

An information system that supports the business functions of accounting, finance, human resource management, marketing, and operations would be classified as a(n):

A) Functional business system.

B) Executive information system.

C) Management information system.

D) Decision support system.

2. Output that is returned to marketing managers in the organization in order to help them evaluate or correct an error in the input stage is called:

A) Turnaround document.

B) Information lag.

C) Feedback.

D) Processing.

3. Your text defines e-commerce as:

A) Involving the buying, selling, marketing and servicing of products, services, and information over a variety of computer networks.

B) Using the Internet, intranets, and extranets, and other networks to support every step of the commercial process.

C) Involving Internet security and payment mechanisms that ensure completion of delivery and payment processes.

D) All of the above.

4. A group of interrelated or interacting elements forming a unified whole can be best defined as:

A) Communication technologies.

B) An information system.

C) A company network.

D) Interorganizational system.

5. Which one of the following would NOT be considered a good example of information?

A) The company's forklift operator's social security number is 456-38-1276.

B) The retail price of blue widgets is \$28.99.

- C) The company owes \$3,847 to vendor number 10782.
- D) The numbers 12367892, 436897458, and 837621984.
6. Procedures on how to order a part from a supplier in an information system best describes:
- A) Information processing instructions.
- B) Database resources.
- C) Information products.
- D) Application software.
7. The use of the Internet, intranets, extranets, and other digital technology used to increase organizational communication and coordination and distribute information electronically to carry out business is best defined as:
- A) Electronic business.
- B) Electronic commerce.
- C) Enterprise communication.
- D) Electronic marketplaces.
8. Executive information systems (EIS) are management information systems which are tailored to meet the strategic information needs of which one of the following management levels?
- A) Lower management (operational).
- B) Middle management (tactical).
- C) Top management (strategic).
- D) All of the above.
9. Collectively, a car make, car model, and year of the car year would be called a:
- A) Field.
- B) File.
- C) Record.
- D) Database.
10. Serial number, product description, and number of products ordered are examples of:
- A) Input.
- B) Processing.

C) Output.

D) Control.

11. In the internetworked e-business enterprise, an extranet refers to:

A) A network inside the enterprise.

B) A network between an enterprise and its trading partners.

C) A local area network within the enterprise.

D) A wide area network within the enterprise.

12. In an information system, generating audible signals to indicate the proper entry of a sales transaction would be considered a good business example of which one of the following activities?

A) Input.

B) Processing.

C) Output.

D) Control.

13. Which one of the following statements about knowledge workers would NOT be considered correct?

A) Professionals such as accountants and engineers are knowledge workers.

B) Most manufacturing production workers are knowledge workers.

C) Knowledge workers make up an increasing proportion of the workforce.

D) Knowledge workers are people who spend most of their workday creating, using, and distributing information.

14. Establishing new business linkages and alliances with customers, suppliers, and competitors is an example of a(n):

A) Alliance strategy.

B) Differentiation strategy.

C) Innovation strategy.

D) Growth strategy.

15. Which one of the following statements is NOT true? For many companies, the chief business value of becoming a customer-focused e-business lies in its ability to:

A) Help them keep customers loyal.

B) Anticipate their customers' future needs.

C) Respond to customers' concerns.

D) Create barriers to entry.

16. Which one of the following statements would NOT apply to the concept of business process reengineering (BPR)? BPR is used to achieve improvements in:

A) Cost of products and services.

B) Quality of products and services.

C) Speed of delivery of products and services.

D) Quantity offered of products and services.

17. A strategic positioning matrix can be used to help companies optimize the strategic impact of Internet technologies for e-business and e-commerce applications. Which of the following quadrants in this matrix would best describe this statement: "A company has a high degree of internal connectivity and pressures to substantially improve its business processes, but external connectivity by customers and competitors is still low"?

A) Cost and efficiency improvements.

B) Performance improvement in business effectiveness.

C) Global market penetration.

D) Product and service transformation.

18. Customer-focused e-business lies in its ability to keep customers loyal, anticipate their future needs, respond to customer concerns, and provide top-quality customer service. This strategy focuses on:

A) Customer Value.

B) Product differentiation.

C) Transaction processing.

D) Product innovation.

19. Information systems that automate the flow of information across organizational boundaries and link a company to its suppliers, customers, subcontractors, and competitors defines a(n):

A) Interorganizational information system.

B) Management information system.

C) Enterprise networking system.

D) Virtual organizational system.

20. Which one of the following is NOT one of the five basic competitive forces described by Michael Porter?

- A) The bargaining power of suppliers.
- B) Threat of new entrants.
- C) Threat of substitutes.
- D) Threats of new technological developments.

21. One of the most popular approaches or competitive strategies used by businesses to deal with organizational change is known as:

- A) Continuous (quality) improvement.
- B) Incremental approach.
- C) Restructuring techniques.
- D) Business process reengineering.

22. Wal-Mart built an elaborate satellite network linking the point-of-sale terminals in its stores. They also extended their networks to their customers and suppliers. Wal-Mart have been successful in:

- A) Reducing barriers to entry.
- B) Reducing switching costs.
- C) Creating switching costs.
- D) Improving their value chain.

23. Expanding a company's product offering into global markets is an example of a(n):

- A) Cost leadership strategy.
- B) Differentiation strategy.
- C) Alliance strategy.
- D) Growth strategy.

24. Which one of the following statements would best describe a source document?

- A) Is the original record of a transaction.
- B) Must be on input media, such as sales order forms.
- C) Must be used for all data entered into an information system.
- D) Is usually recorded on computer readable media.

25. Which of the following statements would best describe an agile company?

- A) Ability to provide high-quality, high-performance, customer-configured products and services.
- B) Ability to make continuous improvements in quality, productivity, flexibility, timeliness, and customer responsiveness.
- C) Ability to exceed the requirements and expectations of customers for a product or service.
- D) All of the above.

26. Which one of the following strategic information systems is correctly associated with the value chain activities it most directly supports?

- A) Online data entry – inbound logistics.
- B) Computer aided manufacturing – operations.
- C) Employee skills databases – management and administrative services.
- D) Automated warehousing – outbound logistics.

27. The value chain views a series, chain, or network of basic activities that add value to products and services. One of the primary activities in a firm's "value chain" typically includes:

- A) Outbound logistics.
- B) Procurement of resources.
- C) Human resource management.
- D) Technology development.

28. One of the support activities outlined in Michael Porter's value chain model includes:

- A) Computer-aided engineering and design.
- B) Inbound and outbound logistics.
- C) Operations.
- D) Marketing and sales.

29. The process of building a model that demonstrates the features of a proposed product, service, or system is called:

- A) Reverse engineering.
- B) RAD.
- C) Prototyping.

D) JAD.

30. Testing of information systems:

A) Proceeds from low level modules of programs to higher level modules.

B) Occurs only after implementation when the prototyping development method is used.

C) Includes a systems test in which all related modules are tested together.

D) Becomes mandatory if CASE tools are used since automatically generated code is likely to be error-prone.

31. Companies that assume responsibility for development and implementation of large systems development projects involving many vendors and subcontractors are called:

A) Computer integrators.

B) Time-sharing service companies.

C) Facilities management companies.

D) Systems service centers or service bureaus.

32. Providing complete testing of the new system is one of your tasks during which step of the traditional SDLC?

A) Systems investigation.

B) Systems analysis.

C) Systems implementation.

D) Systems maintenance.

33. The delegation of specific work to a third party for a specified length of time, at a specified cost, and at a specified level of service is:

A) JAD.

B) RAD.

C) Outsourcing.

D) Insourcing.

34. Determining whether reliable hardware and software required by a proposed system is available or can be acquired by the computer using organization is called:

A) Cost/benefit analysis.

B) Economic feasibility.

C) Operational feasibility.

D) Technical feasibility.

35. Advantages of outsourcing include allowing your organization to:

A) Focus on unique core competencies.

B) Exploit the intellect of another organization.

C) Better predict future costs and acquire leading-edge technology.

D) Do all of the above.

36. Determining whether expected cost savings, increased profits, and other benefits exceed the cost of developing and operating a system is related to:

A) Functional feasibility.

B) Economic feasibility.

C) Operational feasibility.

D) System feasibility.

37. Using both the old and new systems until you're sure that the new system performs correctly is what type of conversion?

A) Parallel

B) Plunge

C) Pilot

D) Piecemeal

38. Building a technical blueprint of how the proposed system will work is the goal of which step of the traditional SDLC?

A) Systems investigation.

B) Systems analysis.

C) Systems design.

D) Systems maintenance

39. Determining the best method of conversion is one of your tasks during which step of the traditional SDLC?

A) Systems investigation.

B) Systems implementation.

C) Systems design.

D) Systems analysis.

40. Ensuring that the system continues to meet stated goals is the goal of which step in the traditional SDLC?

A) Systems investigation.

B) Systems maintenance.

C) Systems design.

D) Systems analysis.

41. Which one of the following is a major software supplier in the computer industry?

A) Computer leasing companies.

B) Computer manufacturers.

C) Hardware consultants.

D) Peripheral manufacturers.

42. Which one of the following is a major evaluation factor in selecting IS services?

A) Speed, capacity, and throughput.

B) Availability of backup facilities.

C) Efficient programs.

D) Programming language utilized.