

Question 1	True/False	0 points	<p>Question Alphanumeric data is represented by numbers, letters, and other characters.</p> <p>Answer <input checked="" type="checkbox"/> True <input type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 2	True/False	0 points	<p>Question The process of defining relationships among data to create useful information requires knowledge.</p> <p>Answer <input checked="" type="checkbox"/> True <input type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 3	True/False	0 points	<p>Question Forecasting is used to predict the strength of hurricanes and possible landing sites, future stock-market values, and who will win a political election.</p> <p>Answer <input checked="" type="checkbox"/> True <input type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 4	True/False	0 points	<p>Question Processing devices include computer chips that contain the central processing unit and main memory.</p> <p>Answer <input checked="" type="checkbox"/> True <input type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 5	True/False	0 points	<p>Question Procedures are the most important element in most computer-based information systems.</p> <p>Answer <input type="checkbox"/> True <input checked="" type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 6	True/False	0 points	<p>Question Business information systems are often integrated in one product and can be delivered by the same software package.</p> <p>Answer <input checked="" type="checkbox"/> True <input type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 7	True/False	0 points	<p>Question E-commerce is reserved mainly for consumers visiting Web sites for online shopping.</p> <p>Answer <input type="checkbox"/> True <input checked="" type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 8	True/False	0 points	<p>Question The primary benefits of implementing an ERP system include easing the adoption of improved work processes and increasing access to timely data for decision making.</p> <p>Answer <input checked="" type="checkbox"/> True <input type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 9	True/False	0 points	<p>Question A TPS can speed business activities and reduce clerical costs.</p> <p>Answer <input checked="" type="checkbox"/> True <input type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 10	True/False	0 points	<p>Question MISs typically provide standard reports generated with data and information from the TPS.</p> <p>Answer <input checked="" type="checkbox"/> True <input type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>
Question 11	True/False	0 points	<p>Question An executive support system helps top-level managers, including a firm's president, vice presidents, and members of the board of directors, make better decisions.</p> <p>Answer <input checked="" type="checkbox"/> True <input type="checkbox"/> False</p>	<p>Add Question Here</p> <p>Modify Remove</p>

- Question 12 - **True/False** **0 points** [Modify](#) [Remove](#)
- Question** An executive support system can assist with strategic planning, top-level organizing and staffing, strategic control, and crisis management.
- Answer** True
 False
- [Add Question Here](#)
-
- Question 13 - **True/False** **0 points** [Modify](#) [Remove](#)
- Question** Expert systems allow robots and other devices to “see,” store, and process visual images.
- Answer** True
 False
- [Add Question Here](#)
-
- Question 14 - **True/False** **0 points** [Modify](#) [Remove](#)
- Question** Natural language processing involves computers understanding and acting on verbal or written commands in English, Spanish, or other human languages.
- Answer** True
 False
- [Add Question Here](#)
-
- Question 15 - **True/False** **0 points** [Modify](#) [Remove](#)
- Question** Outsourcing allows a company to focus on what it does best and delegate other functions to companies with expertise in systems development.
- Answer** True
 False
- [Add Question Here](#)
-
- Question 16 - **True/False** **0 points** [Modify](#) [Remove](#)
- Question** The first two steps of systems development are systems analysis and design.
- Answer** True
 False
- [Add Question Here](#)
-
- Question 17 - **True/False** **0 points** [Modify](#) [Remove](#)
- Question** The goal of systems implementation is to gain a clear understanding of the problem to be solved or opportunity to be addressed.
- Answer** True
 False
- [Add Question Here](#)
-
- Question 18 - **True/False** **0 points** [Modify](#) [Remove](#)
- Question** The purpose of systems analysis and design is to check and modify the system so that it continues to meet changing business needs.
- Answer** True
 False
- [Add Question Here](#)
-
- Question 19 - **True/False** **0 points** [Modify](#) [Remove](#)
- Question** The term natural language refers to a knowledge of computer systems and equipment and the ways in which they function.
- Answer** True
 False
- [Add Question Here](#)
-
- Question 20 - **True/False** **0 points** [Modify](#) [Remove](#)
- Question** Autonomics is the study of designing and positioning workplace equipment.
- Answer** True
 False
- [Add Question Here](#)
-
- Question 21 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** A(n) ____ is a set of interrelated components that collect, manipulate, store, and disseminate data and information and provide a feedback mechanism to meet an objective.
- Answer** knowledge system
 feedback system
 information system
 decision system
- [Add Question Here](#)
-
- Question 22 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** ____ consists of raw facts, such as an employee number, number of hours worked in a week, inventory part numbers, or sales orders.
- Answer** Data
 Software
 Artificial intelligence

[Add Question Here](#)

- Question 23 · **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** ____ is a collection of facts organized so that they have additional value beyond the value of the facts themselves.
- Answer**
- Telecommunication
 - ✓ Information
 - Virtual reality
 - Artificial intelligence
- Question 24 · **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** ____ is the awareness and understanding of a set of information and the ways that information can be made useful to support a specific task or reach a decision.
- Answer**
- ✓ Knowledge
 - Telecommunication
 - Artificial intelligence
 - MIS
- Question 25 · **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** A(n) ____ is a set of elements or components that interact to accomplish goals.
- Answer**
- process
 - network
 - ✓ system
 - intranet
- Question 26 · **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** ____ is a measure of what is produced divided by what is consumed.
- Answer**
- ✓ Efficiency
 - Effectiveness
 - Telecommunication
 - Feedback
- Question 27 · **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** ____ is a measure of the extent to which a system achieves its goals.
- Answer**
- Efficiency
 - Feedback
 - Telecommunication
 - ✓ Effectiveness
- Question 28 · **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** In information systems, ____ is information from the system that is used to make changes to input or processing activities.
- Answer**
- data
 - ✓ feedback
 - artificial intelligence
 - virtual reality
- Question 29 · **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** A ____ is a single set of hardware, software, databases, telecommunications, people, and procedures that are configured to collect, manipulate, store, and process data into information.
- Answer**
- transaction
 - firewall
 - ✓ computer-based information system
 - knowledge management system
- Question 30 · **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** A firm's ____ includes all the hardware, software, databases, telecommunications, people, and procedures that are configured to collect, manipulate, store, and process data into information.
- Answer**
- ✓ technology infrastructure
 - e-business
 - transaction processing system
 - MIS
- Question 31 · **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** ____ consists of computer equipment used to perform input, processing, and output activities.
- Answer**
- Virtual reality
 - Software

- ✓ Hardware
- Artificial intelligence

[Add Question Here](#)

Question 32 - Multiple Choice

0 points

[Modify](#) [Remove](#)

Question ____ is the electronic transmission of signals for communications.

- Answer**
- ✓ Telecommunications
 - Artificial intelligence
 - Technology infusion
 - Autonomics

[Add Question Here](#)

Question 33 - Multiple Choice

0 points

[Modify](#) [Remove](#)

Question ____ connect computers and equipment in a building, around the country, or around the world to enable electronic communication.

- Answer**
- Value chains
 - Mobile commerce
 - Databases
 - ✓ Networks

[Add Question Here](#)

Question 34 - Multiple Choice

0 points

[Modify](#) [Remove](#)

Question The ____ is a network of links on the Internet to documents containing text, graphics, video, and sound.

- Answer**
- information center
 - ✓ World Wide Web
 - database
 - network unit

[Add Question Here](#)

Question 35 - Multiple Choice

0 points

[Modify](#) [Remove](#)

Question A(n) ____ is an internal network based on Web technologies that allows people within an organization to exchange information and work on projects.

- Answer**
- podcast
 - value chain
 - ✓ intranet
 - network unit

[Add Question Here](#)

Question 36 - Multiple Choice

0 points

[Modify](#) [Remove](#)

Question ____ include the strategies, policies, methods, and rules for using a CBIS, including the operation, maintenance, and security of the computer.

- Answer**
- ✓ Procedures
 - Vision systems
 - Databases
 - Podcasts

[Add Question Here](#)

Question 37 - Multiple Choice

0 points

[Modify](#) [Remove](#)

Question A ____ is any business-related exchange such as payments to employees, sales to customers, or payments to suppliers.

- Answer**
- procedure
 - process
 - network
 - ✓ transaction

[Add Question Here](#)

Question 38 - Multiple Choice

0 points

[Modify](#) [Remove](#)

Question A(n) ____ is an organized collection of people, procedures, software, databases, and devices used to record completed business transactions.

- Answer**
- intranet
 - ✓ transaction processing system
 - extranet
 - podcast

[Add Question Here](#)

Question 39 - Multiple Choice

0 points

[Modify](#) [Remove](#)

Question A(n) ____ is a set of integrated programs that manages the vital business operations for an entire multisite, global organization.

- Answer**
- ✓ enterprise resource planning system
 - network unit
 - database unit
 - value chain

[Add Question Here](#)

Question 40 - Multiple Choice

0 points

[Modify](#) [Remove](#)

Question A(n) ____ is an organized collection of people, procedures, software, databases, and devices that provides routine information

to managers and decision makers.

- Answer**
- transaction
 - knowledge base
 - competitive advantage
 - ✓ MIS

[Add Question Here](#)

Question 41 - **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question A ____ is an organized collection of people, procedures, software, databases, and devices that support problem-specific decision making.

- Answer**
- vision system
 - virtual reality system
 - ✓ decision support system
 - podcast

[Add Question Here](#)

Question 42 - **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question The term ____ is used to describe a field in which the computer system takes on the characteristics of human intelligence.

- Answer**
- technology diffusion
 - podcast
 - telecommunication
 - ✓ artificial intelligence

[Add Question Here](#)

Question 43 - **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question ____ give the computer the ability to make suggestions and function like an expert in a particular field.

- Answer**
- ✓ Expert systems
 - Autonomics
 - Extranets
 - Value chains

[Add Question Here](#)

Question 44 - **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question The expert system's ____ is the collection of data, rules, procedures, and relationships that must be followed to achieve value or the proper outcome.

- Answer**
- ✓ knowledge base
 - value chain
 - intranet
 - network unit

[Add Question Here](#)

Question 45 - **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question ____ is the simulation of a real or imagined environment that can be experienced visually in three dimensions.

- Answer**
- Organizational change
 - ✓ Virtual reality
 - Systems development
 - CBIS

[Add Question Here](#)

Question 46 - **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question ____ is the activity of creating or modifying business systems.

- Answer**
- Robotics
 - Virtual reality
 - ✓ Systems development
 - Autonomics

[Add Question Here](#)

Question 47 - **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question ____ determines how the new system will work to meet the business needs defined during systems analysis.

- Answer**
- Systems maintenance
 - ✓ Systems design
 - Technology diffusion
 - Systems implementation

[Add Question Here](#)

Question 48 - **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question ____ involves creating or acquiring the various system components (hardware, software, databases, etc.) defined in the design step, assembling them, and putting the new system into operation.

- Answer**
- System analysis
 - System investigation
 - ✓ Systems implementation
 - Upstream management

[Add Question Here](#)

Question 49 - **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question A(n) _____ is software or hardware that protects the computer system or network from outside attacks.

- Answer**
- firewall
 - natural language
 - expert system
 - podcast

[◀ Add Question Here](#)

Question 50 · **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question _____ is the knowledge of how data and information are used by individuals, groups, and organizations.

- Answer**
- Value chain
 - Information systems literacy
 - Autonomics
 - Systems analysis

[◀ Add Question Here](#)

Question 51 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question Turning data into information is a(n) _____, or a set of logically related tasks performed to achieve a defined outcome.

- Answer** _____ process

[◀ Add Question Here](#)

Question 52 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question _____ are people who create, use, and disseminate knowledge, and are usually professionals in science, engineering, business, and other areas.

- Answer**
- Knowledge workers
 - Knowledge workers (KWs)
 - KWs (Knowledge workers)
 - KWs

[◀ Add Question Here](#)

Question 53 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question _____ can be computed by dividing the goals actually achieved by the total of the stated goals.

- Answer** _____ Effectiveness

[◀ Add Question Here](#)

Question 54 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question After standards are established, _____ is measured and compared with the standard.

- Answer** _____ system performance

[◀ Add Question Here](#)

Question 55 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question In information systems, _____ is the activity of gathering and capturing raw data.

- Answer** _____ input

[◀ Add Question Here](#)

Question 56 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question In information systems, _____ means converting or transforming data into useful outputs.

- Answer** _____ processing

[◀ Add Question Here](#)

Question 57 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question _____ involves keeping data and information available for future use, including output.

- Answer** _____ Storage

[◀ Add Question Here](#)

Question 58 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question In information systems, _____ involves producing useful information, usually in the form of documents and reports.

- Answer** _____ output

[◀ Add Question Here](#)

Question 59 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question _____ consists of the computer programs that govern the operation of the computer.

- Answer** _____ Software

[◀ Add Question Here](#)

Question 60 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question A(n) _____ is an organized collection of facts and information, typically consisting of two or more related data files.

- Answer** _____ database

[◀ Add Question Here](#)

Question 61 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question The _____ is the world's largest computer network.

- Answer** _____ Internet

[◀ Add Question Here](#)

Fill in the Blank

0 points

[Modify](#) [Remove](#)

Question 62

Question Internet users can create _____ to store and share their thoughts and ideas with others around the world.

Answer Web logs
blogs

[Add Question Here](#)

Question 63

Fill in the Blank

0 points

[Modify](#) [Remove](#)

Question _____ gives you the opportunity to download audio programs or music from the Internet to play on computers or music players.

Answer Podcasting

[Add Question Here](#)

Question 64

Fill in the Blank

0 points

[Modify](#) [Remove](#)

Question A(n) _____ is a network based on Web technologies that allows selected outsiders, such as business partners and customers, to access authorized resources of a company's intranet.

Answer extranet

[Add Question Here](#)

Question 65

Fill in the Blank

0 points

[Modify](#) [Remove](#)

Question _____ involves any business transaction executed electronically between companies (business-to-business, or B2B), companies and consumers (business-to-consumer, or B2C), consumers and other consumers (consumer-to-consumer, or C2C), business and the public sector, and consumers and the public sector.

Answer E-commerce
Electronic commerce

[Add Question Here](#)

Question 66

Fill in the Blank

0 points

[Modify](#) [Remove](#)

Question _____ refers to transactions conducted anywhere, anytime.

Answer Mobile commerce
M-commerce

[Add Question Here](#)

Question 67

Fill in the Blank

0 points

[Modify](#) [Remove](#)

Question _____ goes beyond e-commerce and e-procurement by using information systems and the Internet to perform all business-related tasks and functions, such as accounting, finance, marketing, manufacturing, and human resource activities.

Answer Electronic business
E-business

[Add Question Here](#)

Question 68

Fill in the Blank

0 points

[Modify](#) [Remove](#)

Question _____ systems help organizations perform and integrate important tasks, such as paying employees and suppliers, controlling inventory, sending out invoices, and ordering supplies.

Answer Enterprise

[Add Question Here](#)

Question 69

Fill in the Blank

0 points

[Modify](#) [Remove](#)

Question _____ is an area of artificial intelligence in which machines take over complex, dangerous, routine, or boring tasks, such as welding car frames or assembling computer systems and components.

Answer Robotics

[Add Question Here](#)

Question 70

Fill in the Blank

0 points

[Modify](#) [Remove](#)

Question _____ systems allow computers to learn from past mistakes or experiences, such as playing games or making business decisions.

Answer Learning

[Add Question Here](#)

Question 71

Essay

0 points

[Modify](#) [Remove](#)

Question What is the difference between data and information?

Answer Data consists of raw facts, such as an employee number, number of hours worked in a week, inventory part numbers, or sales orders. When facts are arranged in a meaningful manner, they become information. Information is a collection of facts organized so that they have additional value beyond the value of the facts themselves.

[Add Question Here](#)

Question 72

Essay

0 points

[Modify](#) [Remove](#)

Question Briefly discuss the following characteristics of valuable information: complete, economical, flexible, and verifiable.

Answer Complete information contains all the important facts. For example, an investment report that does not include all important costs is not complete.

Information should also be relatively economical to produce. Decision makers must always balance the value of information with the cost of producing it.

Flexible information can be used for a variety of purposes. For example, information on how much inventory is on hand for a particular part can be used by a sales representative in closing a sale, by a production manager to determine whether more inventory is needed, and by a financial executive to determine the total value the company has invested in inventory.

Information should be verifiable. This means that you can check it to make sure it is correct, perhaps by checking many sources for the same information.

[Add Question Here](#)

Question 73

Essay

0 points

[Modify](#) [Remove](#)

Question What is the difference between the Internet and the World Wide Web?

Answer The Internet is the world's largest computer network, consisting of thousands of interconnected networks, all freely exchanging information. The World Wide Web (WWW), or the Web, is a network of links on the Internet to documents containing text, graphics, video, and sound. Information about the documents and access to them are controlled and provided by tens of thousands of special computers called Web servers. The Web is one of many services available over the Internet and provides access to millions of documents.

[Add Question Here](#)

Question 74

Essay

0 points

[Modify](#)

[Remove](#)

Question What are the essential elements of a decision support system?

Answer The essential elements of a DSS include a collection of models used to support a decision maker or user (model base), a collection of facts and information to assist in decision making (database), and systems and procedures (dialogue manager or user interface) that help decision makers and other users interact with the DSS.

[Add Question Here](#)

Question 75

Essay

0 points

[Modify](#)

[Remove](#)

Question Briefly discuss each of the steps involved in systems development.

Answer The first two steps of systems development are systems investigation and analysis. The goal of the systems investigation is to gain a clear understanding of the problem to be solved or opportunity to be addressed, while systems analysis defines the problems and opportunities of the existing system.

Systems design determines how the new system will work to meet the business needs defined during systems analysis. Systems implementation involves creating or acquiring the various system components (hardware, software, databases, etc.) defined in the design step, assembling them, and putting the new system into operation. The purpose of systems maintenance and review is to check and modify the system so that it continues to meet changing business needs.

[Add Question Here](#)