   a. True
   b. False

ANSWER:	False
RATIONALE:	Correct
	In designing an MIS, the first task is to clearly define the system's objectives. See 1-4: Management Information Systems
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Define management information systems.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.04
TOPICS:	Management information systems
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

5. An information system should collect data from both external and internal sources, although organizational objectives and the type of application also determine what sources to use.
   a. True
   b. False

ANSWER:	True
RATIONALE:	Correct
	The information that users need affects the type of data that is collected and used. An information system should collect data from both external and internal sources, although organizational objectives and the type of application also determine what sources to use. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the four major components of an information system.

Chapter 1 - Information Systems: An Overview

QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

6. Customers, competitors, and suppliers are examples of internal data sources of an information system.
    a. True
    b. False

ANSWER:	False
RATIONALE:	Correct Customers, competitors, and suppliers are examples of external data sources of an information system. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

7. In a management information system (MIS), the quality of information is determined by its usefulness to users, and its usefulness determines the success of the information system.
    a. True
    b. False

ANSWER:	True
RATIONALE:	Correct In an MIS, the quality of information is determined by its usefulness to users, and its usefulness determines the success of the information system. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss the differences between data and information.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.06
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

8. To be useful, information must be able to integrate with other data and information.
　　a. True
　　b. False

ANSWER:	True
RATIONALE:	Correct
	To be useful, information must be able to integrate with other data and information. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss the differences between data and information.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.06
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

9. When solving problems, the users of an information system must avoid using informal information.
　　a. True
　　b. False

ANSWER:	False
RATIONALE:	Correct
	In addition to the formal information that an information system generates, users need to be able to make use of informal information-such as rumors, unconfirmed reports, and stories-when solving problems. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss the differences between data and information.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.06
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

10. The main difference between an intranet and the Internet is that intranets are public and the Internet is private.
　　a. True
　　b. False

ANSWER:	False
RATIONALE:	Correct
	The main difference between an intranet and the Internet is that intranets are private and the Internet is public. See 1-6: Using Information Systems and Information Technologies

Chapter 1 - Information Systems: An Overview

POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems
	Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

11. A logistics information system supports decisions related to providing reports and statistics on employee demographics.
　　a. True
　　b. False

ANSWER:	False
RATIONALE:	Correct
	A personnel information system supports decisions related to providing reports and statistics on employee demographics. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems
	Information technologies
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

12. An effective financial information system should provide timely, accurate, and integrated information about the marketing mix-4Ps: price, promotion, place, and product.
　　a. True
　　b. False

ANSWER:	False
RATIONALE:	Correct
	An effective marketing information system should provide timely, accurate, and integrated information about the marketing mix-4Ps: price, promotion, place, and product. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate

Chapter 1 - Information Systems: An Overview

REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems
	Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

13. The threat of new entrants into the marketplace is high when duplicating a company's product or service is difficult.
　　a. True
　　b. False

ANSWER:	False
RATIONALE:	Correct
	The threat of new entrants into the marketplace is low when duplicating a company's product or service is difficult. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the Five Forces Model and strategies for gaining a competitive advantage.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.09
TOPICS:	Five Forces Model
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

14. Rivalry among existing competitors is high when many competitors occupy the same marketplace position.
　　a. True
　　b. False

ANSWER:	True
RATIONALE:	Correct
	Rivalry among existing competitors is high when many competitors occupy the same marketplace position; it is low when there are few competitors. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the Five Forces Model and strategies for gaining a competitive advantage.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.09
TOPICS:	Five Forces Model

Chapter 1 - Information Systems: An Overview

KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

15. In the context of information systems jobs, a database administrator is responsible for developing an entire information system by writing computer programs.
    a. True
    b. False

ANSWER:	False
RATIONALE:	Correct
	A computer programmer writes computer programs or software segments that allow an information system to perform a specific task. A database administrator is responsible for database design and implementation. See 1-7: The IT Job Market
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Review the IT job market.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.10
TOPICS:	Information technology careers
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

Multiple Choice

16. _____ help a person connect with friends, family, and colleagues online and meet people with similar interests and hobbies.
    a. Tender portals
    b. Social networking sites
    c. Archives panels
    d. Classified advertisements

ANSWER:	b
RATIONALE:	Correct. With social networking sites-such as Facebook, Twitter, Google+, LinkedIn, and Foursquare-you can connect with friends, family, and colleagues online and meet people with similar interests and hobbies. See 1-1: Computers and Information Systems in Daily Life
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Computer uses
	Information systems
KEYWORDS:	Remember

Chapter 1 - Information Systems: An Overview

DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

17. _____ is a social networking site.
   a. LinkedIn
   b. Yahoo
   c. Bing
   d. Baidu

ANSWER:	a
RATIONALE:	Correct. LinkedIn is a social networking site. Knowledge workers will be able to connect to the rest of the world to share information, knowledge, videos, ideas, and almost anything else that can be digitized. See 1-1: Computers and Information Systems in Daily Life
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Computer uses
	Information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

18. Which is an example of a social networking site?
   a. Truecaller
   b. Google+
   c. eBay
   d. PayPal

ANSWER:	b
RATIONALE:	Correct. Google+ is an example of a social networking site. Organizations use social networking sites to give customers up-to-date information and how-to support via videos. See 1-1: Computers and Information Systems in Daily Life
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Computer uses
	Information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

19. Social networking sites can reduce organizations' costs by _____.

    a. giving customers more access to all sorts of organizational information

    b. limiting buyers' choices by offering services that make it difficult for customers to switch

    c. providing an inexpensive medium for targeting a large customer base

    d. customizing the organization's Web site and offering many options to customers

ANSWER:	c
RATIONALE:	Correct. Social networking sites can reduce organizations' costs by providing an inexpensive medium for targeting a large customer base. Information systems and information technologies are used to help organizations be more competitive and to improve their overall efficiency and effectiveness. See 1-1: Computers and Information Systems in Daily Life
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Information systems importance Information systems
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

20. _____ is skill in using productivity software, such as word processors, spreadsheets, database management systems, and presentation software.

    a. Network literacy

    b. Business literacy

    c. Information literacy

    d. Computer literacy

ANSWER:	d
RATIONALE:	Correct. Computer literacy is skill in using productivity software, such as word processors, spreadsheets, database management systems, and presentation software, as well as having a basic knowledge of hardware and software, the Internet, and collaboration tools and technologies. See 1-2: Computer Literacy and Information Literacy
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the differences between computer literacy and information literacy.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.02
TOPICS:	Computer literacy Information literacy
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

21. Jack knows how to use word processors, spreadsheets, and presentation software. He also has a basic knowledge of hardware, software, and the Internet. Given this information, it can be concluded that Jack has _____ literacy.

    a. network

    b. computer

    c. information

    d. business

ANSWER:	b
RATIONALE:	Correct. Given this information, it can be concluded that Jack has computer literacy. Computer literacy is skill in using productivity software, such as word processors, spreadsheets, database management systems, and presentation software, as well as having a basic knowledge of hardware and software, the Internet, and collaboration tools and technologies. See 1-2: Computer Literacy and Information Literacy
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	Explain the differences between computer literacy and information literacy.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.02
TOPICS:	Computer literacy Information literacy
KEYWORDS:	Apply
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

22. _____ is understanding the role of information in generating and using business intelligence.

    a. Information literacy

    b. Business ability

    c. Business mastery

    d. Information retrieval

ANSWER:	a
RATIONALE:	Correct. Information literacy is understanding the role of information in generating and using business intelligence. See 1-2: Computer Literacy and Information Literacy
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the differences between computer literacy and information literacy.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.02
TOPICS:	Information literacy Business intelligence
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

23. Business _____ provides historical, current, and predictive views of business operations and environments and gives organizations a competitive advantage in the marketplace.

  a. intelligence

  b. differentiation

  c. indexing

  d. exploration

ANSWER:	a
RATIONALE:	Correct. Business intelligence provides historical, current, and predictive views of business operations and environments and gives organizations a competitive advantage in the marketplace. See 1-2: Computer Literacy and Information Literacy
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the differences between computer literacy and information literacy.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.02
TOPICS:	Business intelligence Computer literacy
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

24. In the context of computer literacy and information literacy, which statement is true of knowledge workers?

  a. They should know how to increase strategic dissonance.

  b. They should know how data should be indexed and updated.

  c. They should restrict themselves to the use of informal information.

  d. They should avoid collecting data from external sources.

ANSWER:	b
RATIONALE:	Correct. Knowledge workers should know how data should be indexed and updated. In the 21st century, knowledge workers need two types of knowledge to be competitive in the workplace: computer literacy and information literacy. See 1-2: Computer Literacy and Information Literacy
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the differences between computer literacy and information literacy.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.02
TOPICS:	Computer literacy Information literacy
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

25. Which statement is true of transaction-processing systems?

  a. They focus on data collection and processing.

  b. They focus on integrating hardware and software technologies.

c. They focus on integrating data, processes, and human elements.

d. They focus on maximizing human involvement.

ANSWER:	a
RATIONALE:	Correct. Transaction-processing systems focus on data collection and processing, and they provide enormous reduction in costs. Transaction-processing operations are repetitive, such as printing numerous checks, or involve enormous volumes of data, such as inventory control in a multinational textile company. See 1-3: The Beginning: Transaction-Processing Systems
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Define transaction-processing systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.03
TOPICS:	Transaction processing systems
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

26. Transaction-processing systems _____.

a. involve low volumes of data

b. require extensive managerial judgment

c. involve operations that are repetitive

d. require maximum human involvement

ANSWER:	c
RATIONALE:	Correct. Transaction-processing operations are repetitive, such as printing numerous checks, or involve enormous volumes of data, such as inventory control in a multinational textile company. When these systems are automated, human involvement is minimal. See 1-3: The Beginning: Transaction-Processing Systems
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Define transaction-processing systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.03
TOPICS:	Transaction processing systems
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

27. Which is a software component of a management information system (MIS)?

a. Commercial programs

b. Barcode readers

c. Memory devices

d. Application servers

ANSWER:	a
RATIONALE:	Correct. The hardware components of an MIS include input, output, and memory devices and vary depending on the application and the organization. MIS software can include commercial programs, software developed in-house, or both. See 1-4: Management Information Systems
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Define management information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.04
TOPICS:	Management information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

28. In designing a management information system (MIS), the first task is to _____.

    a. clearly define the system's objectives

    b. collect data

    c. analyze data

    d. provided information in a useful format

ANSWER:	a
RATIONALE:	Correct. In designing an MIS, the first task is to clearly define the system's objectives. Second, data must be collected and analyzed. Finally, information must be provided in a useful format for decision-making purposes. See 1-4: Management Information Systems
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Define management information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.04
TOPICS:	Management information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

29. In designing a management information system (MIS), after defining the system's objectives, the next step is to _____.

    a. provide information in a useful format

    b. collect and analyze data

    c. use information for decision making

    d. integrate the hardware and software components

ANSWER:	b
RATIONALE:	Correct. In designing an MIS, the first task is to clearly define the system's objectives. Second, data must be collected and analyzed. Finally, information must be provided in a

useful format for decision-making purposes. See 1-4: Management Information Systems

POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Define management information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.04
TOPICS:	Management information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

30. The final task in designing a management information system (MIS) is _____.
    a. collecting and analyzing internal and external data for accuracy and relevancy
    b. providing information in a useful format for decision-making purposes
    c. clearly defining the system's objectives
    d. integrating hardware and software components

ANSWER:	b
RATIONALE:	Correct. In designing an MIS, the first task is to clearly define the system's objectives. Second, data must be collected and analyzed. Finally, information must be provided in a useful format for decision-making purposes. See 1-4: Management Information Systems
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Define management information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.04
TOPICS:	Management information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

31. The data component of an information system is:
    a. the input to the information system.
    b. a series of integrated files containing relevant facts.
    c. a set of facts that have been analyzed by the process component.
    d. the output of the information system.

ANSWER:	a
RATIONALE:	Correct. The data component of an information system is considered the input to the system. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice

Chapter 1 - Information Systems: An Overview

HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

32. In the context of the data component of an information system, internal data sources include _____.

    a. personnel records

    b. population statistics

    c. economic conditions

    d. government agencies

ANSWER:	a
RATIONALE:	Correct. Internal data sources include sales records, personnel records, and so forth. The data component of an information system is considered the input to the system. See 1-5: Major Components of an Information SystemMajor Components of an Information System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

33. In the context of the data component of an information system, external data sources include _____.

    a. transaction data

    b. personnel records

    c. labor statistics

    d. sales records

ANSWER:	c
RATIONALE:	Correct. Labor statistics is an external data source of an information system. The data component of an information system is considered the input to the system. See 1-5: Major Components of an Information SystemMajor Components of an Information System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Remember

DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

34. Which of the following statements is true of the data component of an information system?

    a. Current data is collected for performance reports.

    b. Disaggregated data reports overall performance during a particular sales quarter.

    c. Aggregated data enables decision makers to focus on specific factors.

    d. Future data is predicted for budgets or cash flow reports.

ANSWER:	d
RATIONALE:	Correct. Past data is collected for performance reports, and current data is collected for operational reports. In addition, future data is predicted for budgets or cash flow reports. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

35. In a management information system, structuring the data component to define what type of data is collected and in what form is usually easy if an organization has _____.

    a. defined its strategic goals, objectives, and critical factors

    b. laid out the cause of any past failure due to conflicting objectives and indefinite targets

    c. focused on its competitors in the market rather than on the critical success factors

    d. employees who are aware of the current marketing strategies

ANSWER:	a
RATIONALE:	Correct. If an organization has defined its strategic goals, objectives, and critical success factors, then structuring the data component to define what type of data is collected and in what form is usually easy. On the other hand, if there are conflicting goals and objectives or the company is not aware of critical success factors, many problems in data collection can occur, which affects an information system's reliability and effectiveness. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM

Chapter 1 - Information Systems: An Overview

DATE MODIFIED: 7/23/2018 12:24 PM

36. Database management systems _____.
    a. are used to create, organize, and manage databases
    b. improve routing and delivery schedules of databases
    c. are written for specific database applications
    d. include transaction-processing reports for database analysis

ANSWER:	a
RATIONALE:	Correct. To create, organize, and manage databases, a database management system (DBMS) is used, such as Microsoft Access or FileMaker Pro for home or small-office use. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components Computer literacy
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

37. Microsoft Access is an example of a(n) _____.
    a. operational resource toolkit system
    b. enterprise resource planning system
    c. database management system
    d. knowledge management system

ANSWER:	c
RATIONALE:	Correct. To create, organize, and manage databases, a database management system is used, such as Microsoft Access or FileMaker Pro for home or small-office use. A database, the heart of an information system, is a collection of all relevant data organized in a series of integrated files. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

38. _____ is a database management system (DBMS) that is suitable for a large organization.

a. Microsoft Access

b. FileMaker Pro

c. Oracle

d. Java

ANSWER:	c
RATIONALE:	Correct. Microsoft Access and FileMaker Pro are examples of DBMSs that are suitable for home or small-office use. In a large organization, a DBMS such as Oracle or IBM DB2 might be used. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

39. The purpose of an information system's _____ component is generating the most useful type of information for making decisions.

a. process

b. internal data

c. external data

d. database

ANSWER:	a
RATIONALE:	Correct. The purpose of an information system's process component is generating the most useful type of information for making decisions. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

40. The _____ component of an information system consists of raw facts and by itself is difficult to use for making decisions.

a. cache

b. kernel

c. data

d. process

ANSWER:	c
RATIONALE:	Correct. Data consists of raw facts and by itself is difficult to use for making decisions. Information-the output of an information system-consists of facts that have been analyzed by the process component and are therefore more useful to the management information system user. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss the differences between data and information.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.06
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

41. In the context of the major components of an information system, which is a difference between information and data?
    a. Unlike data, information is considered the input to an information system.
    b. Unlike data, information can be collected in aggregated and disaggregated forms.
    c. Unlike data, information by itself is difficult to use for making decisions.
    d. Unlike data, information consists of facts that have been analyzed by the process component.

ANSWER:	d
RATIONALE:	Correct. Unlike data, information-the output of an information system-consists of facts that have been analyzed by the process component and are therefore more useful to the management information system user. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	Discuss the differences between data and information.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.06
TOPICS:	Information system components
KEYWORDS:	Analyze
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

42. Which is essential for information to be useful?
    a. Relevance
    b. Summarization
    c. Language independence
    d. Data variability

ANSWER:	a
RATIONALE:	Correct. To be useful, information must have the following qualities: timeliness,

integration with other data and information, consistency and accuracy, and relevance. If information lacks any of these qualities, the results are incorrect decisions, misallocation of resources, and overlooked windows of opportunity. See 1-5: Major Components of an Information System

POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss the differences between data and information.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.06
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

43. To be useful, information systems should _____.
    a. use command line user interfaces
    b. generate raw data, which can be used for decision making
    c. produce information in different formats
    d. not use rumors, unconfirmed reports, and stories

ANSWER:	c
RATIONALE:	Correct. To be useful, information systems should produce information in different formats, including graphics (e.g., pie charts and bar graphs), tables, and exception reports, which highlight information that is outside a specified range. Supplying information in a variety of formats increases the likelihood of users understanding and being able to use the information. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

44. Truzan Creations, one of the leading names in the handicraft industry, recently launched a new artifact in the market. The company uses a database to store information on the number of products manufactured, the weekly sales, the list of suppliers, and the profits achieved. The process component of the information system is used to conduct analysis on the data to generate information about sales. Which can be used by Truzan Creations to generate predictions for its next sales period?
    a. Forecasting models
    b. Estimation graphs
    c. Modeling charts
    d. Theoretical hypotheses

ANSWER:	a
RATIONALE:	Correct. Truzan Creations can use forecasting models to generate predictions for the next sales period. An information system can include a wide range of models to support all levels of decision making. Users should be able to query an information system and generate a variety of reports. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Apply
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

45. The four Ms of resources in information systems are _____.

    a. management, motivation, manpower, and monitoring

    b. materials, money, modeling, and monitoring

    c. manpower, machinery, materials, and money

    d. manpower, monitoring, movement, and modeling

ANSWER:	c
RATIONALE:	Correct. Timely, relevant, and accurate information is a critical tool for enhancing a company's competitive position in the marketplace and managing the four Ms of resources: manpower, machinery, materials, and money. To manage these resources, different types of information systems have been developed. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

46. Which statement is true of an intranet?

    a. It is a network within an organization that uses Internet protocols and technologies.

    b. It is a network that covers a wide area with the help of rented telecommunication lines.

    c. It is a network where a computer is connected to the Internet and acts as a gateway for other devices.

    d. It is a widely available public network of interconnected computer networks.

ANSWER:	a
RATIONALE:	Correct. An intranet is a network within an organization that uses Internet protocols and technologies for collecting, storing, and disseminating useful information that supports business activities such as sales, customer service, human resources, and marketing. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

47. A personnel information system (PIS) helps in _____.

    a. choosing the best job candidate

    b. improving transportation budgeting

    c. calculating product costs

    d. determining portfolio structures

ANSWER:	a
RATIONALE:	Correct. A PIS helps in choosing the best job candidate. Web technologies have played a major role in improving the efficiency and effectiveness of human resource departments. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

48. Decisions related to scheduling and assigning employees can be supported by a _____.

    a. manufacturing information system

    b. personnel information system

    c. financial information system

    d. logistics information system

ANSWER:	b
RATIONALE:	Correct. Decisions related to scheduling and assigning employees can be supported by a personnel information system (PIS). A PIS is designed to provide information that helps decision makers in personnel carry out their tasks more effectively. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:48 PM

49. A _____ provides reports and statistics on employee demographics.
    a. manufacturing information system
    b. marketing information system
    c. logistics information system
    d. personnel information system

ANSWER:	d
RATIONALE:	Correct. A personnel information system (PIS) provides reports and statistics on employee demographics. A PIS is designed to provide information that helps decision makers in personnel carry out their tasks more effectively. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

50. Which statement is true of a personnel information system (PIS) in an organization?
    a. It helps make decisions related to allocating human and financial resources.
    b. It helps make decisions related to reducing the cost of transporting materials.
    c. It helps make decisions related to increasing product quality.
    d. It helps make decisions related to minimizing capital investment risks.

ANSWER:	a
RATIONALE:	Correct. A PIS helps make decisions related to allocating human and financial resources. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

51. Which decision is supported by a logistics information system (LIS)?
    a. Predicting an organization's future personnel needs
    b. Minimizing capital investment risks
    c. Determining portfolio structures
    d. Selecting the best modes of transportation

ANSWER:	d
RATIONALE:	Correct. Decisions related to selecting the best modes of transportation is supported by an LIS. It also supports decisions related to improving routing and delivery schedules, improving transportation budgeting, and improving shipment planning. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

52. Which is a difference between a logistics information system (LIS) and a financial information system (FIS)?
    a. An LIS supports decisions related to space utilization, whereas an FIS supports decisions related to scheduling and assigning employees.
    b. An LIS supports decisions related to monitoring cost trends, whereas an FIS supports decisions related to product cost calculations.
    c. An LIS supports decisions related to improving budget allocation, whereas an FIS supports decisions related to allocating human and financial resources.

    d. An LIS supports decisions related to improving shipment planning, whereas an FIS supports decisions related to determining portfolio structures.

ANSWER:	d
RATIONALE:	Correct. An LIS supports decisions related to improving shipment planning, whereas an FIS supports decisions related to determining portfolio structures. Timely, relevant, and accurate information is a critical tool for enhancing a company's competitive position in the marketplace and managing the four Ms of resources: manpower, machinery, materials, and money. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Analyze
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

53. Which decision is supported by a manufacturing information system (MFIS)?

    a. Determination of portfolio structures

    b. Analysis of price changes and discounts

    c. Improvement of routing and delivery schedules

    d. Monitoring of cost trends

ANSWER:	b
RATIONALE:	Correct. Analysis of price changes and discounts is carried out by an MFIS. MFISs can perform many types of analysis with a high degree of timeliness and accuracy. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

54. Which decision is supported by a financial information system (FIS)?

    a. Determining portfolio structures

    b. Choosing the best job candidate

  c. Improving routing and delivery schedules

  d. Analyzing sales personnel

ANSWER:	a
RATIONALE:	Correct. FISs support decision making related to determining portfolio structures. Other decisions supported by an FIS are improving budget allocation, minimizing capital investment risks, monitoring cost trends, and managing cash flows. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

55. Which system supports sales forecasting?

  a. Logistics information systems

  b. Personnel information systems

  c. Marketing information systems

  d. Financial information systems

ANSWER:	c
RATIONALE:	Correct. A marketing information system (MKIS) supports sales forecasting. MKISs are used to improve marketing decisions. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

56. According to Michael Porter, which strategy can be followed by an organization to successfully compete in the marketplace?

  a. Groupthink

  b. Brainstorming

    c. Simulation

    d. Focus

ANSWER:	d
RATIONALE:	Correct. Michael Porter, a professor at Harvard Business School, identified three strategies for successfully competing in the marketplace: overall cost leadership, differentiation, and focus. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss how information technologies are used to gain a competitive advantage.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.08
TOPICS:	Information systems and competitive advantage
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

57. _____ strategy was identified by Michael Porter, a professor at Harvard Business School, for successfully competing in the marketplace.

    a. Transformational leadership

    b. Differentiation

    c. Groupthink collaboration

    d. Simulation

ANSWER:	b
RATIONALE:	Correct. Michael Porter, a professor at Harvard Business School, identified three strategies for successfully competing in the marketplace: overall cost leadership, differentiation, and focus. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss how information technologies are used to gain a competitive advantage.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.08
TOPICS:	Information systems and competitive advantage
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

58. In the context of using information technologies for a competitive advantage, which statement is true of a bottom-line strategy?

    a. It focuses on improving efficiency by reducing overall costs.

    b. It focuses on generating new revenue by offering new products and services.

    c. It focuses on enhancing rivalry among existing competitors.

    d. It focuses on helping different market segments achieve a cost advantage.

ANSWER:	a

RATIONALE:	Correct. Information technologies can help bottom-line and top-line strategies. The focus of a bottom-line strategy is to improve efficiency by reducing overall costs. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss how information technologies are used to gain a competitive advantage.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.08
TOPICS:	Information systems and competitive advantage
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

59. In the context of using information technologies for a competitive advantage, which statement is true of a top-line strategy?
    a. It focuses on generating new revenue by offering new products and services.
    b. It focuses on improving efficiency by reducing overall costs.
    c. It focuses on refining operations by using latest technologies.
    d. It focuses on helping different market segments achieve technological advancement.

ANSWER:	a
RATIONALE:	Correct. A top-line strategy focuses on generating new revenue by offering new products and services to customers or increasing revenue by selling existing products and services to new customers. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss how information technologies are used to gain a competitive advantage.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.08
TOPICS:	Information systems and competitive advantage
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

60. In the context of using information technologies for a competitive advantage, a top-line strategy focuses on:
    a. helping different market segments achieve technological advancement.
    b. improving efficiency by reducing overall costs.
    c. refining operations by using latest technologies.
    d. increasing revenue by selling existing products to new customers.

ANSWER:	d
RATIONALE:	Correct. A top-line strategy focuses on generating new revenue by offering new products and services to customers or increasing revenue by selling existing products and services to new customers. For example, e-commerce businesses are adapting business models to reduce distribution costs dramatically. See 1-6: Using Information Systems and

	Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss how information technologies are used to gain a competitive advantage.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.08
TOPICS:	Information systems and competitive advantage
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

61. A _____, identified by Michael Porter, helps organizations make their products and services distinct from their competitors.

    a. simulation strategy

    b. leadership strategy

    c. focus strategy

    d. differentiation strategy

ANSWER:	d
RATIONALE:	Correct. For differentiation strategies, organizations try to make their products and services different from their competitors. Apple has been successful with this strategy by designing its computers to look very different than PCs and focusing on its computers' ease of use. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss how information technologies are used to gain a competitive advantage.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.08
TOPICS:	Information systems and competitive advantage
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

62. _____ is high when customers have many choices and low when they have few choices.

    a. Buyer power

    b. Threat of new services

    c. Rivalry among existing customers

    d. Risk of substitute products

ANSWER:	a
RATIONALE:	Correct. Buyer power is high when customers have many choices and low when they have few choices. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the Five Forces Model and strategies for gaining a competitive advantage.

QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.09
TOPICS:	Five Forces Model
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

63. In the context of Porter's Five Forces Model, an organization limits buyers' choices by:

    a. encouraging the use of the Internet to gather information about products.

    b. launching duplicate products or services in the marketplace.

    c. offering services that make it difficult for customers to switch.

    d. charging market competitive rates for its products or services.

ANSWER:	c
RATIONALE:	Correct. Typically, organizations try to limit buyers' choices by offering services that make it difficult for customers to switch, which is essentially using a differentiation strategy. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the Five Forces Model and strategies for gaining a competitive advantage.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.09
TOPICS:	Five Forces Model
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

64. In the context of Porter's Five Forces Model, which is a difference between buyer power and supplier power?

    a. Buyer power is low when customers have many choices, whereas supplier power is low when customers have fewer options.

    b. Buyer power is high when customers have few choices, whereas supplier power is high when customers have more options.

    c. Buyer power is low when customers have many options, whereas supplier power is low when customers have more choices.

    d. Buyer power is high when customers have many choices, whereas supplier power is high when customers have fewer options.

ANSWER:	d
RATIONALE:	Correct. Buyer power is high when customers have many choices and low when they have few choices. Supplier power is high when customers have fewer options and low when customers have more options. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	Explain the Five Forces Model and strategies for gaining a competitive advantage.

QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.09
TOPICS:	Five Forces Model
KEYWORDS:	Analyze
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

65. In the context of IT jobs, a _____ must have knowledge and understanding of data warehouse and data-mining tools.

    a. systems mining analyst

    b. data design officer

    c. web strategist

    d. database administrator

ANSWER:	d
RATIONALE:	Correct. A database administrator (DBA) is responsible for database design and implementation. Additionally, a DBA should have knowledge and understanding of data warehouses and data-mining tools. See 1-7: The IT Job Market
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Review the IT job market.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.10
TOPICS:	Information technology careers
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

66. _____ refers to computing devices everywhere with different sizes and power and accessed through multiple formats such as voice, touch, and gesture.

    a. Ubiquitous computing

    b. Cloud computing

    c. Context aware computing

    d. Pervasive computing

ANSWER:	a
RATIONALE:	Correct. Ubiquitous computing refers to computing devices everywhere with different sizes and power and accessed through multiple formats such as voice, touch, and gesture. See 1-8: Outlook for the FutureOutlook for the Future
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the future outlook of information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.11
TOPICS:	Information technology industry

	Computing trends
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

67. _____ refers to building and integrating analytics capabilities into all everyday business activities.
    a. Pervasive analytics

    b. Artificial intelligence

    c. Business analytics

    d. Business intelligence

ANSWER:	a
RATIONALE:	Correct. Pervasive analytics is building and integrating analytics capabilities into all everyday business activities. See 1-8: Outlook for the Future
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the future outlook of information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.11
TOPICS:	Information technology industry
	Computing trends
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

68. _____ computing refers to widespread applications and deployment of devices that know users, their devices, and their locations and serve as intelligent assistants to businesses and individuals.
    a. Context aware

    b. Cloud

    c. Ubiquitous

    d. Pervasive

ANSWER:	a
RATIONALE:	Correct. Context aware computing refers to widespread applications and deployment of devices that know users, their devices, and their locations and serve as intelligent assistants to businesses and individuals. See 1-8: Outlook for the Future
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the future outlook of information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.11
TOPICS:	Information technology industry
	Computing trends
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM

DATE MODIFIED: 7/23/2018 12:24 PM

69. For the past 60 years, _____ have been applied to structured tasks such as record keeping, simple clerical operations, and inventory control.

    a. object-oriented-modelling systems

    b. procedural-programming systems

    c. business-analysis systems

    d. transaction-processing systems

ANSWER:	d
RATIONALE:	For the past 60 years, transaction-processing systems have been applied to structured tasks such as record keeping, simple clerical operations, and inventory control. Payroll, for example, was one of the first applications to be automated. See 1-3: The Beginning: Transaction-Processing Systems
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Define transaction-processing systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.03
TOPICS:	Transaction processing systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:49 PM

70. A _____ is an organized integration of hardware and software technologies, data, processes, and human elements designed to produce timely, integrated, relevant, accurate, and useful information for decision-making purposes.

    a. management information system

    b. transaction-processing system

    c. sequential processing system

    d. data warehousing system

ANSWER:	a
RATIONALE:	A management information system (MIS) is an organized integration of hardware and software technologies, data, processes, and human elements designed to produce timely, integrated, relevant, accurate, and useful information for decision-making purposes. Many MIS applications are used in both the private and public sectors. See 1-4: Management Information Systems
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Define management information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.04
TOPICS:	Management information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM

DATE MODIFIED: 7/23/2018 12:24 PM

71. An information system collects past data for performance reports and current data for operational reports. This shows that the data component of the information system has a(n) _____.

    a. time orientation

    b. phase orientation

    c. log orientation

    d. active orientation

ANSWER:	a
RATIONALE:	In this case, the data component of the information system has a time orientation. For example, past data is collected for performance reports, and current data is collected for operational reports. In addition, future data is predicted for budgets or cash flow reports. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

72. A(n) _____, the heart of an information system, is a collection of all relevant facts organized in a series of integrated files.

    a. procedure

    b. database

    c. process

    d. object

ANSWER:	b
RATIONALE:	A database, the heart of an information system, is a collection of all relevant data organized in a series of integrated files. A comprehensive database is essential for the success of any information system. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

73. Users need to be able to make use of _____, such as rumors, unconfirmed reports, and stories, when solving problems.
    a. informal information
    b. interfacing data
    c. prescribed information
    d. formal data

ANSWER:	a
RATIONALE:	In addition to the formal information that an information system generates, users need to be able to make use of informal information-such as rumors, unconfirmed reports, and stories-when solving problems. Supplying information in a variety of formats increases the likelihood of users understanding and being able to use the information. See 1-5: Major Components of an Information System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss the differences between data and information.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.06
TOPICS:	Information system components Business intelligence
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

74. Computer networks, database systems, point-of-sale (POS) systems, etc., are few examples of information technologies that support information systems in _____.
    a. orientation focusing
    b. strategic planning
    c. decision making
    d. consumer building

ANSWER:	c
RATIONALE:	Computer networks, database systems, POS systems, etc., are few examples of information technologies that support information systems in decision making. Information systems are designed to collect data, process the collected data, and deliver timely, relevant, and useful information that can be used for making decisions. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM

DATE MODIFIED: 7/23/2018 12:49 PM

75. A _____ is designed to reduce the cost of transporting materials while maintaining safe and reliable delivery.

    a. logistics information system

    b. personnel information system

    c. manufacturing information system

    d. marketing information system

ANSWER:	a
RATIONALE:	A logistics information system (LIS) is designed to reduce the cost of transporting materials while maintaining safe and reliable delivery. An LIS supports decisions related to improvement of routing and delivery schedules, selection of the best modes of transportation, improvement in transportation budgeting, and improvement of shipment planning. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

76. A _____ is typically used to support decisions related to managing an organization's cash flows.

    a. marketing information system

    b. logistics information system

    c. manufacturing information system

    d. financial information system

ANSWER:	d
RATIONALE:	A financial information system (FIS) is typically used to support decisions related to managing an organization's cash flows. The goal of an FIS is to provide information to financial executives in a timely manner. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems Information technologies
KEYWORDS:	Remember

Chapter 1 - Information Systems: An Overview

DATE CREATED: 6/6/2018 3:56 PM
DATE MODIFIED: 7/23/2018 12:50 PM

77. A comprehensive framework called the _____ was created by Harvard Business School's Michael Porter for analyzing an organization, its position in the marketplace, and how information systems could be used to make the organization more competitive.

  a. Five Forces Model

  b. Six Sigma Model

  c. Three Pyramid Model

  d. Four Resources Model

ANSWER: a
RATIONALE: Harvard Business School's Michael Porter created a comprehensive framework called the Five Forces Model for analyzing an organization, its position in the marketplace, and how information systems could be used to make the organization more competitive. See 1-6: Using Information Systems and Information Technologies
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain the Five Forces Model and strategies for gaining a competitive advantage.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.01.09
TOPICS: Five Forces Model
KEYWORDS: Remember
DATE CREATED: 6/6/2018 3:56 PM
DATE MODIFIED: 7/23/2018 12:24 PM

78. _____ is one of the forces of the Five Forces Model created by Michael Porter.

  a. Rivalry among customers

  b. Government regulations

  c. Threat of new entrants

  d. Taxable services

ANSWER: c
RATIONALE: The five forces in the Five Forces Model created by Michael Porter are buyer power, supplier power, threat of substitute products or services, threat of new entrants, and rivalry among existing competitors. See 1-6: Using Information Systems and Information Technologies
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain the Five Forces Model and strategies for gaining a competitive advantage.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.01.09
TOPICS: Five Forces Model
KEYWORDS: Remember
DATE CREATED: 6/6/2018 3:56 PM

DATE MODIFIED: 7/23/2018 12:24 PM

79. According to Porter's Five Forces Model, _____ is low when customers have more options.
  a. supplier power
  b. buyer power
  c. new entrant power
  d. competitor power

ANSWER:	a
RATIONALE:	According to Porter's Five Forces Model, supplier power is high when customers have fewer options and low when customers have more options. Organizations might use information systems to make their products and services cheaper or to offer more services in order to distinguish themselves from competitors. See 1-6: Using Information Systems and Information Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the Five Forces Model and strategies for gaining a competitive advantage.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.09
TOPICS:	Five Forces Model
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

80. In the context of the IT job market, the top information systems job belongs to the _____.
  a. computer programmer
  b. systems analyst
  c. webmaster
  d. chief technology officer

ANSWER:	d
RATIONALE:	The top information systems job belongs to either the chief technology officer or the chief information officer. This person oversees long-range planning and keeps an eye on new developments in the field that can affect a company's success. See 1-7: The IT Job Market
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Review the IT job market.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.10
TOPICS:	Information technology careers
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:50 PM

81. In the context of IT jobs in the information systems field, a _____ is typically responsible for providing network and

cybersecurity.

    a. network administrator

    b. cyber police

    c. network programmer

    d. cyber activist

ANSWER:	a
RATIONALE:	In the context of IT jobs in the information systems field, a network administrator is typically responsible for providing network and cybersecurity. This person oversees a company's internal and external network systems, designing and implementing network systems that deliver correct information to the right decision maker in a timely manner. See 1-7: The IT Job Market
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Review the IT job market.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.10
TOPICS:	Information technology careers
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

82. In the context of IT jobs in the information systems field, a _____ is responsible for database design and implementation.

    a. database administrator

    b. database programmer

    c. database strategist

    d. database developer

ANSWER:	a
RATIONALE:	In the context of IT jobs in the information systems field, a database administrator (DBA) is responsible for database design and implementation. Additionally, a DBA should have knowledge and understanding of data warehouses and data-mining tools. See 1-7: The IT Job Market
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Review the IT job market.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.10
TOPICS:	Information technology careers
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

83. In the context of IT jobs in the information systems field, a _____ designs and maintains an organization's Web site.

a. web designer

b. webmaster

c. web developer

d. web host provider

ANSWER:	b
RATIONALE:	In the context of IT jobs in the information systems field, a webmaster designs and maintains an organization's Web site. Because of the popularity of e-commerce applications, webmasters have been in high demand. See 1-7: The IT Job Market
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Review the IT job market.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.10
TOPICS:	Information technology careers
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:51 PM

Essay

84. Discuss how information systems are useful for students.

ANSWER:	Answers will vary. Students use computers and office suite software and might take online classes. Computers are often used to grade exam answers and generate detailed reports comparing the performance of each student in a class. Computers and information systems also calculate grades and GPAs and can deliver this information to the students.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Computer uses Information systems importance
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

85. Explain how banks use computers and information systems.

ANSWER:	Answers will vary. Banks use computers and information systems for generating customers' monthly statements, running ATM machines, and for many other banking activities.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	Essay

Chapter 1 - Information Systems: An Overview

HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Computer uses
	Information systems importance
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

86. Explain personal digital assistants (PDAs).

ANSWER:	Answers will vary. Many workers are now telecommuters who perform their jobs at home, and others often use their PDAs to conduct business while on the go. The most common PDA is a smartphone (such as an iPhone, Droid, or a Blackberry). A typical PDA includes a calendar, address book, and task-listing programs; more advanced PDAs often allow for wireless connection to the Internet and have built-in MP3 players.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Information systems
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

87. Explain how organizations use social networking sites.

ANSWER:	Answers will vary. Organizations use social networking sites to give customers up-to-date information and how-to support via videos. These sites can reduce organizations' costs by providing an inexpensive medium for targeting a large customer base.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Computer uses
	Information systems importance
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

88. Describe how information systems differ from information technologies.

ANSWER:	Answers will vary. Information systems are broader in scope than information technologies, but the two overlap in many areas. Both are used to help organizations be more competitive and to improve their overall efficiency and effectiveness. Information technologies offer many advantages for improving decision making but involve some

	challenges, too, such as security and privacy issues.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss common applications of computers and information systems.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.01
TOPICS:	Information systems Information systems importance
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

89. Explain what a knowledge worker should know to understand the role of information in generating and using business intelligence.

ANSWER:	Answers will vary. Knowledge workers need two types of knowledge to be competitive in the workplace: computer literacy and information literacy. Knowledge workers should know the following: a. Internal and external sources of data b. How data is collected c. Why data is collected d. What type of data should be collected e. How data is converted to information and eventually to business intelligence f. How data should be indexed and updated g. How data and information should be used to gain a competitive advantage
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the differences between computer literacy and information literacy.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.02
TOPICS:	Information literacy Business intelligence
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

90. Give an example of how a management information system (MIS) can be used in the public sector.

ANSWER:	Answers will vary. In the public sector, an MIS for a police department, for example, could provide information such as crime statistics, crime forecasts, and allocation of police units. Management can examine these statistics to spot increases and decreases in crime rates or types of crimes and analyze this data to determine future deployment of law enforcement personnel.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Define management information systems.
QUESTION TYPE:	Essay

HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.04
TOPICS:	Management information systems
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

91. Describe a database, and explain its role in an information system.

ANSWER:	Answers will vary. A database, the heart of an information system, is a collection of all relevant data organized in a series of integrated files. A comprehensive database is essential for the success of any information system. To create, organize, and manage databases, a database management system (DBMS) is used, such as Microsoft Access or FileMaker Pro for home or small-office use. In a large organization, a DBMS such as Oracle or IBM DB2 might be used.
	Databases are also important for reducing personnel time needed to gather, process, and interpret data manually. With a computerized database and a DBMS, data can be treated as a common resource that is easy to access and use.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

92. Briefly explain the purpose of an information system's process component.

ANSWER:	Answers will vary. The purpose of an information system's process component is generating the most useful type of information for making decisions. This component generally includes transaction-processing reports and models for decision analysis that can be built into the system or accessed from external sources.
	An information system can include a wide range of models to support all levels of decision making. Users should be able to query an information system and generate a variety of reports. In addition, an information system should be able to grow with the organization so users can redefine and restructure models and incorporate new information into their analyses.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the four major components of an information system.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.05
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM

DATE MODIFIED: 7/23/2018 12:24 PM

93. In the context of the major components of an information system, describe the factors affecting the usefulness of information.

ANSWER:	Answers will vary. The quality of information is determined by its usefulness to users, and its usefulness determines the success of an information system. To be useful, information must have the following qualities: a. Timeliness b. Integration with other data and information c. Consistency and accuracy d. Relevance If information lacks any of these qualities, the results are incorrect decisions, misallocation of resources, and overlooked windows of opportunity. If the system cannot give users a minimum level of confidence in its reliability, it will not be used or users might dismiss the reports it generates. Information must provide either a base for users to explore different options or insight into tasks. Another factor affecting the usefulness of information is the information system's user interface. Because this interface must be flexible and easy to use, most information systems make use of graphical user interfaces, with features such as menus and buttons. To be useful, information systems should also produce information in different formats, including graphics (e.g., pie charts and bar graphs), tables, and exception reports, which highlight information that is outside a specified range. Supplying information in a variety of formats increases the likelihood of users understanding and being able to use the information.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss the differences between data and information.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.06
TOPICS:	Information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

94. Describe how a personnel information system (PIS) helps decision makers.

ANSWER:	Answers will vary. A personnel information system (PIS) or human resource information system (HRIS) is designed to provide information that helps decision makers in personnel carry out their tasks more effectively. A PIS/HRIS supports the following decisions, among others: a. Choosing the best job candidate b. Scheduling and assigning employees c. Predicting the organization's future personnel needs d. Providing reports and statistics on employee demographics e. Allocating human and financial resources
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Essay

Chapter 1 - Information Systems: An Overview

HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems
	Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

95. Explain the main difference between an intranet and the Internet.

ANSWER:	Answers will vary. The main difference between an intranet and the Internet is that an intranet is private and the Internet is public. An intranet is a network within an organization that uses Internet protocols and technologies for collecting, storing, and disseminating useful information that supports business activities such as sales, customer service, human resources, and marketing.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems
	Information technologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

96. Describe a manufacturing information system (MFIS).

ANSWER:	Answers will vary. An MFIS is used to manage manufacturing resources so that companies can reduce manufacturing costs, increase product quality, and make better inventory decisions. MFISs can perform many types of analysis with a high degree of timeliness and accuracy. An MFIS supports the following decisions, among others: a. Ordering decisions b. Product cost calculations c. Space utilization d. The bid evaluation process used with vendors and suppliers e. Analysis of price changes and discounts
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the importance and applications of information systems in functional areas of a business.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information systems
	Information technologies
KEYWORDS:	Understand

DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

97. In the context of using information technologies for a competitive advantage, explain the difference in focus for a bottom-line strategy and a top-line strategy.

ANSWER:	Answers will vary. The focus of a bottom-line strategy is improving efficiency by reducing overall costs. A top-line strategy focuses on generating new revenue by offering new products and services to customers or increasing revenue by selling existing products and services to new customers.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss how information technologies are used to gain a competitive advantage.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.08
TOPICS:	Information systems and competitive advantage
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

98. Describe the threat of substitute products or services. Explain how organizations fight this threat.

ANSWER:	Answers will vary. The threat of customers choosing substitute products or services is high when many alternatives to an organization's products or services are available. Some organizations add services-such as Amazon's personalized recommendations-to make their positions in the marketplace more distinctive. Other organizations use fees to discourage customers from switching to a competitor, such as cell phone companies adding charges for switching to another provider before the customer contract is up.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the Five Forces Model and strategies for gaining a competitive advantage.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.09
TOPICS:	Five Forces Model
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

99. Explain how an organization can combat the threat of new entrants.

ANSWER:	Answers will vary. The threat of new entrants into the marketplace is low when duplicating a company's product or service is difficult. Organizations often use focus strategies to ensure that the threat of new entrants remains low. In addition, organizations use information technologies to increase customer loyalty, which reduces the threat of new entrants.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the Five Forces Model and strategies for gaining a competitive advantage.

QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.09
TOPICS:	Five Forces Model
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

100. In the context of the top information systems job, describe the roles of a chief technology officer (CTO) or a chief information officer (CIO) and a chief privacy officer (CPO).

ANSWER:	Answers will vary. The top information systems job belongs to either the CTO or the CIO. This person oversees long-range planning and keeps an eye on new developments in the field that can affect a company's success. Some organizations also have a CPO. This executive position includes responsibility for managing the risks and business impacts of privacy laws and policies.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Review the IT job market.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information technology careers
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

101. Describe the role of a systems analyst and the qualifications required for the position.

ANSWER:	Answers will vary. A systems analyst is responsible for the design and implementation of information systems. In addition to computer knowledge and an information systems background, this position requires a thorough understanding of business systems and functional areas within a business organization.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Review the IT job market.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.07
TOPICS:	Information technology careers
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

102. Describe how networking technology will improve in the future.

ANSWER:	Answers will vary. Networking technology will improve, so connecting computers will be easier, and sending information from one location to another will be faster. Compatibility issues between networks will become more manageable, and integrating voice, data, and

	images on the same transmission medium will improve communication quality and information delivery.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Summarize the future outlook of information systems.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.11
TOPICS:	Computing trends Information technology industry
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM

103. Discuss the impact of Internet growth in the future.

ANSWER:	Answers will vary. By examining various factors related to designing, implementing, and using information systems, it can be predicted that Internet growth will continue, which will put small and large organizations on the same footing, regardless of their financial status. Internet growth will also make e-collaboration easier, despite geographical distances.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Summarize the future outlook of information systems.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.01.11
TOPICS:	Computing trends Information technology industry
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:56 PM
DATE MODIFIED:	7/23/2018 12:24 PM