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Student: _____

1. Having a basic understanding of information systems is good, but not nearly as important as understanding other functional business areas.

True False

2. Information technology can help all kinds of businesses improve the efficiency and effectiveness of their business processes and managerial decision making.

True False

3. One system can be made up of other systems or can be a part of a bigger system.

True False

4. Smoke signals and library card catalogs are examples of an information system.

True False

5. Sew What? attributes their outstanding growth to Web-driven sales.

True False

6. The term "information technology" refers to all of the components and resources necessary to deliver the information and functions of a system to an organization.

True False

7. An information system can use hardware as simple as a pencil and paper to capture and store its data.

True False

8. Gaining a strategic advantage over competition requires the innovative application of information technologies.

True False

9. Integration of business systems allows greater flexibility and provides greater business support than any of the individual systems could provide alone.

True False

10. Most retail stores now use computer-based information systems to keep track of inventory, but few use them to evaluate sales trends.

True False

11. Decision support systems (DSS) provide managerial end users with ad hoc and interactive support of their decision-making processes.

True False

12. Expert systems can serve as consultants to users by providing expert advice in limited subject areas.

True False

13. An *extranet* is an Internet-like network inside the enterprise; an *intranet* is between the enterprise and its trading partners.

True False

14. Enterprise collaboration systems involve the use of software tools to support e-commerce functions with customers and suppliers.

True False

15. A process control system is an example of an operation support system that records and processes data resulting from business transactions.

True False

16. In real-time processing, data are processed immediately after a transaction occurs.

True False

17. Management information systems (MIS) provide information in the form of reports and displays.

True False

18. An information system that supports accounting is an example of a functional business system.

True False

19. Information systems that focus on operational and managerial applications in support of basic business functions, such as accounting, are known as *strategic information systems*.

True False

20. An expert system can provide advice for operational chores, such as equipment diagnostics or loan portfolio management.

True False

21. Mismanagement or misapplication of information systems can ultimately result in business failure.

True False

22. Hershey Foods' \$115 million SAP deployment made the news as a successful rollout.

True False

23. The initial rollout of Hershey Food's ERP system failed miserably. Fortunately, the cost of developing and implementing the system was minimal.

True False

24. A large-scale movement to outsource basic software programming functions to India, the Middle East, and Asia-Pacific countries has resulted because U.S. programmers have been inadequately trained.

True False

25. Falling prices of computer hardware and software should continue to induce more businesses to expand their computerized operations.

True False

26. Increased importance placed on cyber-security will reduce the need for workers skilled in information security.

True False

27. The human body and an oil refinery can both be classified as systems.

True False

28. A home temperature control system is an example of a cybernetic system.

True False

29. A sales manager exercises control when reassigning salespersons to new territories after evaluating feedback about their sales performance.

True False

30. An organization is considered an *open system* when it interfaces and interacts with other systems in its environment.

True False

31. Multiple systems never share an environment; each has its own.

True False

32. Information systems are just like any other system, but their value to the modern organization is unlike any other system ever created.

True False

33. Anyone who uses an information system or the information it produces can be referred to as an end user.

True False

34. Most end users in business are referred to as knowledge workers, people who spend most of their time communicating, collaborating, and creating, using, and distributing information.

True False

35. Optical disks and plastic cards are examples of hardware resources, but paper forms are not.

True False

36. In the context of the information systems model, computer peripherals typically consist of hardware devices, such as keyboards, and productivity tools, such as word processing software.

True False

37. In the context of the information systems model, data resources are typically organized as *databases* and *expert systems*.

True False

38. In the context of the information systems model, information is subjected to a "value-added" process that converts it to data that meet the needs of end users.

True False

39. Data can be thought of as context independent. This means that a list of numbers or name by themselves do not provide an understanding of the context in which they were recorded.

True False

40. Data are raw facts or observations, typically about physical phenomena or business transactions.

True False

41. In information systems activities, the processing of data resources typically takes the form of data entry activities.

True False

42. In information systems activities, a *user interface* commonly refers to a more convenient and efficient method of end-user input and output with a computer system.

True False

43. Calculating employees' pay, federal taxes, and other payroll deductions is a business example of a computerized processing activity.

True False

44. After data has been entered into a computerized information system, it is usually not necessary to correct or update it. That is the benefit of a computerized system—once entered, always correct.

True False

45. According to the Real World case, JetBlue's employees do not need training to utilize the computerized reservation system.

True False

46. According to the Real World case, although the Veterans' Administration suffered a systems failure in September 1997 that affected 17 VA facilities, there was never any threat to patient safety.

True False

47. According to the Real World case, the September 2007 system failure at the 17 Veterans' Administration facilities severely interfered with the normal operations, inpatient and outpatient care, pharmacy, and access to electronic patient records.

True False

48. Information technology can be used to support _____.

- A. product development teams
- B. customer support processes
- C. any other business activity
- D. All the choices are correct.

49. In its simplest form, a system consists of all the following *except*:

- A. A group of cooperative users
- B. A set of interrelated components
- C. A clearly defined boundary
- D. A common set of objectives

50. All of the following are considered computer hardware technology *except*:

- A. Operating system software
- B. Microcomputers
- C. Keyboards
- D. Printers

51. How do information systems aid in decision making?

- A. Information systems help companies determine investments.
- B. Information systems help companies determine which products to sell or discontinue.
- C. Information systems can be used to gain competitive advantage.
- D. All of the choices are correct.

52. All of the following are fundamental reasons for business applications of information technology *except*:

- A. Support of strategies for competitive advantage
- B. Support of business processes and operations
- C. Compliance with environmental regulations
- D. Decision making support

53. The expanding role of information systems from the 1950s to the present, in sequential order, are:

- A. Management reporting, decision support, electronic business and commerce, data processing, strategic and end user support
 B. Data processing, management reporting, strategic and end user support, electronic business and commerce, decision support
 C. Data processing, management reporting, decision support, strategic and end user support, electronic business and commerce
 D. Electronic business and commerce, management reporting, data processing, strategic and end user support, decision support
54. The rapid development of microcomputer processing power, application software packages, and telecommunications networks gave birth to the phenomenon of _____.
- A. manufacturer-to-public direct sales
 B. MIS departments
 C. end user computing
 D. electronic monitoring
55. Which of the following is a false statement?
- A. Today's information systems are doing the same basic things that they did over 40 years ago.
 B. Today there is a much higher level of integration of system functions.
 C. Today there is greater connectivity across dissimilar system components.
 D. None of the statements is false.
56. Companies generally rely on e-business applications to do all of the following *except*:
- A. Re-engineer internal business processes
 B. Implement electronic commerce systems
 C. Monitor employee productivity
 D. Promote enterprise collaboration among business teams and workgroups
57. In an e-business enterprise, an *intranet* refers to:
- A. An Internet-like network inside the enterprise
 B. A network between an enterprise and its trading partners
 C. A network between the members of a single workgroup
 D. All the choices are correct.
58. E-business uses Internet technologies to work and empower _____.
- A. business processes
 B. electronic commerce
 C. collaboration among business teams
 D. All of the choices are correct.
59. E-commerce _____.
- A. involves buying, selling, marketing, and servicing of products, services, and information over a variety of computer networks
 B. uses the Internet, intranets, and extranets to support every step of the commercial process, such as multimedia advertising, product information, and customer support
 C. involves Internet security and payment mechanisms that ensure completion of delivery and payment processes
 D. All of the choices are correct.
60. The text classifies information systems as either *operations* or *management support* information systems. Which one of the following would *not* be classified as an operations support system?
- A. Transaction processing systems
 B. Process control systems
 C. Enterprise collaboration systems
 D. Decision support systems
61. The text classifies information systems as either *operations* or *management support* information systems. Which one of the following would *not* be classified as a management support system?
- A. Management Information Systems
 B. Decision Support Systems
 C. Executive Information Systems
 D. Transaction Processing Systems
62. Electronic commerce systems generally include all of the following *except*:
- A. Internet websites for online sales
 B. Direct links to credit reporting services
 C. Extranet access of inventory databases
 D. Intranets that allow sales reps to access customer records
63. Process control systems monitor and control _____ processes.
- A. physical
 B. transactional
 C. inter-departmental
 D. mechanical
64. A system that manages petroleum refining, power generation, and steel production systems is an example of a(n) _____.
- A. transaction processing system

- B. decision support system
 C. enterprise collaboration system
 D. process control system
65. A nuclear power plant uses electronic sensors linked to computers to continually monitor processes and make instant (real-time) adjustments that control the power generation process. This is an example of a(n) _____.
- A. transaction processing system
 B. decision support system
 C. enterprise collaboration system
 D. process control system
66. When employees in a project team use email to send and receive messages and use video conferences to hold electronic meetings and coordinate their activities, they are using _____.
- A. transaction processing systems
 B. process control systems
 C. enterprise collaboration systems
 D. decision support systems
67. An information system that handles sales and inventory processing, and processes daily business updates would be classified as a(n) _____.
- A. a transaction processing system
 B. a decision support system
 C. a management information system
 D. an executive information system
68. A database of customer purchases that provides end-user managers with interactive and ad hoc decision-making support is referred to as _____.
- A. a transaction processing system
 B. a decision support system
 C. an information reporting system
 D. an executive information system
69. A production manager needs a system to help determine how much product to manufacture based on the expected sales associated with a future promotion, plus the location and availability of the raw materials necessary to manufacture the product. What type of system would meet this manager's needs?
- A. Transaction processing system
 B. Process control system
 C. Enterprise collaboration system
 D. Decision support system
70. When information system applications focus on providing information and support for effective decision making by managers, they are called _____ support systems.
- A. decision
 B. management
 C. collaboration
 D. process
71. A system that provides expert advice and acts as an expert consultant to users, such as a credit application advisor, process monitor, or diagnostic maintenance system, is a(n) _____.
- A. Expert System
 B. Knowledge Management System
 C. Strategic Information System
 D. Functional Business System
72. A system that supports the creation, organization, and dissemination of business knowledge within the enterprise, such as intranet access to best business practices, sales proposal strategies, or customer problem resolutions is a(n) _____.
- A. Expert System
 B. Knowledge Management System
 C. Strategic Information System
 D. Functional Business System
73. An information system that provides intranet access to best business practices, sales proposal strategies, or customer problem resolutions would be classified as a(n) _____.
- A. Expert System
 B. Knowledge Management System
 C. Strategic Information System
 D. Functional Business System
74. A system that supports operations or management processes that provide a firm with strategic products, services, and capabilities for competitive advantage, such as online stock trading, shipment tracking, and e-commerce Web systems is a(n) _____.
- A. Expert System
 B. Knowledge Management System

- C. Strategic Information System
- D. Functional Business System

75. An information system that supports the business functions of accounting, finance, human resource management, marketing, or operations would be classified as a(n) _____ system.
- A. functional business
 - B. executive information
 - C. management information
 - D. decision support
76. Information systems that focus on operational and managerial applications in support of basic business functions, such as accounting or marketing, are known as _____.
- A. functional business systems
 - B. strategic information systems
 - C. executive information systems
 - D. knowledge management systems
77. Most information systems are designed to _____.
- A. produce information and support decision making
 - B. handle record-keeping
 - C. handle transaction processing chores
 - D. All the choices are correct.
78. Executive information systems (EIS) are tailored to meet the strategic information needs of which of the following management levels?
- A. Top management (strategic)
 - B. Middle management (tactical)
 - C. Lower management (operational)
 - D. All of the choices are correct.
79. Business applications of information systems are typically combinations of several types of information systems. This integration is referred to as _____ systems.
- A. information reporting
 - B. decision support
 - C. cross-functional informational
 - D. end user computing
80. Success in today's dynamic business environment depends heavily on maximizing the use of Internet-based technologies and Web-enabled information systems to meet the competitive requirements of _____.
- A. customers
 - B. suppliers
 - C. business partners
 - D. All of the choices are correct.
81. A functional business system supports all of the following types of applications *except*:
- A. Accounting
 - B. Customer problem resolution
 - C. Marketing
 - D. Human resource management
82. According to the SAP case, the key to success with an ERP system is:
- A. To look at ERP as a one-time implementation.
 - B. To look at ERP as an ongoing investment strategy.
 - C. To avoid ERP systems.
 - D. Human resource management.
83. According to the Agile case,
- A. Agile software allows projects to become cold so that everyone involved has time to consider the project.
 - B. Using Agile, software development is accomplished through lengthy projects.
 - C. Using Agile, the overall concept of the desired system is defined at a high level up front and then developed in iterations of several months or longer.
 - D. With Agile, there is always an impending implementation date: There is never a feeling of being able to relax on a project.
84. Developing an information system solution involves all of the following steps *except*:
- A. Investigation
 - B. Implementation
 - C. Redesign
 - D. Maintenance
85. In the lawsuit filed against Hannaford Brothers, which of the following was not alleged as a reason for filing the suit?
- A. Hannaford has installed inadequate security measures.
 - B. Hannaford did not disclose the security breach to the public quickly enough.

- C. Hannaford sold the data to spammers.
D. All the choices are correct.
86. Recent legislation, entitled the Sarbanes-Oxley Act of 2002 required:
- A. Minimum numbers of information systems professionals to be hired in publicly held firms.
B. Accountants to become proficient in IT, and CPA exams present questions regarding their technology skills.
C. IS and IT course be included in university-level accounting programs.
D. Major changes with regard to auditing practices by public accounting firms and internal control processes within publicly held organizations.
87. The information systems function is equally as important to business success as the function of _____.
- A. accounting
B. operations management
C. human resources management
D. All the choices are correct.
88. In the information systems concept, the *processing* function involves:
- A. Capturing and assembling elements that enter the system to be processed
B. Transformation processes that convert input into output
C. Transferring elements that have been produced by a transformation process to their ultimate destination
D. Monitoring and evaluating feedback to determine whether a system is moving toward the achievement of its goal
89. If a system is one of the components of a larger system, it is considered a(n) _____.
- A. environment
B. feedback loop
C. subsystem
D. interface
90. A system that can change itself or its environment in order to survive is _____ system.
- A. a control
B. a self-monitoring
C. an environmental
D. an adaptive
91. Organizations are examples of _____ systems because they interface and interact with other systems in their environment.
- A. linked
B. open
C. dependent
D. parallel
92. The majority of organizations today would be classified as _____ systems.
- A. open
B. closed
C. open adaptive
D. closed adaptive
93. An information system depends on all of the following resources *except*:
- A. Hardware
B. Software
C. People
D. Networks
E. Time
94. All of the following would be considered a hardware resource *except*:
- A. A microcomputer
B. A keyboard
C. Magnetic and optical disks
D. Programs and procedures
95. All of the following would be considered a software resource in an information system *except*:
- A. A computer operating system
B. A word processing software package
C. A telecommunication network
D. All of the choices are software resources.
96. In an information system context, which one of the following would be the most applicable description of *application software*?
- A. It controls and supports the operations of a computer
B. It consists of programs that direct particular processing activities
C. It consists of operating instructions for people who will use an information system
D. None of the choices are correct.

97. In an information system, alphanumeric data normally takes the form of _____.

- A. numbers and alphabetical characters
- B. sentences and paragraphs
- C. graphic shapes and figures
- D. All of the choices are correct.

98. In an information system, image data normally takes the form of _____.

- A. numbers and alphabetical characters
- B. sentences and paragraphs
- C. graphic shapes and figures
- D. voice and other sounds

99. All of the following are good examples of information *except*:

- A. The social security number of the company's forklift operator
- B. The retail price of blue widgets
- C. How much the company owes to vender number 17
- D. The numbers 1236789, 349875, and 340977

100. Telecommunications networks consist of _____.

- A. computers, the Internet, intranets, and extranets
- B. communications processors
- C. devices interconnected by communication media and controlled by communications software
- D. All of the choices are correct.

101. All of the following normally happens to data during a value-added process *except*:

- A. Their useful life is determined
- B. Their form is aggregated, manipulated, and organized
- C. Their content is analyzed and evaluated
- D. They are placed in a proper context for a human user

102. Which of the following is an example of control of an information system's performance?

- A. A system malfunction wiped out two weeks of student registration records
- B. Programmers created a user friendly input screen for a new system
- C. Subtotals do not add up to total sales; IT staff investigates whether data entry or processing is the problem
- D. An extra \$20 was added to every water bill by mistake

103. Hershey, U.S. D. O. E., Whirlpool, and Nike have all used SAP software to implement what type of information system?

- A. Management Information System
- B. Executive Information System
- C. Transaction Information System
- D. Enterprise Resource Planning

104. The biggest challenge in deploying SAP or any other ERP system is _____.

- A. installing the system
- B. training the users
- C. data conversion
- D. adding new features to the system

105. Sew What?'s information system allows the firm to _____.

- A. provide a web site that accounts for nearly all their recent growth
- B. manage the business and provide outstanding customer support
- C. gain recognition and provide credibility to the general public
- D. All the choices are correct.

106. Marketing and selling books to consumers over the Internet is an example of _____ commerce.

107. A system that controls the industrial processes of an organization would be classified as a(n) _____ support system.

108. An _____ system is an organized combination of people, hardware, software, telecommunications networks, and data resources that collects, transforms, and disseminates information in an organization.

109. With a strategic information system (SIS), information technology becomes an integral part of business processes, products, and _____.

110. _____ is defined as the use of Internet technologies to work and empower business processes, electronic commerce, and

enterprise collaboration within a company and with its customers, suppliers, and other business stakeholders.

111. Enterprise collaboration systems use software tools to support _____ among the members of networked teams and workgroups.

112. During the 1980s and 1990s, information technology helped companies gain a competitive advantage in the global marketplace. This is referred to as the _____ information systems concept.

113. A _____ team uses a corporate intranet and the Internet for electronic mail, videoconferencing, electronic discussion groups, and Web pages of work-in-progress information to collaborate on business projects.

114. Electronic _____ is the buying, selling, marketing, and servicing of products, services, and information over a variety of computer networks.

115. Types of information systems are generally classified as either *operations* support systems or _____ support systems.

116. Transaction processing systems process transactions in two basic ways, _____ processing or real-time.

117. When a manager uses an interactive, computer-based information system to assist in his/her decision making, the manager is using a _____ support system.

118. A system that provides pre-specified reports for the managers of an organization would be classified as a _____ information system.

119. Enterprise collaboration systems enhance team and workgroup communication and productivity, and include applications that are sometimes called office _____ systems.

120. The goal of knowledge management systems (KMS) is to help knowledge workers create, organize, and _____ important business knowledge wherever and whenever it is needed.

121. The success of an information system should be measured by both its efficiency and its _____.

122. The design of an information system application is based on an _____ of the business requirements of an organization.

123. As a manager, you must be aware of what uses of information technology might be considered improper, irresponsible, or harmful to individuals or to society. This dimension of the use of information technology is referred to in the text as an _____ responsibility.

124. A manufacturing system accepts raw materials as input and produces finished goods as output. An information system accepts data as input and processes them into _____ as output.

125. A system with feedback and _____ functions is sometimes called a cybernetic system.

126. The _____ component in a cybernetic system refers to the data about the performance of the system.

127. _____ is data about the performance of a system.

128. _____ involves monitoring and evaluating feedback to determine whether a system is moving toward the achievement of its goal.

129. People, hardware, software, _____, and networks are the five basic resources of information systems.

130. Information processing consists of the system activities of input, processing, output, _____, and control.

131. In the context of the information system model, software resources include the sets of operating instructions called _____, which direct and control computer hardware.

132. In the context of the information systems model, _____ are the operating instructions for the people who will use an information system. Examples are instructions for filling out a paper form or using a software package.

133. Information in various forms is transmitted to end users and made available to them in the _____ activity.

134. A _____ document is the original, formal record of a transaction.

135. _____ is the information systems activity in which data and information are retained in an organized manner for later use.

136. In an information system, the _____ activity would be considered the component that evaluates feedback in order to determine whether the system is moving toward the achievement of its goal.

137. Sew What? runs most of its business on what applications software?

138. In the Real World case, Sew What? lost a big business contract because without a _____ the company lacked credibility.

139. In the Real World case, Megan Duckett identified Sew What? as a _____-centric company.

1 KEY

1. (p. 4) Having a basic understanding of information systems is good, but not nearly as important as understanding other functional business areas.

FALSE

Having a basic understanding of information systems is just as important as understanding other functional business areas.

*AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 2
OBrien - Chapter 01 #1*

2. (p. 4) Information technology can help all kinds of businesses improve the efficiency and effectiveness of their business processes and managerial decision making.

TRUE

*AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 2
OBrien - Chapter 01 #2*

3. (p. 4) One system can be made up of other systems or can be a part of a bigger system.

TRUE

*AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 1
OBrien - Chapter 01 #3*

4. (p. 4) Smoke signals and library card catalogs are examples of an information system.

TRUE

*AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 1
OBrien - Chapter 01 #4*

5. (p. 41) Sew What? attributes their outstanding growth to Web-driven sales.

TRUE

*AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 2
OBrien - Chapter 01 #5*

6. (p. 7) The term "information technology" refers to all of the components and resources necessary to deliver the information and functions of a system to an organization.

FALSE

The term "information technology" refers to the various hardware, software, networking, and data management components necessary for the system to operate. "Information system" describes all of the components and resources necessary to deliver its information and functions to the organization.

*AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 6
OBrien - Chapter 01 #6*

7. (p. 7) An information system can use hardware as simple as a pencil and paper to capture and store its data.

TRUE

*AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 4-5
OBrien - Chapter 01 #7*

8. (p. 9) Gaining a strategic advantage over competition requires the innovative application of information technologies.

TRUE

*AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 3
OBrien - Chapter 01 #8*

9. (p. 8) Integration of business systems allows greater flexibility and provides greater business support than any of the individual systems could provide alone.

TRUE

*AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 3*

OBrien - Chapter 01 #9

10. (p. 8) Most retail stores now use computer-based information systems to keep track of inventory, but few use them to evaluate sales trends.

FALSE

Most retail store now use computer-based information systems to both keep track of inventory and to evaluate sales trends.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 4
OBrien - Chapter 01 #10

11. (p. 10) Decision support systems (DSS) provide managerial end users with ad hoc and interactive support of their decision-making processes.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #11

12. (p. 11) Expert systems can serve as consultants to users by providing expert advice in limited subject areas.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 2
OBrien - Chapter 01 #12

13. (p. 12) An *extranet* is an Internet-like network inside the enterprise; an *intranet* is between the enterprise and its trading partners.

FALSE

An **intranet** is an Internet-like network inside the enterprise; an **extranet** is between the enterprise and its trading partners.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #13

14. (p. 12) Enterprise collaboration systems involve the use of software tools to support e-commerce functions with customers and suppliers.

FALSE

Enterprise collaboration systems involve the use of software tools to support communication, coordination, and collaboration among the members of **networked teams and workgroups**.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #14

15. (p. 14) A process control system is an example of an operation support system that records and processes data resulting from business transactions.

FALSE

A **transaction processing** system is an example of an operation support system that records and processes data resulting from business transactions.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #15

16. (p. 14) In real-time processing, data are processed immediately after a transaction occurs.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #16

17. (p. 15) Management information systems (MIS) provide information in the form of reports and displays.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #17

18. (p. 16) An information system that supports accounting is an example of a functional business system.

TRUE

AACSB: Technology
Bloom: Knowledge

Difficulty: Easy
 Learning Objective: 2
 OBrien - Chapter 01 #18

19. (p. 16) Information systems that focus on operational and managerial applications in support of basic business functions, such as accounting, are known as *strategic information systems*.

FALSE

Information systems that focus on operational and managerial applications in support of basic business functions are known as **functional business systems**.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 3
 OBrien - Chapter 01 #19

20. (p. 16) An expert system can provide advice for operational chores, such as equipment diagnostics or loan portfolio management.

TRUE

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 3
 OBrien - Chapter 01 #20

21. (p. 17) Mismanagement or misapplication of information systems can ultimately result in business failure.

TRUE

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 5
 OBrien - Chapter 01 #21

22. (p. 18) Hershey Foods' \$115 million SAP deployment made the news as a successful rollout.

FALSE

Hershey's initial software installation was a failure. It took several years and multiple upgrades to make the initial \$112 million rollout a success.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 5
 OBrien - Chapter 01 #22

23. (p. 18) The initial rollout of Hershey Food's ERP system failed miserably. Fortunately, the cost of developing and implementing the system was minimal.

FALSE

The rollout of Hershey's ERP system cost \$112 million.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 5
 OBrien - Chapter 01 #23

24. (p. 21) A large-scale movement to outsource basic software programming functions to India, the Middle East, and Asia-Pacific countries has resulted because U.S. programmers have been inadequately trained.

FALSE

Outsourcing software programming functions has resulted because of rising labor costs in North America, Canada, and Europe.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 7
 OBrien - Chapter 01 #24

25. (p. 23) Falling prices of computer hardware and software should continue to induce more businesses to expand their computerized operations.

TRUE

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 7
 OBrien - Chapter 01 #25

26. (p. 24) Increased importance placed on cyber-security will reduce the need for workers skilled in information security.

FALSE

Increased importance placed on cyber-security will result in an increased need for workers skilled in information security.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 7
 OBrien - Chapter 01 #26

27. (p. 26) The human body and an oil refinery can both be classified as systems.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 1
OBrien - Chapter 01 #27

28. (p. 29) A home temperature control system is an example of a cybernetic system.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 1
OBrien - Chapter 01 #28

29. (p. 29) A sales manager exercises control when reassigning salespersons to new territories after evaluating feedback about their sales performance.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #29

30. (p. 29) An organization is considered an *open system* when it interfaces and interacts with other systems in its environment.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 1
OBrien - Chapter 01 #30

31. (p. 29) Multiple systems never share an environment; each has its own.

FALSE

Several systems may share the same environment.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 1
OBrien - Chapter 01 #31

32. (p. 31) Information systems are just like any other system, but their value to the modern organization is unlike any other system ever created.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 1
OBrien - Chapter 01 #32

33. (p. 32) Anyone who uses an information system or the information it produces can be referred to as an end user.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #33

34. (p. 32) Most end users in business are referred to as knowledge workers, people who spend most of their time communicating, collaborating, and creating, using, and distributing information.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #34

35. (p. 32) Optical disks and plastic cards are examples of hardware resources, but paper forms are not.

FALSE

Optical disks, plastic cards, and paper forms are all examples of hardware resources.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #35

36. (p. 33) In the context of the information systems model, computer peripherals typically consist of hardware devices, such as keyboards, and productivity tools, such as word processing software.

FALSE

Computer peripherals typically consist of hardware devices that allow the input, output, or storage of data; word processing software is not a hardware resource.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #36

37. (p. 34) In the context of the information systems model, data resources are typically organized as *databases* and *expert systems*.

FALSE

Data resources are typically organized as databases and **knowledge bases**.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #37

38. (p. 34) In the context of the information systems model, information is subjected to a "value-added" process that converts it to data that meet the needs of end users.

FALSE

In the context of the information systems model, **data** is subjected to a value-added process that converts it to **information** that meets the needs of end users.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #38

39. (p. 34) Data can be thought of as context independent. This means that a list of numbers or name by themselves do not provide an understanding of the context in which they were recorded.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #39

40. (p. 34) Data are raw facts or observations, typically about physical phenomena or business transactions.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #40

41. (p. 35) In information systems activities, the processing of data resources typically takes the form of data entry activities.

FALSE

The **input** of data resources typically takes the form of data entry activities.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #41

42. (p. 35) In information systems activities, a *user interface* commonly refers to a more convenient and efficient method of end-user input and output with a computer system.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #42

43. (p. 35) Calculating employees' pay, federal taxes, and other payroll deductions is a business example of a computerized processing activity.

TRUE

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 3
OBrien - Chapter 01 #43

44. (p. 35) After data has been entered into a computerized information system, it is usually not necessary to correct or update it. That is the benefit of a computerized system—once entered, always correct.

FALSE

The quality of any data stored in an information system must be maintained by a continual process of correcting and updating activities.

AACSB: Technology

Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 6
 OBrien - Chapter 01 #44

45. (p. 27) According to the Real World case, JetBlue's employees do not need training to utilize the computerized reservation system.

FALSE

JetBlue is actively training employees to use the computer system.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 6
 OBrien - Chapter 01 #45

46. (p. 27) According to the Real World case, although the Veterans' Administration suffered a systems failure in September 1997 that affected 17 VA facilities, there was never any threat to patient safety.

FALSE

The system failure was "The most significant technological threat to patient safety the VA has ever had."

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 6
 OBrien - Chapter 01 #46

47. (p. 27) According to the Real World case, the September 2007 system failure at the 17 Veterans' Administration facilities severely interfered with the normal operations, inpatient and outpatient care, pharmacy, and access to electronic patient records.

TRUE

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 6
 OBrien - Chapter 01 #47

48. (p. 4) Information technology can be used to support _____.

- A. product development teams
- B. customer support processes
- C. any other business activity
- D.** All the choices are correct.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 3
 OBrien - Chapter 01 #48

49. (p. 4) In its simplest form, a system consists of all the following *except*:

- A.** A group of cooperative users
- B. A set of interrelated components
- C. A clearly defined boundary
- D. A common set of objectives

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 1
 OBrien - Chapter 01 #49

50. (p. 33) All of the following are considered computer hardware technology *except*:

- A.** Operating system software
- B. Microcomputers
- C. Keyboards
- D. Printers

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 6
 OBrien - Chapter 01 #50

51. (p. 8 -9) How do information systems aid in decision making?

- A. Information systems help companies determine investments.
- B. Information systems help companies determine which products to sell or discontinue.
- C. Information systems can be used to gain competitive advantage.
- D.** All of the choices are correct.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 3
 OBrien - Chapter 01 #51

52. (p. 8) All of the following are fundamental reasons for business applications of information technology *except*:

- A. Support of strategies for competitive advantage
- B. Support of business processes and operations
- C.** Compliance with environmental regulations

D. Decision making support

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 3
 OBrien - Chapter 01 #52

53. (p. 10) The expanding role of information systems from the 1950s to the present, in sequential order, are:

- A. Management reporting, decision support, electronic business and commerce, data processing, strategic and end user support
- B. Data processing, management reporting, strategic and end user support, electronic business and commerce, decision support
- C.** Data processing, management reporting, decision support, strategic and end user support, electronic business and commerce
- D. Electronic business and commerce, management reporting, data processing, strategic and end user support, decision support

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Hard
 Learning Objective: 2
 OBrien - Chapter 01 #53

54. (p. 10) The rapid development of microcomputer processing power, application software packages, and telecommunications networks gave birth to the phenomenon of _____.

- A. manufacturer-to-public direct sales
- B. MIS departments
- C.** end user computing
- D. electronic monitoring

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Hard
 Learning Objective: 3
 OBrien - Chapter 01 #54

55. (p. 11) Which of the following is a false statement?

- A. Today's information systems are doing the same basic things that they did over 40 years ago.
- B. Today there is a much higher level of integration of system functions.
- C. Today there is greater connectivity across dissimilar system components.
- D.** None of the statements is false.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 3
 OBrien - Chapter 01 #55

56. (p. 12) Companies generally rely on e-business applications to do all of the following *except*:

- A. Re-engineer internal business processes
- B. Implement electronic commerce systems
- C.** Monitor employee productivity
- D. Promote enterprise collaboration among business teams and workgroups

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 3
 OBrien - Chapter 01 #56

57. (p. 12) In an e-business enterprise, an *intranet* refers to:

- A.** An Internet-like network inside the enterprise
- B. A network between an enterprise and its trading partners
- C. A network between the members of a single workgroup
- D. All the choices are correct.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 6
 OBrien - Chapter 01 #57

58. (p. 12) E-business uses Internet technologies to work and empower _____.

- A. business processes
- B. electronic commerce
- C. collaboration among business teams
- D.** All of the choices are correct.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 6
 OBrien - Chapter 01 #58

59. (p. 13) E-commerce _____.

- A. involves buying, selling, marketing, and servicing of products, services, and information over a variety of computer networks
- B. uses the Internet, intranets, and extranets to support every step of the commercial process, such as multimedia advertising, product information, and customer support
- C. involves Internet security and payment mechanisms that ensure completion of delivery and payment processes
- D.** All of the choices are correct.

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy

60. (p. 13) The text classifies information systems as either *operations* or *management support* information systems. Which one of the following would *not* be classified as an operations support system?
- A. Transaction processing systems
 - B. Process control systems
 - C. Enterprise collaboration systems
 - D. Decision support systems**

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #60

61. (p. 13) The text classifies information systems as either *operations* or *management support* information systems. Which one of the following would *not* be classified as a management support system?
- A. Management Information Systems
 - B. Decision Support Systems
 - C. Executive Information Systems
 - D. Transaction Processing Systems**

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #61

62. (p. 13) Electronic commerce systems generally include all of the following *except*:
- A. Internet websites for online sales
 - B. Direct links to credit reporting services**
 - C. Extranet access of inventory databases
 - D. Intranets that allow sales reps to access customer records

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #62

63. (p. 14) Process control systems monitor and control _____ processes.
- A. physical**
 - B. transactional
 - C. inter-departmental
 - D. mechanical

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #63

64. (p. 14) A system that manages petroleum refining, power generation, and steel production systems is an example of a(n) _____.
- A. transaction processing system
 - B. decision support system
 - C. enterprise collaboration system
 - D. process control system**

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 6
OBrien - Chapter 01 #64

65. (p. 14) A nuclear power plant uses electronic sensors linked to computers to continually monitor processes and make instant (real-time) adjustments that control the power generation process. This is an example of a(n) _____.
- A. transaction processing system
 - B. decision support system
 - C. enterprise collaboration system
 - D. process control system**

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #65

66. (p. 14) When employees in a project team use email to send and receive messages and use video conferences to hold electronic meetings and coordinate their activities, they are using _____.
- A. transaction processing systems
 - B. process control systems
 - C. enterprise collaboration systems**
 - D. decision support systems

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #66

67. (p. 14) An information system that handles sales and inventory processing, and processes daily business updates would be classified as a(n) _____.

- A.** a transaction processing system
- B. a decision support system
- C. a management information system
- D. an executive information system

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #67

68. (p. 15) A database of customer purchases that provides end-user managers with interactive and ad hoc decision-making support is referred to as _____.

- A. a transaction processing system
- B.** a decision support system
- C. an information reporting system
- D. an executive information system

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #68

69. (p. 15) A production manager needs a system to help determine how much product to manufacture based on the expected sales associated with a future promotion, plus the location and availability of the raw materials necessary to manufacture the product. What type of system would meet this manager's needs?

- A. Transaction processing system
- B. Process control system
- C. Enterprise collaboration system
- D.** Decision support system

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #69

70. (p. 15) When information system applications focus on providing information and support for effective decision making by managers, they are called _____ support systems.

- A. decision
- B.** management
- C. collaboration
- D. process

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #70

71. (p. 16) A system that provides expert advice and acts as an expert consultant to users, such as a credit application advisor, process monitor, or diagnostic maintenance system, is a(n) _____.

- A.** Expert System
- B. Knowledge Management System
- C. Strategic Information System
- D. Functional Business System

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #71

72. (p. 16) A system that supports the creation, organization, and dissemination of business knowledge within the enterprise, such as intranet access to best business practices, sales proposal strategies, or customer problem resolutions is a(n) _____.

- A. Expert System
- B.** Knowledge Management System
- C. Strategic Information System
- D. Functional Business System

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #72

73. (p. 16) An information system that provides intranet access to best business practices, sales proposal strategies, or customer problem resolutions would be classified as a(n) _____.

- A. Expert System
- B.** Knowledge Management System
- C. Strategic Information System
- D. Functional Business System

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium

Learning Objective: 3
OBrien - Chapter 01 #73

74. (p. 16) A system that supports operations or management processes that provide a firm with strategic products, services, and capabilities for competitive advantage, such as online stock trading, shipment tracking, and e-commerce Web systems is a(n) _____.
- A. Expert System
 - B. Knowledge Management System
 - C. Strategic Information System**
 - D. Functional Business System

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #74

75. (p. 16) An information system that supports the business functions of accounting, finance, human resource management, marketing, or operations would be classified as a(n) _____ system.
- A. functional business**
 - B. executive information
 - C. management information
 - D. decision support

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #75

76. (p. 16) Information systems that focus on operational and managerial applications in support of basic business functions, such as accounting or marketing, are known as _____.
- A. functional business systems**
 - B. strategic information systems
 - C. executive information systems
 - D. knowledge management systems

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #76

77. (p. 16) Most information systems are designed to _____.
- A. produce information and support decision making
 - B. handle record-keeping
 - C. handle transaction processing chores
 - D. All the choices are correct.**

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #77

78. (p. 15) Executive information systems (EIS) are tailored to meet the strategic information needs of which of the following management levels?
- A. Top management (strategic)**
 - B. Middle management (tactical)
 - C. Lower management (operational)
 - D. All of the choices are correct.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 3
OBrien - Chapter 01 #78

79. (p. 16) Business applications of information systems are typically combinations of several types of information systems. This integration is referred to as _____ systems.
- A. information reporting
 - B. decision support
 - C. cross-functional informational**
 - D. end user computing

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 3
OBrien - Chapter 01 #79

80. (p. 16) Success in today's dynamic business environment depends heavily on maximizing the use of Internet-based technologies and Web-enabled information systems to meet the competitive requirements of _____.
- A. customers
 - B. suppliers
 - C. business partners
 - D. All of the choices are correct.**

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy

81. (p. 16) A functional business system supports all of the following types of applications *except*:

- A. Accounting
- B.** Customer problem resolution
- C. Marketing
- D. Human resource management

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #81

82. (p. 16) According to the SAP case, the key to success with an ERP system is:

- A. To look at ERP as a one-time implementation.
- B.** To look at ERP as an ongoing investment strategy.
- C. To avoid ERP systems.
- D. Human resource management.

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #82

83. (p. 19) According to the Agile case,

- A. Agile software allows projects to become cold so that everyone involved has time to consider the project.
- B. Using Agile, software development is accomplished through lengthy projects.
- C. Using Agile, the overall concept of the desired system is defined at a high level up front and then developed in iterations of several months or longer.
- D.** With Agile, there is always an impending implementation date: There is never a feeling of being able to relax on a project.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 5
OBrien - Chapter 01 #83

84. (p. 19) Developing an information system solution involves all of the following steps *except*:

- A. Investigation
- B. Implementation
- C.** Redesign
- D. Maintenance

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 5
OBrien - Chapter 01 #84

85. (p. 20 -21) In the lawsuit filed against Hannaford Brothers, which of the following was not alleged as a reason for filing the suit?

- A. Hannaford has installed inadequate security measures.
- B. Hannaford did not disclose the security breach to the public quickly enough.
- C.** Hannaford sold the data to spammers.
- D. All the choices are correct.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 5
OBrien - Chapter 01 #85

86. (p. 22) Recent legislation, entitled the Sarbanes-Oxley Act of 2002 required:

- A. Minimum numbers of information systems professionals to be hired in publicly held firms.
- B. Accountants to become proficient in IT, and CPA exams present questions regarding their technology skills.
- C. IS and IT course be included in university-level accounting programs.
- D.** Major changes with regard to auditing practices by public accounting firms and internal control processes within publicly held organizations.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 5
OBrien - Chapter 01 #86

87. (p. 24) The information systems function is equally as important to business success as the function of _____.

- A. accounting
- B. operations management
- C. human resources management
- D.** All the choices are correct.

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 3
OBrien - Chapter 01 #87

88. (p. 26) In the information systems concept, the *processing* function involves:

- A. Capturing and assembling elements that enter the system to be processed
- B.** Transformation processes that convert input into output
- C. Transferring elements that have been produced by a transformation process to their ultimate destination
- D. Monitoring and evaluating feedback to determine whether a system is moving toward the achievement of its goal

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 6
 OBrien - Chapter 01 #88

89. (p. 29) If a system is one of the components of a larger system, it is considered a(n) _____.

- A. environment
- B. feedback loop
- C.** subsystem
- D. interface

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 1
 OBrien - Chapter 01 #89

90. (p. 29) A system that can change itself or its environment in order to survive is _____ system.

- A. a control
- B. a self-monitoring
- C. an environmental
- D.** an adaptive

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 1
 OBrien - Chapter 01 #90

91. (p. 29) Organizations are examples of _____ systems because they interface and interact with other systems in their environment.

- A. linked
- B.** open
- C. dependent
- D. parallel

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 1
 OBrien - Chapter 01 #91

92. (p. 30) The majority of organizations today would be classified as _____ systems.

- A. open
- B. closed
- C.** open adaptive
- D. closed adaptive

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 1
 OBrien - Chapter 01 #92

93. (p. 31) An information system depends on all of the following resources *except*:

- A. Hardware
- B. Software
- C. People
- D. Networks
- E.** Time

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 6
 OBrien - Chapter 01 #93

94. (p. 32 -33) All of the following would be considered a hardware resource *except*:

- A. A microcomputer
- B. A keyboard
- C. Magnetic and optical disks
- D.** Programs and procedures

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Easy
 Learning Objective: 6
 OBrien - Chapter 01 #94

95. (p. 33) All of the following would be considered a software resource in an information system *except*:

- A. A computer operating system
- B. A word processing software package
- C.** A telecommunication network

D. All of the choices are software resources.

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #95

96. (p. 33) In an information system context, which one of the following would be the most applicable description of *application software*?

- A. It controls and supports the operations of a computer
- B.** It consists of programs that direct particular processing activities
- C. It consists of operating instructions for people who will use an information system
- D. None of the choices are correct.

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #96

97. (p. 33) In an information system, alphanumeric data normally takes the form of _____.

- A.** numbers and alphabetical characters
- B. sentences and paragraphs
- C. graphic shapes and figures
- D. All of the choices are correct.

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #97

98. (p. 33) In an information system, image data normally takes the form of _____.

- A. numbers and alphabetical characters
- B. sentences and paragraphs
- C.** graphic shapes and figures
- D. voice and other sounds

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #98

99. (p. 34) All of the following are good examples of information *except*:

- A. The social security number of the company's forklift operator
- B. The retail price of blue widgets
- C. How much the company owes to vender number 17
- D.** The numbers 1236789, 349875, and 340977

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #99

100. (p. 34) Telecommunications networks consist of _____.

- A. computers, the Internet, intranets, and extranets
- B. communications processors
- C. devices interconnected by communication media and controlled by communications software
- D.** All of the choices are correct.

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 6
OBrien - Chapter 01 #100

101. (p. 34) All of the following normally happens to data during a value-added process *except*:

- A.** Their useful life is determined
- B. Their form is aggregated, manipulated, and organized
- C. Their content is analyzed and evaluated
- D. They are placed in a proper context for a human user

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #101

102. (p. 36) Which of the following is an example of control of an information system's performance?

- A. A system malfunction wiped out two weeks of student registration records
- B. Programmers created a user friendly input screen for a new system
- C.** Subtotals do not add up to total sales; IT staff investigates whether data entry or processing is the problem
- D. An extra \$20 was added to every water bill by mistake

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 5
OBrien - Chapter 01 #102

103. (p. 17 -18) Hershey, U.S. D. O. E., Whirlpool, and Nike have all used SAP software to implement what type of information system?

- A. Management Information System
- B. Executive Information System
- C. Transaction Information System
- D. Enterprise Resource Planning**

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #103

104. (p. 18) The biggest challenge in deploying SAP or any other ERP system is _____.

- A. installing the system
- B. training the users
- C. data conversion**
- D. adding new features to the system

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #104

105. (p. 41 -42) Sew What?'s information system allows the firm to _____.

- A. provide a web site that accounts for nearly all their recent growth
- B. manage the business and provide outstanding customer support
- C. gain recognition and provide credibility to the general public
- D. All the choices are correct.**

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 4
OBrien - Chapter 01 #105

106. (p. 13) Marketing and selling books to consumers over the Internet is an example of _____ commerce.

electronic or Internet or "E-"

AACSB: Technology
Bloom: Knowledge
Difficulty: Easy
Learning Objective: 3
OBrien - Chapter 01 #106

107. (p. 13) A system that controls the industrial processes of an organization would be classified as a(n) _____ support system.

operations

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #107

108. (p. 4) An _____ system is an organized combination of people, hardware, software, telecommunications networks, and data resources that collects, transforms, and disseminates information in an organization.

information

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 1
OBrien - Chapter 01 #108

109. (p. 11) With a strategic information system (SIS), information technology becomes an integral part of business processes, products, and _____.

services

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #109

110. (p. 12) _____ is defined as the use of Internet technologies to work and empower business processes, electronic commerce, and enterprise collaboration within a company and with its customers, suppliers, and other business stakeholders.

E-business

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #110

111. (p. 12) Enterprise collaboration systems use software tools to support _____ among the members of networked teams and workgroups.

communication, coordination, and collaboration

AACSB: Technology

Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 3
 OBrien - Chapter 01 #111

112. (p. 11) During the 1980s and 1990s, information technology helped companies gain a competitive advantage in the global marketplace. This is referred to as the _____ information systems concept.

strategic

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Hard
 Learning Objective: 3
 OBrien - Chapter 01 #112

113. (p. 12) A _____ team uses a corporate intranet and the Internet for electronic mail, videoconferencing, electronic discussion
 -13) groups, and Web pages of work-in-progress information to collaborate on business projects.

virtual

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Hard
 Learning Objective: 3
 OBrien - Chapter 01 #113

114. (p. 13) Electronic _____ is the buying, selling, marketing, and servicing of products, services, and information over a variety of computer networks.

commerce

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 4
 OBrien - Chapter 01 #114

115. (p. 13) Types of information systems are generally classified as either *operations* support systems or _____ support systems.
 -14)

management

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Hard
 Learning Objective: 1
 OBrien - Chapter 01 #115

116. (p. 14) Transaction processing systems process transactions in two basic ways, _____ processing or real-time.

batch

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 3
 OBrien - Chapter 01 #116

117. (p. 15) When a manager uses an interactive, computer-based information system to assist in his/her decision making, the manager is using a _____ support system.

decision

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Medium
 Learning Objective: 3
 OBrien - Chapter 01 #117

118. (p. 15) A system that provides pre-specified reports for the managers of an organization would be classified as a _____ information system.

management

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Hard
 Learning Objective: 3
 OBrien - Chapter 01 #118

119. (p. 14) Enterprise collaboration systems enhance team and workgroup communication and productivity, and include applications that are sometimes called office _____ systems.

automation

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Hard
 Learning Objective: 3
 OBrien - Chapter 01 #119

120. (p. 16) The goal of knowledge management systems (KMS) is to help knowledge workers create, organize, and _____ important business knowledge wherever and whenever it is needed.

share

AACSB: Technology
 Bloom: Knowledge
 Difficulty: Hard
 Learning Objective: 3
 OBrien - Chapter 01 #120

121. (p. 17) The success of an information system should be measured by both its efficiency and its _____.

effectiveness

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 5
OBrien - Chapter 01 #121

122. (p. 18) The design of an information system application is based on an _____ of the business requirements of an organization.

analysis

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 5
OBrien - Chapter 01 #122

123. (p. 20) As a manager, you must be aware of what uses of information technology might be considered improper, irresponsible, or harmful to individuals or to society. This dimension of the use of information technology is referred to in the text as an _____ responsibility.

ethical

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 5
OBrien - Chapter 01 #123

124. (p. 26) A manufacturing system accepts raw materials as input and produces finished goods as output. An information system accepts data as input and processes them into _____ as output.

information

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 1
OBrien - Chapter 01 #124

125. (p. 29) A system with feedback and _____ functions is sometimes called a cybernetic system.

control

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 1
OBrien - Chapter 01 #125

126. (p. 29) The _____ component in a cybernetic system refers to the data about the performance of the system.

feedback

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 1
OBrien - Chapter 01 #126

127. (p. 29) _____ is data about the performance of a system.

Feedback

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #127

128. (p. 29) _____ involves monitoring and evaluating feedback to determine whether a system is moving toward the achievement of its goal.

Control

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 6
OBrien - Chapter 01 #128

129. (p. 31) People, hardware, software, _____, and networks are the five basic resources of information systems.

data

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 6
OBrien - Chapter 01 #129

130. (p. 32) Information processing consists of the system activities of input, processing, output, _____, and control.

storage

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 6

131. (p. 33) In the context of the information system model, software resources include the sets of operating instructions called _____, which direct and control computer hardware.

programs

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 6
OBrien - Chapter 01 #131

132. (p. 33) In the context of the information systems model, _____ are the operating instructions for the people who will use an information system. Examples are instructions for filling out a paper form or using a software package.

procedures

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #132

133. (p. 35) Information in various forms is transmitted to end users and made available to them in the _____ activity.

output

AACSB: Technology
Bloom: Knowledge
Difficulty: Medium
Learning Objective: 6
OBrien - Chapter 01 #133

134. (p. 35) A _____ document is the original, formal record of a transaction.

source

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 6
OBrien - Chapter 01 #134

135. (p. 36) _____ is the information systems activity in which data and information are retained in an organized manner for later use.

Storage

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 6
OBrien - Chapter 01 #135

136. (p. 36) In an information system, the _____ activity would be considered the component that evaluates feedback in order to determine whether the system is moving toward the achievement of its goal.

control

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 6
OBrien - Chapter 01 #136

137. (p. 41) Sew What? runs most of its business on what applications software?

QuickBooks ESMWE

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 5
OBrien - Chapter 01 #137

138. (p. 41) In the Real World case, Sew What? lost a big business contract because without a _____ the company lacked credibility.

Website

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #138

139. (p. 41) In the Real World case, Megan Duckett identified Sew What? as a _____-centric company.

customer

AACSB: Technology
Bloom: Knowledge
Difficulty: Hard
Learning Objective: 3
OBrien - Chapter 01 #139

1 Summary

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