Package Title: Chapter 1, Testbank

Course Title: Rainer, IS 5e

Chapter Number: 1

Question type: Multiple Choice

1) 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: Identify the reasons why being an informed user of information systems is important in today’s world. 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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

2) To address the concerns and to enable nimble responses to the technologically evolving environment, what CIBC decided to undergo?

a) Strategic consulting

b) Digital transformation

c) Digital marketing

d) Financial Tech

Answer: b

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1: Identify the reasons why being an informed user of

information systems is important in today’s world

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

3) What was one project that had a particularly positive impact on CIBC’s endeavour to attain digital transformation?

a) Live Labs

b) A real-estate app

c) A gadget review site

d) An app consolidating restaurant reviews

e) An app for customer service

Answer: a

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1:

Identify the reasons why being an informed user of information systems is important in today’s worldBloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

4) CIBC was recognized as the leader by Surviscor for which of the following?

a) Mobile banking services

b) Web applications

c) Software Engineering

d) Financial investment applications

Answer: a

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1

Identify the reasons why being an informed user of information systems is important in today’s world.Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

5)

In terms of return on investment (ROI), before embarking on its digital transformation, CIBC’s sales from its digital channels made up \_\_\_\_\_.

a) 2 percent or less of its revenue

b) 2 percent of its revenue

c) 3 percent or less of its revenue

d) 3 percent of its revenue

Answer: a

Difficulty: Medium

Section Reference 1: Opening Case

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

6)

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

Difficulty: Medium

Section Reference 1: 1.1 Why Should I Study Information Systems? Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

7) A connected golf course will include all of the following except\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) 5G technology

b) instant messaging

c) location sensors

d) underground fiber

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world. Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

8) Freightos allows shippers to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) track shipments

b) manage employees

c) receive bids from freight forwarders

d) All of the above

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world. Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

9) The title of the executive who is in charge of the people, who design and build information systems.

a) CEO

b) CFO

c) CIO

d) CIS

e) CIT

Answer: c

Difficulty: Easy

Section Reference 1: 1.1 Why Should I Study Information Systems? Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

10) MIT Technology Review refers to young people as *Homo* \_\_\_\_\_\_\_\_.

a) *Conectums*

b) *Conexus*

c) *Technologus*

d) *Techies*

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

11) The top technology job is \_\_\_\_\_\_\_\_\_.

a) CEO

b) CFO

c) CIO

d) COO

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

12) The IS function has become \_\_\_\_\_\_\_\_ strategic within organizations, so a growing number of CIOs are coming from \_\_\_\_\_\_\_\_\_.

a) decreasingly; within the IS department

b) decreasingly; other business units

c) increasingly; within the IS department

d) increasingly; other business units

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

13) The \_\_\_\_\_\_\_\_ is the highest-ranking IS manager and is responsible for all strategic planning in the organization.

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

14) The \_\_\_\_\_\_\_\_ manages all systems throughout the organization and the day-to-day operations of the entire IS organization.

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

15) The \_\_\_\_\_\_\_\_ manages IS services such as help desks, hot lines, training, and consulting.

a) Applications Development Manager

b) CIO

c) Information Centre Manager

d) IS Director

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

16) The \_\_\_\_\_\_\_\_ coordinates and manages new systems development projects.

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

17) A(n) \_\_\_\_\_\_\_\_ interfaces between users and programmers and determines information requirements and technical specifications for new applications.

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

18) A(n) \_\_\_\_\_\_\_\_ focuses on designing solutions for business problems and interfaces closely with users to demonstrate how IT can be used innovatively.

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

19) A(n) \_\_\_\_\_\_\_\_ forecasts technology trends and evaluates and experiments with new technologies.

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

20) A(n) \_\_\_\_\_\_\_\_ creates the computer code for developing new systems software or maintaining existing systems software.

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

21) Managing information systems in modern organizations is a difficult and complex task. Which of the following factors does NOT contribute to this?

a) Both end users and IT employees have responsibility for systems.

b) Business people are customers of the IT department.

c) If technology is not working, many firms cannot function.

d) Technology is getting cheaper to acquire, operate, and maintain.

Answer: d

Difficulty: Medium

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

22) \_\_\_\_\_\_\_\_ is a traditional function of the MIS department.

a) Creating business alliances with business partners

b) Educating the MIS staff about the business

c) Managing systems development

d) Managing system integration including the internet, intranets, and extranets

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

23) \_\_\_\_\_\_\_\_ is a traditional function of the MIS department.

a) Initiating and designing specific strategic IS

b) Managing system integration including the internet, intranets, and extranets

c) Partnering with business-unit executives

d) Staffing, training, and developing IS skills

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

24) \_\_\_\_\_\_\_\_ is a traditional function of the MIS department.

a) Educating the MIS staff about the business

b) Initiating and designing specific strategic IS

c) Proactively using business and technical knowledge to seed innovative ideas about IT

d) Providing technical services

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

25) \_\_\_\_\_\_\_\_ is a traditional function of the MIS department.

a) Creating business alliances with business partners

b) Educating the MIS staff about the business

c) Initiating and designing specific strategic IS

d) Managing computer operations, including the computer centre

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

26) \_\_\_\_\_\_\_\_ is a traditional function of the MIS department.

a) Infrastructure planning, development, and control

b) Initiating and designing specific strategic IS

c) Managing outsourcing

d) Partnering with business-unit executives

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

27) \_\_\_\_\_\_\_\_ is a consultative function of the MIS department.

a) Infrastructure planning, development, and control

b) Managing computer operations including the computer center

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

d) Staffing, training, and developing IS skills

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

28) \_\_\_\_\_\_\_\_ is a consultative function of the MIS department.

a) Educating the non-MIS managers about IT

b) Infrastructure planning, development, and control

c) Managing systems development

d) Providing technical services

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

29) \_\_\_\_\_\_\_\_ is a consultative function of the MIS department.

a) Infrastructure planning, development, and control

b) Partnering with business-unit executives

c) Providing technical services

d) Staffing, training, and developing IS skills

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

30) \_\_\_\_\_\_\_\_ is a consultative function of the MIS department.

a) Creating business alliances with business partners

b) Infrastructure planning, development, and control

c) Managing computer operations, including the computer center

d) Managing systems development

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

31) \_\_\_\_\_\_\_\_ refer to an elementary description of things, events, activities, and transactions that are recorded, classified, and stored but are not organized to convey any specific meaning.

a) Data items

b) Information

c) Knowledge

d) Wisdom

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

32) \_\_\_\_\_\_\_\_ refers to organized data so that it has meaning and value to the recipient.

a) Data items

b) Information

c) Knowledge

d) Wisdom

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

33) \_\_\_\_\_\_\_\_ is organized data and processed to convey understanding, experience, accumulated learning, and expertise as it applies to a current business problem.

a) Data items

b) Information

c) Knowledge

d) Wisdom

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

34) Your professor hands you a piece of paper with the number 75 on it. This is \_\_\_\_\_\_\_\_.

a) data

b) information

c) knowledge

d) wisdom

Answer: a

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

35) Your professor hands you a piece of paper with the number 75 on it and tells you this is your current average in the class. This is \_\_\_\_\_\_\_\_.

a) data

b) information

c) knowledge

d) wisdom

Answer: b

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

36) Your professor hands you a piece of paper with the number 75 on it and tells you this is your current average in the class. Since this is your fourth year as a college student, you know you could work hard to bring that average up to a B by the end of the semester. This is \_\_\_\_\_\_\_\_.

a) data

b) information

c) knowledge

d) wisdom

Answer: c

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

37) Which of the following is in the correct order, starting with the most elementary?

a) Data, information, knowledge

b) Data, knowledge, information

c) Information, data, knowledge

d) Information, knowledge, data

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

38) \_\_\_\_\_\_\_\_ consists of devices such as the processor, monitor, keyboard, and printer.

a) A database

b) A network

c) Hardware

d) Software

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

39) \_\_\_\_\_\_\_\_ is a program or collection of programs that enable the hardware to process data.

a) A database

b) A network

c) Hardware

d) Software

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

40) \_\_\_\_\_\_\_\_ is a collection of related files or tables containing data.

a) A database

b) A network

c) Hardware

d) Software

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

41) \_\_\_\_\_\_\_\_ is a connecting system (wireline or wireless) that permits different computers to share resources.

a) A database

b) A network

c) Hardware

d) Software

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

42) \_\_\_\_\_\_\_\_ are the instructions for combining components to process information and generate the desired output.

a) Databases

b) Networks

c) People

d) Procedures

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

43) \_\_\_\_\_\_\_\_ use the hardware and software, interface with it, or use its output.

a) Databases

b) Networks

c) People

d) Procedures

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

44) IT services, IT personnel, and IT components make up the organization’s \_\_\_\_\_\_\_\_\_\_\_.

a) ERP system

b) IT infrastructure

c) IT platform

d) TPS

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

45) The IT \_\_\_\_\_\_\_\_ are/is the IT platform.

a) components

b) infrastructure

c) personnel

d) services

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

46) A(n) \_\_\_\_\_\_\_\_ supports the monitoring, collection, storage, and processing of data from the organization’s basic business transactions, each of which generates data.

a) DBS

b) ERP

c) FAIS

d) TPS

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

47) When you go through the checkout line at your local grocery store, this is a(n) \_\_\_\_\_\_\_\_ that could be processed by a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) analysis; APS

b) analysis; TPS

c) transaction; APS

d) transaction; TPS

Answer: d

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

48) A(n) \_\_\_\_\_\_\_\_ is an interorganizational system.

a) ERP system

b) human resources system

c) supply chain system

d) TPS

Answer: c

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

49) 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

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Evaluation

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Evaluation

50) \_\_\_\_\_\_\_\_ support managers at all levels of the organization.

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: a

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

51) \_\_\_\_\_\_\_\_ handle the day-to-day operations of the organization and make routine decisions.

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

52) \_\_\_\_\_\_\_\_ make tactical decisions, which deal with activities such as short-term planning, organizing, and control.

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

53) \_\_\_\_\_\_\_\_ are professional employees such as financial and marketing analysts, engineers, lawyers, and accountants.

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

54) You decide to specialize in marketing for your first career. You take an entry-level position as XYZ Corp. This means you are a \_\_\_\_\_\_\_\_\_.

a) clerical worker

b) knowledge worker

c) lower-level manager

d) middle manager

Answer: b

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

55) BI systems provide computer-based primarily support \_\_\_\_\_\_\_\_\_.

a) clerical workers

b) factory workers

c) lower-level managers

d) middle managers

Answer: d

Difficulty: Hard

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge, Evaluation

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

56) \_\_\_\_\_\_\_\_ attempt(s) to duplicate work of human experts by applying reasoning capabilities, knowledge, and expertise within a specific domain.

a) Business Intelligence

b) Dashboards

c) Expert Systems

d) Supply chain systems

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

57) \_\_\_\_\_\_\_\_ support all managers of the organization by providing rapid access to timely information and direct access to structured information in the form of reports.

a) BI

b) Dashboards

c) ES

d) Supply chain systems

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

58) According to IT’s About Business 1.2, investing in a powerful CRM software has

enabled the Toronto Region Immigrant Employment (TRIEC) to?

a) Reduce matching time

b) Making more matches at a greatly reduced cost

c) Scale their mentoring partnership

d) All of the above

Answer: d

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

59) What is an advantage of having the Salesforce CRM application is in the cloud?.

a) the coaches do not have to be onsite and can check how the mentoring partnerships are

progressing anytime and from anywhere. b) the coaches do not have to be onsite and can check how the mentoring partnerships are

progressing anytime and from anywhere.

c) the coaches do not have to be onsite but cannot check how the mentoring partnerships are

progressing.

d) the coaches do not have onsite and can check how the mentoring partnerships are

progressing only at certain time but from anywhere.

Answer: a

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

60) 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

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

61) Which of the following is TRUE?

a) Computerization reduces our level of isolation.

b) IT increases the number of middle managers.

c) Managers have more time to make decisions.

d) Remote supervision will probably become a norm.

Answer: d

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

62) \_\_\_\_\_\_\_\_ is NOT a problem caused by computers.

a) Carpal tunnel syndrome

b) Ergonomics

c) Job stress

d) Repetitive strain injuries

Answer: b

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

63) \_\_\_\_\_\_\_\_ is the largest book publisher and bookseller in the World today.

a) Amazon

b) Google

c) McGraw-Hill

d) Wiley

Answer: a

Difficulty: Hard

Section Reference 1: 1.3

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

64) IT makes managers \_\_\_\_\_\_\_\_ productive and \_\_\_\_\_\_\_\_ the number of employees who can report to a single manager.

a) less; decreases

b) less; increases

c) more; decreases

d) more; increases

Answer: d

Difficulty: Medium

Section Reference 1: 1.3

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

65) Law enforcement uses drones for what purpose?

a) search and rescue

b) active shooter scenarios

c) crime scene analysis

d) All of the choices are correct.

Answer: d

Difficulty: Medium

Section Reference 1: IT’s About Business 1.3

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

66) Wineries use drones equipped with sensors to detect.

a) thieves trying to steal the grapes

b) insects

c) moisture

d) None of the choices are correct.

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

67) Which of the following statements about drones is NOT true/

a) Drones are more effective monitoring tools than fixed security cameras.b) Drones are less cost effective when compared to police helicopters.

c) There has been a 500 percent increase in law enforcement drone use since 2016

d) Law enforcement has used drones internationally.

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

68) Winemakers have turned to drones to combat \_\_\_\_\_\_\_\_\_\_\_.

a) drinking age regulations

b) global warming

c) thieves stealing grapes

d) illegal migration

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

69) Which of the following is an obstacle towards law enforcement agencies increasing their reliance on drones.

a) Companies cannot produce the drones fast enough.

b) Drone capability is very limited.

c) There are many government regulations associated with using drones.

d) Citizens are uneasy with drone usage by law enforcement agencies.

Answer: d

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

70) Which of the following is NOT a benefit of IT?

a) Accessibility

b) Flexibility

c) Quality of leisure time

d) Quantity of leisure time

Answer: d

Difficulty: Medium

Section Reference 1: 1.4

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

71) \_\_\_\_\_\_\_\_ is an example of a social, collaborative, industrial robot.

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: a

Difficulty: Medium

Section Reference 1: 1.4

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

72)

In October 2016, an Uber self-driving truck (with a driver onboard) delivered

a) 50,000 cans of beer at the end of a nearly 100-kilometre, two-hour

journey.

b) 50,000 cans of beer at the end of a nearly 200-kilometre, two-hour

journey.

c) 5000 cans of beer at the end of a nearly 200-kilometre, two-hour

journey.

d) 50,000 cans of beer at the end of a nearly 200-kilometre, one-hour

journey.

Answer: b

Difficulty: East

Section Reference 1: 1.4

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

73) Self-driving cars made by \_\_\_\_\_\_\_\_ have been blamed for several fatalities.

a) Ford

b) Google

c) Tesla

d) Volvo

Answer: c

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

74) \_\_\_\_\_\_\_\_ is an IT system that uses natural language processing and machine learning to reveal insights from large amounts of data. It has transformed many industries including healthcare and customer service.

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: d

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

75) IBM developed \_\_\_\_\_\_\_\_ to answer questions on the quiz show *Jeopardy!*

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: d

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

76) Which of the following is a negative consequence associated with John Deere’s digital transformation?

a) The company has been losing revenue.

b) Consumers have stopped buying tractors.

c) Consumers are unable to have their equipment serviced.

d) The company has had to increase its advertising drastically.

Answer: c

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

77) Much of the unlicensed alternative software independent machinery repair shops buy comes from \_\_\_\_\_\_\_\_ .

a) Ukraine

b) Mexico

c) China

d) The United States

Answer: a

Difficulty: Medium

Section Reference 1: Closing Case

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

78) The John Deere Operations center is a \_\_\_\_\_\_\_ platform. USPS’s IMB system is a type of \_\_\_\_\_\_\_\_.

a) social media

b) drone

c) inventory management

d) cloud computing

Answer: d

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

Question type: True/False

79)

CIBC decided to undergo a digital transformation to address the concerns and to enable nimble responses to the technologically evolving environment. .

Answer: True

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1:

Identify the reasons why being an informed user of information systems is important in today’s world. Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

80) CIBC stands out by supporting diverse mobile touch-points and excelling at marketing

and sales with features such as pre-approved offers and pre-filled applications in the mobile app..

Answer: True

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1: Identify the reasons why being an informed user of

information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

81) CIBC was the first Canadian bank to launch a mobile banking Google Watch App that enables customers to check their balance and transactions, transfer funds between accounts, locate a CIBC branch or ATM..

Answer: False

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world..

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

82) Natural language voice search for mobile banking is an in-app voice command that allows users of the CIBC mobile banking app to access various features and to explore products with a simple voice prompt.

Answer: True

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world. Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

83) Before embarking on its digital transformation, CIBC’s sales from its digital channels made up 2 percent or less of its revenue, this number increased to 20 percent in two years after the bank engaged in digital transformation.

Answer: False

Difficulty: Medium

Section Reference 1: Opening Case

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world. Bloomcode: Analysis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Analysis

84) Wendy’s was one of the first companies in the fast food industry to utilize self-serve kiosks.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world. Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

85) Amazon is entering the freight forwarding business.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world. Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

86) If you grew up using IT, you are an informed user.

Answer: False

Difficulty: Medium

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Analysis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Analysis

87) Only computer science majors can become CIOs.

Answer: False

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

88) Career opportunities in IS are strong and are projected to remain strong over the next 10 years.

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

89) The new, consultative function of the MIS department centers on more efficient project management, technical training, and effective infrastructure planning.

Answer: False

Difficulty: Medium

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Comprehension, Analysis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension, Analysis

90) The traditional function of the MIS department centers on the idea that end users do not have the required technical expertise to address IT issues.

Answer: True

Difficulty: Hard

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

91) Data is more elementary than information and knowledge.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

92) Information is knowledge that has been organized to have meaning and value.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

93) The same data items, with no context, can mean entirely different things in different contexts.

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

94) Data and information are synonyms.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

95) The IT components make up the IT platform.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

96) The IT infrastructure and IT platform are synonyms.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

97) A departmental information system can also be called an FAIS.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

98) ERPs are organization-wide systems that are designed to correct a lack of communication among FAISs.

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

99) TPS are critical to the success of any enterprise.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

100) TPS typically collect data in batches.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

101) BI systems provide the input data for corporate databases.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

102) Nearly all TPSs are ERP systems.

Answer: False

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

103) Nearly all ERP systems are also TPSs.

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

104) Investing in a powerful CRM software has enabled TRIEC to reduce matching time.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

105) By using the ERP software, TRIEC completed 1,802 mentoring matches in the partnership program in 2017–2018.

Answer: False

Difficulty: Medium

Section Reference 1: IT’s About Business 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

106) In order to better help newcomers to find jobs that are in line with their expertise, TRIEC makes use of a Customer Relationship Management.

Answer: True

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

107) When IT eliminates jobs, new jobs do not take their place. This means computers will replace us all eventually.

Answer: False

Difficulty: Medium

Section Reference 1: 1.3

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

108) Law enforcement’s usage of drones has increased dramatically since 2016.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

109) The use of a single, quadcopter drone in the city of Ensenada, Mexico, has helped to reduce overall crime by some 10 percent, including a 30 percent decrease in burglaries.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

110) Employees are more likely to work on vacation thanks to IT.

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

111) Watson is a cognitive computing system.

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

112) Companies like John Deere and Apple oppose right-to-repair legislation.

Answer: True

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

113) John Deere embeds GPS receivers into their farm equipment.

Answer: True

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

Question type: Text Entry

114) A(n) \_\_\_ is a person knowledgeable about information systems and information technology.

Answer: informed user

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

115) Information technology refers to any \_\_\_-based tool that people use to work with information and to support the information and information-processing needs of an organization.

Answer: computer

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

116) The purpose of \_\_\_ has been defined as getting the right information to the right people at the right time in the right amount and in the right format.

Answer: information systems (or information technology)

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

117) \_\_\_ refer to an elementary description of things, events, activities, and transactions that are recorded, classified, and stored but are not organized to convey any specific meaning.

Answer: Data items

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

118) \_\_\_ refers to data that have been organized so that they have meaning and value to the recipient.

Answer: Information

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

119) \_\_\_ consists of data and/or information that have been organized and processed to convey understanding, experience, accumulated learning, and expertise as they apply to a current business problem.

Answer: Knowledge

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

120) \_\_\_ consists of devices such as the processor, monitor, keyboard, and printer.

Answer: Hardware

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

121) \_\_\_ is a program or collection of programs that enable the hardware to process data.

Answer: Software

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

122) A \_\_\_ is a collection of related files or tables containing data.

Answer: database

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

123) A \_\_\_ is a connecting system (wireline or wireless) that permits different computers to share resources.

Answer: network

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

124) \_\_\_ are the instructions for combining components to process information and generate the desired output.

Answer: Procedures

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

125) \_\_\_ use the hardware and software, interface with it, or use its output.

Answer: People

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

126) A \_\_\_ supports the monitoring, collection, storage, and processing of data from the organization’s basic business transactions, each of which generates data.

Answer 1: transaction processing system

Answer 2: TPS

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

127) A \_\_\_ is an unmanned aerial vehicle that either is controlled by pilots from the ground or autonomously follows a preprogrammed mission.

Answer: drone

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

Question type: Essay

128) What is the difference between a technology user and an informed user? Why would someone want to be an informed user? How could being an informed user benefit you right now in your workplace or at your college/university?

Answer:

Technology user vs. informed user = informed users understand the system(s) they are using

Want to be = get more value from systems being used

Benefit right now = understand what is behind them (being able to judge if what you see is correct or not), enhance quality of the system by providing input, possibly recommend and select IT applications the organization should use, keeping abreast of the newest technologies (recommend adoption), improve own performance and teamwork, or start own business

Difficulty: Medium

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Application

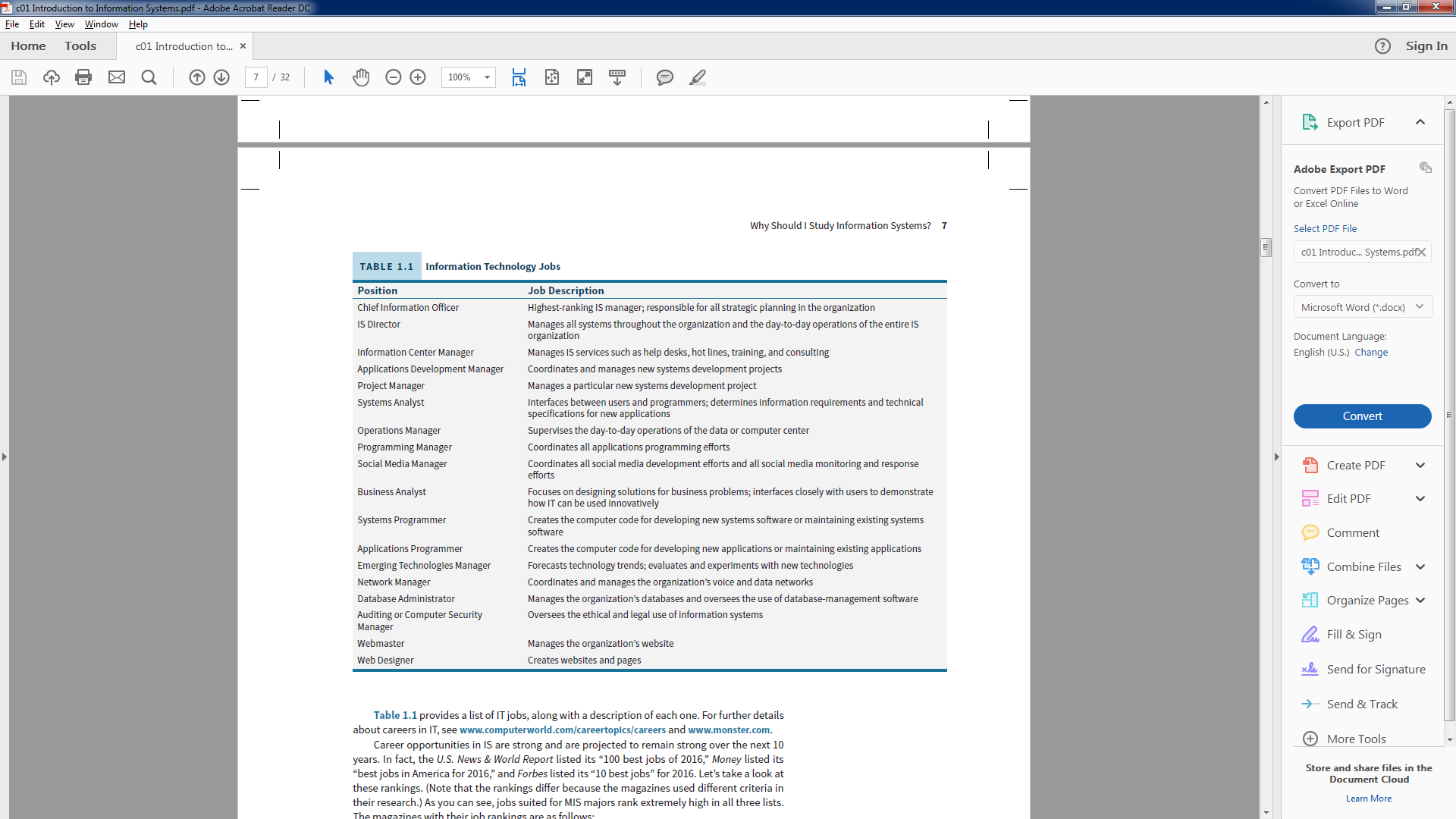
Standard 1 : AACSB || Communication, Analytic, Technology, Reflective Thinking

Standard 2 : Blooms || Application

129) End users are more frequently becoming part of the IT department. Since there is a possibility you could join the IT department in the future even if you don’t plan to do so right now, which five IT positions are the most attractive to you and why?

Answer:

“Techie” students will probably choose jobs like systems programmer, applications programmer, database administrator, webmaster, and web designer; business-oriented students should describe the other positions with those more tech-willing focusing on jobs like network manager, auditing or computer security manager, programming manager, operations manager, and systems analyst.



Difficulty: Hard

Section Reference 1: 1.1

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Evaluation

Standard 1 : AACSB || Communication, Analytic, Technology, Reflective Thinking

Standard 2 : Blooms || Evaluation

130) In your own words, define data, information, and knowledge. Use an example from your own life to explain the difference between these terms.

Answer:

Data items refer to an elementary description of things, events, activities, and transactions that are recorded, classified, and stored but are not organized to convey any specific meaning.

Information refers to data that have been organized so that they have meaning and value to the recipient.

Knowledge consists of data and/or information that have been organized and processed to convey understanding, experience, accumulated learning, and expertise as they apply to a current business problem.

Data = 65

Information = 65 mph

Knowledge = going the speed limit in a particular area because everyone knows a policeman sits in that particular spot

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Communication, Technology, Reflective Thinking

Standard 2 : Blooms || Application

131) The book provides several examples of how IT impacts entire industries. Discuss how IT has impacted the transportation and travel industry (think about taxis, travel websites, etc.).

Answer:

Students could discuss companies like Uber that has changed the taxi industry, Airbnb that has changed how people get a place to stay on vacation, any travel site like Travelocity – people don’t have to depend on waving a taxi driver down, finding a hotel, using a travel agent, etc.)

Difficulty: Hard

Section Reference 1: 1.3

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Synthesis

Standard 1 : AACSB || Communication, Analytic, Technology, Reflective Thinking

Standard 2 : Blooms || Synthesis

132) How has IT positively and negatively affected the quality of your life and society as a whole? While this is partially opinion, your answer should be informed by material in the book.

Answer:

There is no right answer to this question, but the student should/could discuss:

Positives –

Continuous access to information, everywhere (continuous computing)

Ability to do pretty much anything on smartphones (classes, pay bills, purchase goods, banking, etc.)

More career opportunities

Better customer service

So much free stuff (paid for by ads on huge social networks, etc.)

Industry changes benefit us (book, music, video, software, etc.)

Health and safety improvements

More opportunities for people with disabilities or who need/want to work from home

Robots to do our chores

Negatives –

We can’t really get away and relax

IT has eliminated many careers (and likely will in the future)

Too easy to steal (piracy is a big problem)

Dangerous (phones while driving)

Drone dilemmas (spying, etc.)

Difficulty: Medium

Section Reference 1: 1.3, 1.4

Learning Objective 1: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Application, Evaluation

Standard 1 : AACSB || Communication, Analytic, Technology, Reflective Thinking

Standard 2 : Blooms || Application, Evaluation