Chapter 1

Introduction to Information Systems

Question type: True/False

1) Managing the IS function within an organization is the exclusive responsibility of the IS department in contemporary organizations.

Answer: False

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

2) An information system collects, processes, stores, analyzes, and disseminates information for a specific purpose.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

3) Information technology relates to any computer-based tools that people use to work with information and to support the information and information-processing needs of an organization.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: Opening Case 1.1: Will Blackberry survive?

Difficulty: easy

4) IT is enabling more and more people to communicate, collaborate, and compete, thereby leveling the digital playing field.

Answer: True

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Learning Objective: Identify three ways in which you depend on information technology in your daily life.

Section Reference: Opening Case: Case 1.1: Will Blackberry survive?

Difficulty: Easy

5) An organization must be large to benefit from IT.

Answer: False

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Learning Objective: Identify three ways in which you depend on information technology in your daily life.

Section Reference: Opening Case: Case 1.1: Will Blackberry survive?

Difficulty: Easy

6) An informed user of IT can enhance his or her organization’s competitive position.

Answer: True

Learning Objective: Begin the process of becoming an informed user of your organization's information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

7) If you want to run a multinational company, you need to rent office space and hire at least few employees.

Answer: False

Learning Objective: Begin the process of becoming an informed user of your organization's information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

8) A systems analyst focuses on determining the information requirements and technical specifications for new applications.

Answer: True

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

9) An auditing manager focuses on the ethical and legal use of information systems and evaluates the quality or effectiveness of such systems.

Answer: True

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

10) The CIO of an organization supervises the day-to-day operations of the data and/or computer centre.

Answer: False

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

11) The Emerging Technologies Manager forecasts technology trends; evaluates and experiments with new technologies.

Answer: True

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

12) End-user computing has two components: end-user data entry, reporting, and inquiry (commonly referred to as simply users); and end-user development, where users develop usable systems, such as spreadsheets or programs using programming languages or other development tools.

Answer: True

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

13) Information technology and information systems are the same thing.

Answer: False

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

14) In general, informed users tend to get more value from whatever technologies they use.

Answer: True

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

15) The grade point average (GPA) values of a class would be considered as information.

Answer: False

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

16) The grade point average (GPA) values coupled with appropriate student names of a class would be considered as information.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

17) A university registrar who uses her experience with university admissions in reviewing the applicant grades, application essays, and letters of recommendation, would be applying her knowledge in your application process.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

18) A list of football scores with the names of the teams that played the games would be considered information.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

19) The Information Systems functional area, a department of Information technology, deals with the planning, development, management, and use of management information tools to help people perform all the tasks related to information processing and management.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

20) A student’s decision to drop one course and add another would be considered a transaction to the university’s information system but not to its accounting system.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

21) The Supply Chain Management system is an interorganizational information system.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

22) An Electronic Commerce (e-Commerce) system is an intraorganizational information system.

Answer: False

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

23) An organization’s supply chain starts at the supplier and ends at the customer.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

24) E-commerce systems are a type of interorganizational information systems.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

25) An organization’s IT infrastructure consists of the IT components and IT services.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

26) IT personnel use the IT infrastructure to develop information systems.

Answer: False

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

27) Meaningful knowledge is information and meaningful information is data.

Answer: False

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

28) Information is data that have been organized so that they have meaning to provide value to the recipient.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

29) Knowledge is data that have been organized so that they have meaning to provide value to the recipient.

Answer: False

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

30) Knowledge is data and information that have been organized and processed to convey understanding, experience, accumulated learning, and expertise applied to a current problem.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

31) Digital dashboards are special information systems that that support all managers of the organization.

Answer: True

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

32) IT only positively affects our quality of life.

Answer: False

Learning Objective: Provide three ways in which information technology can impact managers and three ways in which it can impact non-managerial workers.

Section 1.4: Importance of Information Systems to Society

Difficulty: Easy

Question Type: Multiple Choice

33) Which of the following is a benefit of being an informed user of IT?

a) Understanding what is “behind” applications you use in your organization

b) Providing input to enhance your organization’s applications

c) Helping to select new applications

d) Keeping abreast of new technologies

e) All of the above

Answer: e

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

34) You should seek to be an informed user of IT because \_\_\_\_\_\_\_\_\_\_\_\_.

a) it is easy to understand how IT works

b) you could end up working in the IT department in your organization

c) everyone uses IT

d) you will be in a position to enhance the quality of IT applications

Answer: d

Learning Objective: Begin the process of becoming an informed user of your organization's information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

35) The title of the executive who is in charge of the people, who design and build information systems, the people who use those systems, and the people responsible for managing those systems is the

a) CEO

b) CFO

c) CIO

d) CIS

e) CIT

Answer: c

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

36) What does a systems analyst do?

a) Manages an IS service

b) Writes computer code.

c) Determines information requirements and technical specifications for new applications.

d) Forecasts technology trends

e) Creates Web sites and pages

Answer: c

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

37) An emerging technologies manager \_\_\_\_\_.

a) forecasts evaluates new technologies

b) manages data networks

c) manages the ethical and legal use of information systems

d) is responsible for strategic planning

e) creates the Web sites and pages

Answer: a

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

38) Which of the following statements concerning the complexity of management of information resources is not true?

a) Information systems have an enormous strategic value within an organization and therefore firms rely on them heavily.

b) Information systems are expensive to acquire, operate, and maintain.

c) Computers are decentralized throughout the organization, which makes it harder to manage.

d) Managing mainframes has become more difficult.

e) Managing information resources is divided between the MIS department and end users and there is no standard way to divide responsibility between them.

Answer: d

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

39) \_\_\_\_\_\_\_\_\_ is a traditional function of the MIS Department.

a) Managing system integration including the Internet, intranets, and extranets

b) Educating the non-MIS managers about IT

c) Providing technical services

d) Creating business alliances with business partners

Answer: c

Learning Objective: Begin the process of becoming an informed user of your organization's information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

40) Which of the following is the correct hierarchy from the lowest level to the highest level?

a) knowledge, information, data

b) information, data, knowledge

c) data, information, knowledge

d) data, experience, information

e) information, experience, wisdom

Answer: c

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

41) \_\_\_\_\_ conveys understanding, accumulated learning, and expertise as they apply to a current problem.

a) Data

b) Information

c) Knowledge

d) Database

e) None of the above

Answer: c

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

42) \_\_\_\_\_ is (are) data that have been organized to have meaning and value to a recipient.

a) Insights

b) Information

c) Knowledge

d) Experience

e) Wisdom

Answer: b

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

43) Who manages all systems throughout the organization and the day-to-day operations of the entire IS organization?

a) IS Director

b) Information center manager

c) Project Manager

d) Operations Manager

e) Programming manager

Answer: a

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

44) The Software Project Manager is responsible for:

a) strategic planning.

b) day-to-day operations of the entire organization.

c) manages IS services such as help desks, hot lines, training, and consulting.

d) manages a particular existing system.

e) manages a particular new systems development project.

Answer: e

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

45) The list of all your purchases from Amazon (books bought, price paid, dates) is defined as \_\_\_\_\_\_\_\_\_\_\_.

a) data

b) information

c) knowledge

d) experience

e) wisdom

Answer: b

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

46) If Amazon uses a list of all your purchases (books bought, price paid, dates) to recommend other books to you, then it is applying its \_\_\_\_\_.

a) data

b) information

c) knowledge

d) experience

e) wisdom

Answer: c

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

47) A listing of all courses offered at your university would be considered \_\_\_\_\_, whereas a listing of all courses required in your major would be considered \_\_\_\_\_.

a) information, data

b) knowledge, information

c) information, knowledge

d) data, information

e) data, knowledge

Answer: d

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

48) You are registering for the next semester at your university. You take into account your major, the courses you need, the prerequisites for each course, the times you take each course, and the professors teaching each section, as well as your work schedule. You are using \_\_\_\_\_ to select your class schedule.

a) information

b) knowledge

c) experience

d) wisdom

e) data

Answer: b

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

49) A purchase of books in the college bookstore is \_\_\_\_\_\_\_\_\_\_\_. The report at the end of the day showing sales totals for the day is \_\_\_\_\_\_\_\_\_\_\_\_.

a) information, knowledge

b) information, data

c) data, information

d) data, database

e) data item, business intelligence

Answer: c

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

50) You have just been hired by the largest manufacturer in your area to join their management trainee program. You enjoyed your “computer course” in college and hope that you’ll be able to put that knowledge to good use. Which of the following might you expect to do during the management training program?

a) Code a new application

b) Recommend new technologies that might impact the organization

c) Design a new application

d) Become familiar with tools to support using data for decision making

e) Work 9-5 in your office.

Answer: d

Learning Objective: Provide three ways in which information technology can impact managers and three ways it can impact non-managerial workers.

Section Reference: How Does IT Impact Organizations?

Difficulty: Medium

51) As a manager in your company, you expect to retrieve \_\_\_\_\_\_ from operational systems and present it as \_\_\_\_\_\_\_\_\_ to your boss, who will react based on his \_\_\_\_\_\_\_\_\_\_\_\_.

a) knowledge, information, data

b) information, data, knowledge

c) data, information, knowledge

d) data, experience, information

e) information, experience, wisdom

Answer: c

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

52) In your new position, you are told that you will be working with a business analyst. What would you expect this work to entail?

a) Review computer code.

b) Explain the business process

c) Test programs

d) Identify new technology that might benefit the organization

e) Create Web sites and pages

Answer: b

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

53) An organization’s IT components include all of the following except:

a) a network.

b) programs

c) procedures

d) a database

e) monitors

Answer: c

Learning Objective1: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

54) A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_ is a computer program designed to support a specific task or business process.

a) Interface

b) Application

c) Functional area

d) Network

e) Database

Answer: b

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

55) \_\_\_\_\_ is/are the computer hardware, software, and communications technologies that are used by IT personnel to produce IT services.

a) IT components

b) IT services

c) Information technology

d) An information system

e) A computer-based information system

Answer: a

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

56) An organization’s \_\_\_\_\_ consists of the physical facilities, IT components, IT services, and IT management that will support the entire organization.

a) information technology architecture

b) information technology infrastructure

c) information technology

d) information system

e) computer-based information system

Answer: b

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

57) IT personnel use \_\_\_\_\_ to develop \_\_\_\_\_.

a) IT components, IT services

b) computer-based information systems, IT architecture

c) IT infrastructure, IT architecture

d) IT infrastructure, IT platform

e) IT components, IT architecture

Answer: a

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

58) The IT infrastructure is comprised of \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_.

a) IT components, IT personnel

b) IT components, IT services

c) IT services, IT personnel

d) IT personnel, computer-based information systems

e) Computer-based information systems, IT personnel

Answer: b

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

59) Which of the following statements is false?

a) An application is a computer program designed to support a specific business process.

b) Each functional area within an organization has only one application.

c) A functional area information system is the same as a departmental information system.

d) A functional area information system can obtain data from other functional area information systems.

e) App, application, and application program all mean the same thing.

Answer: b

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

60) Enterprise resource planning systems:

a) were designed to process transactions faster.

b) evolved because newer technologies made older systems obsolete.

c) use a common database for all functional areas.

d) are utilized to conduct site analyses.

e) All the above statements are true.

Answer: c

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

61) Knowledge workers:

a) handle day-to-day operations within an organization.

b) make tactical decisions.

c) advise middle managers

d) make routine decisions.

e) are generalists

Answer: c

Learning Objective1: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

62) Office automation systems:

a) support only the clerical staff.

b) are comprised of software that is only used to develop documents and spreadsheets

c) include report generators.

d) are a type of interorganizational system.

e) are usually developed in-house.

Answer: c

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Hard

63) \_\_\_\_\_\_\_\_\_\_\_ include B2B and B2C.

a) Enterprise resource planning systems

b) Computer-based information systems

c) Functional area information systems

d) Intraorganizational information systems

Answer: a

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

64) Which of the following statements is false?

a) IT ultimately decreases the number of managers and experts.

b) IT makes managers more productive.

c) IT increases the number of employees who can report to a single manager.

d) IT reduces stress by giving managers more time to make decisions.

e) IT decreases the number of promotional opportunities.

Answer: d

Learning Objective: Discuss three ways in which information technology can impact managers and three ways in which it can impact non-managerial workers.

Section Reference: 1.3 How Does IT Impact Organizations?

Difficulty: Medium

65) Which of the following statements about the potential impact of IT on non-managerial workers is true?

a) IT will create more jobs than it eliminates.

b) Employees will feel a higher degree of loyalty towards their company.

c) IT could cause employees to experience a loss of identity.

d) The flexibility of IT can minimize stress on the job.

Answer: c

Learning Objective: Discuss three ways in which information technology can impact managers and three ways in which it can impact non-managerial workers.

Section Reference: 1.3 How Does IT Impact Organizations?

Difficulty: Medium

66) Which of the following statements about your future role as a manager is false?

a) The people I manage will likely be dispersed geographically.

b) The size of my team will likely be smaller than teams of today.

c) There will be less emphasis on office politics.

d) Many of my decisions will be “real time”.

e) I will need IT tools to handle the data I utilize to make decisions.

Answer: b

Learning Objective: Discuss three ways in which information technology can impact managers and three ways in which it can impact non-managerial workers.

Section Reference: 1.3 How Does IT Impact Organizations?

Difficulty: Medium

67) Which of the following statements about IT’s role in society is false?

a) IT has created employee flexibility.

b) Robots can do many routine tasks.

c) Robots can handle unfamiliar situations.

d) IT can be used to help doctors diagnose diseases.

e) Telepresence robots can act as the eyes and ears of a business manager.

Answer: c

Learning Objective: List three positive and three negative societal effects of the increased use of information technology.

Section Reference: 1.4 Importance of Information Systems to Society

Difficulty: Medium

68) Refer to Opening Case – Will Blackberry Survive? – Which of the following is true?

a) rapid changes in information technology can make products obsolete quickly.

b) IT is making our world smaller.

c) success of a smart phone depends on the number of apps developed.

d) rapid changes in information technology can drive non-responsive businesses to the brink of destruction.

e) All of the above.

Answer: e

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Learning Objective: Identify three ways in which you depend on information technology in your daily life.

Section Reference: Opening Case: Will Blackberry Survive?

Difficulty: Medium

69) Refer to IT’s About Business: 1.1 – E-Mealz: Which of the following statements is false?

a) Jane could run E-Mealz just as efficiency without technology.

b) Jane uses social network sites to promote her business.

c) Customers can submit recipes to E-Mealz’s database.

d) Customers receive a weekly meal plan and grocery list.

e) E-Mealz provides nutritional information.

Answer: a

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Learning Objective: Identify three ways in which you depend on information technology in your daily life.

Section Reference: IT’s About Small Business 1.1: E-Mealz

Difficulty: Medium

70) Refer to IT’s About Business Section Reference: 1.2 – Build Your Own Multinational Company: A digital nomad is

a) someone who moves from office to office.

b) someone who uses IT to work remotely.

c) someone who lives outside Canada.

d) someone who works anonymously.

e) someone who has no IT costs.

Answer: b

Learning Objective: Begin the process of becoming an informed user of your organization's information systems.

Section Reference: IT’s About Business 1.2

Difficulty: medium

71) Refer to IT’s About Business 1.3 – Electronic E-Discovery Software Replaces Lawyers: E-discovery

a) is still largely in the experimental stage. involves analyzing files in a law firm.

b) searches vast numbers of documents for relevant information.

c) does not have any more features than a search engine.

d) cannot review e-mails or chat conversations.

e) cannot recognize changes in behavior.

Answer: b

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: IT’s About Business 1.3

Difficulty: Medium

72) Refer to Closing Case – L’Oreal Retools its Information Systems – Which of the following was not a consequence of integrating L’Oreal’s SAP ERP system with FLEXNet?

a) ISIS supports all faculty processes while promoting best practices.

b) Master data are stored in the company’s central headquarters.

c) Upgrades take much less time.

d) Quality control has improved.

e) Shop workers found the new system stressful.

Answer: e

Learning Objective: Provide three ways in which information technology can impact managers and three ways it can impact non-managerial workers.

Section Reference: Closing Case: L’Oreal Retools Its Information Systems

Difficulty: Medium

Question Type: Short Answer

73) Differentiate between information systems and information technology.

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

74) Differentiate among data, information, and knowledge.

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

75) Differentiate between information technology and information technology infrastructure.

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

76) Discuss why information systems and information technologies are integral to your lives.

Learning Objective: Begin the process of becoming an informed user of your organization’s information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

77) Discuss three ways in which information technology can impact managers.

Learning Objective: Discuss three ways in which information technology can impact managers and three ways in which it can impact non-managerial workers.

Section Reference: 1.3 How Does IT Impact Organizations?

Difficulty: Medium

78) How does IT impact the health and safety of employees?

Learning Objective: Discuss three ways in which information technology can impact managers and three ways in which it can impact non-managerial workers.

Section Reference: 1.3 How Does IT Impact Organizations?

Difficulty: Medium

79) Discuss three ways in which information technology can impact non-managerial workers.

Learning Objective: List three positive and three negative societal effects of the increased use of information technology.

Section Reference: 1.4 Importance of Information Systems to Society

Difficulty: Medium

Question Type: Essay

80) Who is an informed user, and what are the benefits of being an informed user?

Learning Objective: Begin the process of becoming an informed user of your organization's information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

81) Distinguish among the career opportunities that IT offers.

Learning Objective: Begin the process of becoming an informed user of your organization's information systems.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

82) Define the terms data, information, and knowledge, and provide examples of each one.

Learning Objective: Define the terms data, information, and knowledge, and give examples of each.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

83) Distinguish between ERP and TPS; briefly detail how these systems support the entire organization.

Learning Objective: Define the terms information technology, information system, computer-based information system, and application.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

84) Briefly detail upon how IT impacts organizations.

Learning Objective: Identify three ways in which you depend on information technology in your daily life.

Learning Objective: Provide three ways in which information technology can impact managers and three ways in which it can impact non-managerial workers.

Section Reference: 1.3 How does IT impact organizations?

Difficulty: Medium

85) Discuss three positive and three negative societal effects of the increased use of information technology.

Learning Objective: List three positive and three negative societal effects of the increased use of information technology.

Section Reference: 1.4 Importance of Information Systems to Society

Difficulty: Medium

86) Explain how information technology impacts individuals, organizations, and the world. Support your answer with concrete examples.

Learning Objective: Summarize the fundamental concepts and skills related to the impact of information systems on individuals, organizations, and society.

Section Reference: Chapter 1

Difficulty: Medium

Legal Notice

Copyright © 2013 by John Wiley & Sons Canada, Ltd. or related companies. All rights reserved.

****

The data contained in these files are protected by copyright. This manual is furnished under licence and may be used only in accordance with the terms of such licence.

The material provided herein may not be downloaded, reproduced, stored in a retrieval system, modified, made available on a network, used to create derivative works, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning, or otherwise without the prior written permission of John Wiley & Sons Canada, Ltd.