Experiencing MIS, 7e **(Kroenke)**
Chapter 1 The Importance of MIS

1) The number of transistors per square inch on an integrated chip doubles every 18 months. This observation is known as _____ Law.
A) Murphy's
B) Moore's
C) Amdahl's
D) Metcalfe's
Answer: B
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the major types of computer hardware and software used by companies.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

2) Which of the following statements is true of Moore's Law?
A) It is based on the technological advancements in weapon manufacturing.
B) It made the cost of data processing, communications, and storage essentially zero.
C) It states that the total number of transistors produced in the world doubles every 18 months.
D) It has made the use of transistors obsolete.
Answer: B
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Describe the major types of computer hardware and software used by companies.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

3) Which of the following is a result of Moore's law?
A) The risk of technology becoming obsolete has decreased.
B) The price to performance ratio of computers has fallen dramatically.
C) The outsourcing of nonroutine skills has increased drastically.
D) The cost of data processing has increased considerably.
Answer: B
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

4) Which of the following is true about the impact of Moore's Law on business professionals?
A) They need to be able to assess, evaluate, and apply emerging information technology to business.
B) They have to concentrate more on developing routine skills than nonroutine skills.
C) They need to be able to develop better communication and information technologies.
D) They no longer need to focus on skills such as abstract reasoning and collaboration.
Answer: A
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

5) _____ states that the value of a network is equal to the square of the number of users connected to it.
A) Kryder's Law
B) Metcalfe's Law
C) Moore's Law
D) Nielsen's Law
Answer: B
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

6) Which of the following laws speaks about the storage density on magnetic disks?
A) Metcalfe's Law
B) Kryder's Law
C) Nielsen's Law
D) Moore's Law
Answer: B
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

7) Moore's Law states that the speed of a computer doubles every 18 months.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the major types of computer hardware and software used by companies.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

8) Future business professionals need to be able to apply information technology to business.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

9) The number of businesses adopting new technologies has seen a downfall over the years.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

10) Define Moore's Law and explain how the phenomenon described by it affects business.
Answer: Moore's Law states that the number of transistors per square inch on an integrated chip doubles every 18 months. The more common version of this is expressed as, "The speed of a computer chip doubles every 18 months," which is incorrect. Due to the impact of Moore's Law, the price to performance ratio of computers has fallen dramatically. Moore's Law is the principal reason why data storage and data transmission are essentially free today. New businesses like YouTube and Facebook have taken advantage of the opportunities offered by this development.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

11) As the cost of data processing, storage, and communications is essentially zero, any routine skill can and will be _____.
A) considered a nonroutine cognitive skill
B) a strong marketable skill
C) outsourced to the lowest bidder
D) sufficient to attain job security
Answer: C
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

12) Which of the following is an impact of rapid technological change on job security?
A) Routine skills have more demand.
B) Nonroutine cognitive skills have gained more market value.
C) Nonroutine jobs are outsourced, thus reducing the need of an in-house workforce.
D) Routine skills are no longer required to complete a task.
Answer: B
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the ethical and social issues raised by the use of information systems.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

13) Which of the following statements is true of nonroutine cognitive skills?
A) They have become less marketable.
B) They increase an individual's job security.
C) They do not experience the impact of technological changes.
D) They are usually outsourced by organizations to the lowest bidder.
Answer: B
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the ethical and social issues raised by the use of information systems.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

14) _____ is the ability to make and manipulate models.
A) Abstract reasoning
B) Cognitive acceleration
C) Adaptive learning
D) Holacracy
Answer: A
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

15) _____ is the ability to model the components of a unit to connect the inputs and outputs among those components into a sensible whole that reflects the structure and dynamics of the phenomenon observed.
A) Systems thinking
B) Collaboration
C) Adaptive learning
D) Critical reasoning
Answer: A
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

16) Which of the following best describes collaboration?
A) It is the ability of an individual to model the components of the system, to connect the inputs and outputs among those components into a sensible whole that reflects the structure and dynamics of the phenomenon observed.
B) It is the ability to assess, evaluate, and apply emerging information technology to business.
C) It is the activity of two or more people working together to achieve a common goal, result, or work product.
D) It is the activity of constructing or modifying models with the help of one's nonroutine cognitive skills.
Answer: C
AACSB: Interpersonal Relations and Teamwork
Difficulty: 1: Easy
Course LO: Explain how IS can enhance systems of collaboration and teamwork.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

17) In a job interview, Lillian is asked to be part of a three-member group and design a mock business process based on the strengths and skills of the group's members. In this case, which of the following skills is the interviewer trying to test?
A) collaboration
B) cognitive acceleration
C) systems thinking
D) facilitation
Answer: A
AACSB: Reflective Thinking
Difficulty: 2: Moderate
Course LO: Explain how IS can enhance systems of collaboration and teamwork.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Application

18) Patricia, the marketing manager of a manufacturing firm, plans new marketing strategies with the help of her subordinates by providing and receiving critical feedback. Patricia is displaying effective _____.
A) collaboration
B) cognitive acceleration
C) virtualization
D) abstraction
Answer: A
AACSB: Reflective Thinking
Difficulty: 2: Moderate
Course LO: Explain how IS can enhance systems of collaboration and teamwork.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Application

19) Which of the following is necessary for effective collaboration?
A) modeling the components of a system
B) focusing on individual goals
C) proper division of tasks
D) giving and receiving critical feedback
Answer: D
AACSB: Interpersonal Relations and Teamwork
Difficulty: 2: Moderate
Course LO: Explain how IS can enhance systems of collaboration and teamwork.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

20) _____ is making a reasoned analysis of an opportunity, envisioning potential solutions, evaluating those possibilities, and developing the most promising ones, consistent with the available resources.
A) Experimentation
B) Abstraction
C) Systems thinking
D) Collaboration
Answer: A
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

21) Marketing managers planning to use new social networking technologies to strengthen their market presence are portraying their _____.
A) ability to experiment
B) routine skills
C) collaboration skills
D) ability to outsource work
Answer: A
AACSB: Analytical Thinking
Difficulty: 2: Moderate
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

22) In a job interview, Roy is asked to use a product that he has never used before and is unfamiliar with its functioning. Which of the following skills is the interviewer trying to test?
A) systems thinking
B) abstract reasoning
C) collaboration skills
D) ability to experiment
Answer: D
AACSB: Reflective Thinking
Difficulty: 2: Moderate
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Application

23) The knowledge of managing information systems can lead to greater job security.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the ethical and social issues raised by the use of information systems.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

24) A marketable skill has no impact on job security.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

25) Strong nonroutine cognitive skills are more in demand than routine skills.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

26) Abstract reasoning is one of the components of strong nonroutine cognitive skills.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

27) Critical feedback undermines collaboration.
Answer: FALSE
AACSB: Interpersonal Relations and Teamwork
Difficulty: 1: Easy
Course LO: Explain how IS can enhance systems of collaboration and teamwork.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

28) Effective collaboration is all about being nice to one's team members.
Answer: FALSE
AACSB: Interpersonal Relations and Teamwork
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

29) Professionals in the 21st century need to be able to experiment in order to have greater job security.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

30) Successful experimentation is characterized by the investment of huge sums of money at every idea that enters one's head.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

31) When a user is provided with an unfamiliar program and asked to use it, he or she is being tested on their ability to collaborate effectively.
Answer: FALSE
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Explain how IS can enhance systems of collaboration and teamwork.
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

32) What is a marketable skill?
Answer: A marketable skill used to be that one could name particular skills, such as computer programming, tax accounting, or marketing, as examples of marketable skills. But today, because of Moore's Law, because the cost of data processing, storage, and communications is essentially zero, any routine skill can and will be outsourced to the lowest bidder. One has to develop strong nonroutine cognitive skills to be more successful and such skills are called marketable skills. Abstract reasoning, systems thinking, collaboration, and the ability to experiment are also classified as marketable skills.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

33) What is abstract reasoning?
Answer: Abstract reasoning is the ability to make and manipulate models. Constructing a model from the five components of an information system is an example of abstract reasoning.
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

34) What is systems thinking?
Answer: Systems thinking is the ability to model the components of a system, to connect the inputs and outputs among those components into a sensible whole that reflects the structure and dynamics of the phenomenon observed. It shows how components' inputs and outputs relate to one another.
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

35) What is collaboration? How can one ensure effective collaboration?
Answer: Collaboration is the activity of two or more people working together to achieve a common goal, result, or work product. It means to develop ideas and plans with others in a team and to provide and receive critical feedback. Effective collaboration is not about being nice. Surveys indicate the single most important skill for effective collaboration is to give and receive critical feedback.
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

36) What is experimentation? Explain its importance.
Answer: Experimentation is making a reasoned analysis of an opportunity, envisioning potential solutions, evaluating those possibilities, and developing the most promising ones, consistent with the resources one has. Fear of failure paralyzes many good people and many good ideas. This can be overcome by having the ability to experiment.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.2: How will MIS affect me?
Classification: Concept

37) Which of the following is true of tradable jobs?
A) They are dependent on a particular location.
B) They can be outsourced overseas.
C) They only include technical positions.
D) They only include nontechnical and managerial positions.
Answer: B
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.3: Why are MIS-related jobs in high demand?
Classification: Concept

38) According to the U.S. Bureau of Labor Statistics, all good computer jobs have gone overseas.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO 1.3: Why are MIS-related jobs in high demand?
Classification: Concept

39) _____ refers to the products, methods, inventions, and standards that are used to produce information.
A) Information technology
B) Information processing
C) Simulation
D) Product specification
Answer: A
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

40) Which of the following statements is true about information systems?
A) They can be bought off the shelf.
B) They are a group of components that produce information.
C) They drive the development of information technology.
D) They are not susceptible to the changing needs of the market.
Answer: B
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

41) Which of the following components distinguishes information systems from information technology?
A) people
B) procedure
C) software
D) hardware
Answer: A
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

42) A group of components that interact to achieve some purpose is referred to as a(n) _____.
A) system
B) element
C) unit
D) entity
Answer: A
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

43) Which of the following is an example of a hardware component of an information system?
A) Web browser
B) operating system
C) storage disk
D) data file
Answer: C
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the major types of computer hardware and software used by companies.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

44) The five-component framework of an information system consists of computer hardware, software, data, people, and _____.
A) documents
B) procedures
C) objectives
D) results
Answer: B
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

45) In a grocery store, a clerk uses a barcode scanner to read the barcode on an item. Which of the following components of an information system includes this scanning device?
A) hardware
B) software
C) data
D) procedure
Answer: A
AACSB: Reflective Thinking
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Application

46) Which of the following statements is true about the management and use of information systems?
A) An employee must be a programmer to manage information systems.
B) Information systems must be adapted to new requirements.
C) Information systems need not be maintained after development.
D) Organizations with dynamic business environments do not use information systems.
Answer: B
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

47) Why is it important for business professionals to take an active role in developing and managing information systems?
A) They know how to create a database and configure computers.
B) They are the people who know how to build networks.
C) They know whether a system meets their needs and requirements.
D) They are the lone users of information systems.
Answer: C
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

48) Which of the following is a critical responsibility of business professionals in using information systems?
A) protecting the security of a system and its data
B) reprogramming a system to meet changing needs
C) creating and modifying a system's databases
D) building and configuring additional networks
Answer: A
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

49) Information systems and information technology are not the same.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

50) Information systems can be bought, whereas information technology cannot be bought.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

51) An information system is a group of components that interact to produce information.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

52) The methods used to start a program and save a file are referred to as procedures.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

53) Building information systems requires many different skills besides those of programmers.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

54) The use of information systems is restricted to the field of business.
Answer: FALSE
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

55) Information systems should be created by a business only if they help achieve the strategies of that business.
Answer: TRUE
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

56) Explain the difference and the relationship between information technology (IT) and information systems (IS).
Answer: Information technology and information systems are two closely related terms, but they are different. Information technology (IT) refers to the products, methods, inventions, and standards that are used for the purpose of producing information. IT pertains to the hardware, software, and data components. An information system (IS) is an assembly of hardware, software, data, procedures, and people that produces information. Information technology drives the development of new information systems.
Users can buy IT; they can buy or lease hardware, they can license programs and databases, and they can even obtain predesigned procedures. Ultimately, however, it is the people who execute those procedures to employ the new IT.
For any new system, users will always have training tasks (and costs), they will always have the need to overcome employees' resistance to change, and they will always need to manage the employees as they use the new system. Hence, one can buy IT, but not IS.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the key issues involved in managing the components of IT infrastructure.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

57) Describe an information system.
Answer: A system is a group of components that interact to achieve some purpose. An information system (IS) is a group of components that interact to produce information. An IS is based on the five-component framework of computer hardware, software, data, procedures, and people. These five components are present in every information system—from the most simple to the most complex.
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

58) Describe the five components of an information system using an example.
Answer: The five components of an information system are computer hardware, software, data, procedures, and people. For example, when one uses a computer to write a class report, he or she is using hardware (the computer, storage disk, keyboard, and monitor), software (Word, WordPerfect, or some other word-processing program), data (the words, sentences, and paragraphs in his or her report), procedures (the methods he or she uses to start the program, enter his or her report, print it, and save and back up his or her file), and people (an individual).
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the components of an information system (IS).
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

59) Define *management information system*. What are the key elements of its definition?
Answer: A management information system is the management and use of information systems that help businesses achieve their strategies. This definition has three key elements: management and use, information systems, and strategies.
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

60) Explain the management and use of information systems.
Answer: Information systems must be developed, maintained and, because business is dynamic, they must be adapted to new requirements. To create an information system that meets specific needs, one will have to take an active role in that system's development. In addition to management tasks, he or she will also have important roles to play in the use of information systems. For example, when using an information system, there will be responsibilities for protecting the security of the system and its data. One may also have tasks for backing up data.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

61) What are the points that one should keep in mind when deciding to implement a management information system (MIS)?
Answer: When deciding to implement an MIS, one needs to keep in mind that information systems are not created for exploring technology. They are not created so that the company can be "modern" or so that the company can show it has a social networking presence on the Web. They are not created because the information systems (IS) department thinks they need to be created or because the company is "falling behind the technology curve." Information systems exist to help people who work in a business to achieve the strategies of that business.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO 1.4: What is MIS?
Classification: Concept

62) Security systems ultimately depend on the behavior of their _____.
A) users
B) programmers
C) hardware components
D) database structures
Answer: A
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe different methods of managing IS security.
Learning Obj: LO 1.5: What is your role in IS security?
Classification: Concept

63) Which of the following requirements should a password fulfill in order to be considered strong?
A) It should have five characters at the most.
B) It should contain a complete dictionary word.
C) It should not contain many special characters.
D) It should not contain the user name or company name.
Answer: D
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe different methods of managing IS security.
Learning Obj: LO 1.5: What is your role in IS security?
Classification: Concept

64) A user has created a password that meets all the criteria for a strong password. What is a potential drawback of such a password?
A) It will be difficult to remember.
B) It will be very short.
C) It can be easily guessed.
D) It might be the password of another computer.
Answer: A
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Describe different methods of managing IS security.
Learning Obj: LO 1.5: What is your role in IS security?
Classification: Concept

65) A password is said to be weak if it contains _____.
A) a complete dictionary word
B) both uppercase and lowercase letters
C) the numbers 9 and 3
D) three special characters
Answer: A
AACSB: Analytical Thinking
Difficulty: 2: Moderate
Course LO: Describe different methods of managing IS security.
Learning Obj: LO 1.5: What is your role in IS security?
Classification: Concept

66) Which of the following passwords is the weakest?
A) Bird999
B) TuRning243
C) 3B47qq<3>5!7bdE
D) As60$T1dd?dc
Answer: A
AACSB: Analytical Thinking
Difficulty: 2: Moderate
Course LO: Describe different methods of managing IS security.
Learning Obj: LO 1.5: What is your role in IS security?
Classification: Concept

67) Which of the following passwords is the strongest?
A) sword123
B) RileyyeliR
C) paranoid4EVER
D) BL@k2V1.0.1
Answer: D
AACSB: Analytical Thinking
Difficulty: 2: Moderate
Course LO: Describe different methods of managing IS security.
Learning Obj: LO 1.5: What is your role in IS security?
Classification: Concept

68) Which of the following techniques is best suited for creating memorable, strong passwords?
A) using at least one dictionary word in the password
B) repeating previously used passwords
C) basing passwords on the first letter of the words in a phrase
D) creating a password that is related to one's name or company's name
Answer: C
AACSB: Information Technology
Difficulty: 2: Moderate
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69) Which of the following precautions should be taken to protect one's password?
A) Do not base it on the first letter of the words in a phrase.
B) Do not write it down or share it with others.
C) Do not use virtual keyboards to enter it.
D) Do not have multiple special characters in it.
Answer: B
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe different methods of managing IS security.
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70) Which of the following statements on password etiquette is true?
A) If someone asks for the password, do not just give it out.
B) Always back up the password by writing it down.
C) Never access an information system from a computer that is connected to the Internet.
D) Never use the password more than three times a day.
Answer: A
AACSB: Ethical Understanding and Reasoning Abilities
Difficulty: 2: Moderate
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71) What should be done if someone needs to log into a user's account to solve a problem and asks for the user's password?
A) The user should refuse to provide the password.
B) The user should enter the password themselves.
C) The user should say it out loud.
D) The user should provide the password through an email.
Answer: B
AACSB: Ethical Understanding and Reasoning Abilities
Difficulty: 1: Easy
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Classification: Concept

72) Strong passwords have a maximum of five characters.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
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73) Good passwords contain a complete dictionary word.
Answer: FALSE
AACSB: Analytical Thinking
Difficulty: 1: Easy
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Classification: Concept

74) If a password is complex, it is ideal to write it on a piece of paper and keep it near the workstation.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
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Classification: Concept

75) Moving away to let another user enter his or her password is a mark of professionalism.
Answer: TRUE
AACSB: Ethical Understanding and Reasoning Abilities
Difficulty: 1: Easy
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76) Users are advised not to share their password with others.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
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Classification: Concept

77) What is the role of users in information security?
Answer: Like all information systems, security systems have five components, including people. Thus, every security system ultimately depends on the behavior of its users. If the users do not take security seriously, if they do not follow security procedures, then the hardware, software, and data components of the security system are wasted expenses. Almost all security systems use user names and passwords. Users of information systems in a business organization will be instructed to create a strong password and to protect it. It is vitally important for users to do so.
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe different methods of managing IS security.
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Classification: Concept

78) Explain the characteristics of a strong password.
Answer: The characteristics of a strong password are:
1. It should have 10 or more characters, 12 is even better.
2. It should not contain one's user name, real name, or company name.
3. It should not contain a complete dictionary word in any language.
4. It should be different from the previous passwords the user has used.
5. It should contain both upper- and lowercase letters, numbers, and special characters (such as ˜
! @; # $ % ^; &; * ( ) _ +; − =; { } | [ ] \ : " ; ' <; >;? , . /).
AACSB: Information Technology
Difficulty: 1: Easy
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79) How can a strong password be made memorable?
Answer: One technique for creating memorable, strong passwords is to base them on the first letter of the words in a phrase. The phrase could be the title of a song or the first line of a poem or one based on some fact about one's life. For example, one can take the phrase, "I was born in Rome, New York, before 1990." Using the first letters from that phrase and substituting the character for the word before, one can create the password IwbiR,NY<1990.
AACSB: Information Technology
Difficulty: 1: Easy
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80) Explain the necessary password etiquette to be followed by the users of an information system.
Answer: Once users create a strong password, they need to protect it with proper behavior. Proper password etiquette is one of the marks of a business professional. Users should never write down their password, and should not share it with others. They should never ask others for their passwords. If, in a work-related or emergency situation, someone asks for the password, users are advised not to give it out. Instead, it is better for the user to get up, go over to that person's machine, and enter the password. Users should be present while their password is in use, and should ensure that their account is logged out at the end of the activity.
AACSB: Information Technology
Difficulty: 1: Easy
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