Package Title: Chapter 1, Testbank

Course Title: Rainer, IS 9e

Chapter Number: 1

Question type: Multiple Choice

1) A \_\_\_\_\_\_\_ chain is a temperature-controlled supply chain that maintains a \_\_\_\_-temperature range to preserve and extend the shelf life or products, particularly food and pharmaceuticals.

a) cold; high

b) cold; low

c) hot; high

d) hot; low

Answer: b

Difficulty: Easy

Section Reference 1: Opening 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

2) \_\_\_\_\_\_\_\_\_ grocers find it profitable to invest in the highly efficient, large-scale \_\_\_\_ chains required to make home grocery deliveries.

a) few; cold

b) few; hot

c) many; cold

d) many; hot

Answer: a

Difficulty: Easy

Section Reference 1: Opening 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

3) To address the trends in the grocery industry, stores are primarily deploying new \_\_\_\_\_ strategies.

a) brick-and-mortar

b) cold chain

c) omnichannel

d) virtual

Answer: c

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

4) Grocers are deploying omnichannel strategies to address trends in the industry. This means they are relying on the \_\_\_\_\_

a) physical store model since people want to select their own products particularly perishable goods

b) pick-up model since people are still concerned about social distancing from the COVID-19 pandemic

c) use of multiple channels at one time (physical stores, e-commerce, mobile apps, and social media)

d) use of online ordering and to-the-home delivery since customers prefer the convenience of this option

Answer: c

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

5) Online-grocery startups first appeared in the late \_\_\_\_ with \_\_\_\_ being one example.

a) 1990s; UberEats

b) 1990s; Webvan

c) 2000s; UberEats

d) 2000s; Webvan

Answer: b

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

6) \_\_\_\_\_ is the largest grocer in the United States and is an example of superior \_\_\_\_ management.

a) Kroger; customer relationship

b) Kroger; supply chain

c) Walmart; customer relationship

d) Walmart; supply chain

Answer: d

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

7) Kroger uses \_\_\_\_\_ to enable digital pricing.

a) electronic labels

b) Internet of Things

c) smart shelves

d) supply chain management

Answer: a

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

8) \_\_\_\_\_\_\_\_\_ communicate with product \_\_\_\_\_ to report misplaced items that do not belong in specific places.

a) Electronic labels; QR codes

b) Electronic labels; RFID tags

c) Smart shelves; QR codes

d) Smart shelves; RFID tags

Answer: d

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

9) Which of the following is NOT an example of a cashierless store?

a) Ahold Delhaize’s “tap to go”

b) Amazon Go

c) BingoBox

d) DoorDash

Answer: d

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

10) Click-and-collect is also called \_\_\_\_\_.

a) a cashierless store

b) delivery at the store

c) delivery to customers

d) in-store IoT

Answer: b

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

11) \_\_\_\_\_ is the largest independent grocery-delivery service.

a) Amazon Prime Now

b) Farmstead

c) Instacart

d) Walmart Plus

Answer: c

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

12) The \_\_\_\_\_\_\_\_\_\_\_\_ industry was a key technological driver behind Vietnam’s digital transformation.

a) computer

b) data services

c) IT security

d) telecommunications

Answer: d

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

13) The Vietnamese government designated \_\_\_\_ to build the entire Vietnamese \_\_\_\_\_ system for telecommunications.

a) Cisco; microwave

b) Cisco; radio

c) Siemens; microwave

d) Siemens; radio

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

14) Appota developed a(n) \_\_\_\_\_ for gaming purchases, and its apps include a(n) \_\_\_\_ password-sharing facility, a book reader, news, movies, comics, and other forms of entertainment.

a) e-wallet; Ethernet

b) e-wallet; Wi-Fi

c) smart card; Ethernet

d) smart card; Ethernet

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

15) Tiki is a(n) \_\_\_\_\_\_\_\_\_\_\_.

a) gaming platform

b) grocery store

c) online bookseller

d) telecommunications company

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

16) Tiki’s customers currently pay for more than half of their purchases with \_\_\_\_\_.

a) cash

b) credit cards

c) e-wallets

d) smart cards

Answer: a

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

17) \_\_\_\_\_\_\_\_\_\_\_\_\_ was Vietnam’s first digital bank.

a) Appota

b) Skinlosophy

c) Tiki

d) Timo

Answer: d

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

18) MIT Technology Review refers to 18–22-year-olds as *Homo* \_\_\_\_\_\_\_\_.

a) *Conectums*

b) *Conexus*

c) *Technologus*

d) *Techies*

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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) The term *Homo Conexus* refers to people who practice \_\_\_\_\_.

a) continuous computing

b) informed usership

c) technology use

d) useful computing

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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) \_\_\_\_\_\_ users obtain greater value from whichever technologies they use.

a) Continuous

b) Computer

c) Informed

d) Technology

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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) Which of the following is NOT associated with being an informed user?

a) Understanding why IT picks and installs specific applications for your use.

b) Enhancing the quality of your organization’s IT applications with your input.

c) Keeping abreast of both new IT and rapid developments in existing technologies.

d) Improving your organization’s performance and your own productivity.

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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 the business strategy that leverages IT to dramatically improve employee, customer, and business partner relationships; to support continuous improvement in business operations and business processes; and to develop new business models and businesses.

a) Digital transformation

b) Digital vision

c) Technology transformation

d) Technology vision

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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) The top technology job is \_\_\_\_\_\_\_\_\_.

a) CEO

b) CFO

c) CIO

d) COO

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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) 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: Medium

Section Reference 1: 1.1

Learning Objective 1.1: 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) 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 1.1: 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) 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 1.1: 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) The \_\_\_\_\_\_\_\_ manages IS services such as help desks, hot lines, training, and consulting.

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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) 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 1.1: 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) 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 1.1: 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) 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 1.1: 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) 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 1.1: 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

32) 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 1.1: 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

33) A(n) \_\_\_\_\_\_\_\_ creates the computer code for developing new applications or maintaining existing applications.

a) applications programmer

b) database administrator

c) network manager

d) web designer

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

34) A(n) \_\_\_\_\_\_\_\_ managers the organization’s databases and oversees the use of database-management software.

a) applications programmer

b) database administrator

c) network manager

d) web designer

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

35) A(n) \_\_\_\_\_\_\_\_ coordinates and managers the organization’s voice and data networks.

a) applications programmer

b) database administrator

c) network manager

d) web designer

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

36) A(n) \_\_\_\_\_\_\_\_ creates websites and web pages.

a) applications programmer

b) database administrator

c) network manager

d) web designer

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

37) 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 1.1: 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

38) In general, the \_\_\_\_\_ is responsible for corporate-level and shared IT resources; the \_\_\_\_\_\_ are responsible for departmental IT resources.

a) end users; end users

b) end users; MIS department

c) MIS department; end users

d) MIS department; MIS department

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

39) \_\_\_\_\_\_\_\_ 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 and systems project management

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

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

40) \_\_\_\_\_\_\_\_ 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 1.1: 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

41) \_\_\_\_\_\_\_\_ 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 1.1: 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

42) \_\_\_\_\_\_\_\_ 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 center

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

43) \_\_\_\_\_\_\_\_ 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 1.1: 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

44) \_\_\_\_\_\_\_\_ 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 1.1: 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

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

a) Infrastructure planning, development, and control

b) Managing computer operations including the computer center

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

d) Staffing, training, and developing IS skills

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

46) \_\_\_\_\_\_\_\_ 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 1.1: 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

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

a) Educating the MIS staff about the business

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 1.1: 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

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

a) Incorporating the internet and e-commerce into the business

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 1.1: 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

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

a) Infrastructure planning, development, and control

b) Initiating and designing specific strategic information systems

c) Managing systems development

d) Providing technical services

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

50) \_\_\_\_\_\_\_\_ 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 1.1: 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

51) \_\_\_\_\_\_\_\_ 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 1.1: 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

52) \_\_\_\_\_\_\_\_ 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

b) Information

c) Knowledge

d) Wisdom

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

53) \_\_\_\_\_\_\_\_ is organized so that it has meaning and value to the recipient.

a) Data

b) Information

c) Knowledge

d) Wisdom

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Data

b) Information

c) Knowledge

d) Wisdom

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

55) You see a sign on the road that says 55. This is \_\_\_\_\_\_\_\_.

a) data

b) information

c) knowledge

d) wisdom

Answer: a

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

56) You see a sign on the road that says 55 mph. This is \_\_\_\_\_\_\_\_.

a) data

b) information

c) knowledge

d) wisdom

Answer: b

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

57) You know the speed limit is 55 mph on all back country roads. You know that you really need to go 55 mph at the local gas station because a police officer often sits at that gas station to catch speeders. This is \_\_\_\_\_\_\_\_.

a) data

b) information

c) knowledge

d) wisdom

Answer: c

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

58) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

59) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

60) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

61) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

62) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

63) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

64) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

65) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

66) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

67) A(n) \_\_\_\_\_\_\_\_ is also called a departmental information system.

a) DBS

b) ERP

c) FAIS

d) TPS

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

68) A(n) \_\_\_\_\_\_\_\_ is a collection of application programs in a single department.

a) DBS

b) ERP

c) FAIS

d) TPS

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

69) A(n) \_\_\_\_\_\_\_\_ tightly integrates the FAISs via a common database and enhances communications among the functional areas of an organization.

a) DBS

b) ERP

c) FAIS

d) TPS

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

70) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

71) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

72) The TPS collects data \_\_\_\_\_\_ and typically \_\_\_\_\_.

a) continuously; historically

b) continuously; in real time

c) in batches; historically

d) in batches; in real time

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

73) A(n) \_\_\_\_\_\_\_\_ is considered critical to the success of any enterprise because they support core operations.

a) CRM

b) DBS

c) FAIS

d) TPS

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

74) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

75) A(n) \_\_\_\_\_\_\_\_ is an intraorganizational system.

a) E-commerce system

b) human resources system

c) portal

d) supply chain system

Answer: b

Difficulty: Hard

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Evaluation

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Evaluation

76) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

77) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

78) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) operational

b) tactical

c) strategic

d) universal

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

80) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

81) \_\_\_\_\_\_\_\_ are experts in a particular subject area.

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

82) Knowledge workers create \_\_\_\_\_.

a) data and information

b) data and knowledge

c) information and knowledge

d) data, information, and knowledge

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

83) Knowledge workers act as advisors to \_\_\_\_\_.

a) clerical workers and lower-level managers

b) lower-level and middle managers

c) middle managers and executives

d) clerical workers and executives

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

84) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

85) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge, Evaluation

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) BI

b) Dashboards

c) ES

d) Supply chain systems

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

87) \_\_\_\_\_\_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

88) Lemonade acts as an insurance \_\_\_\_.

a) broker

b) carrier

c) provider

d) underwriter

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

89) Lemonade delivers insurance policies and handles claims using \_\_\_\_.

a) chatbots

b) e-wallets

c) neural networks

d) underwriters

Answer: a

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

90) Lemonade uses its \_\_\_\_\_ to solve the conflicts of interest that are inherent in traditional insurance.

a) electronic code of conduct

b) Giveback program

c) Jetty partnership

d) underwriting policy

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

91) \_\_\_\_\_ ranks second in customer satisfaction for renters’ insurance.

a) Cranberry

b) Lemonade

c) State Farm

d) USAA

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

92) For \_\_\_\_\_ organizations, if their information systems fail, then they cease operations until the problems are found and fixed.

a) a few

b) some

c) a vast majority

d) all

Answer: c

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

93) In 2000, operating a basic internet application costs businesses approximately \_\_\_\_\_\_\_\_ per month. By mid-2020, operating the same application in Amazon’s cloud cost approximately \_\_\_\_\_\_\_\_ per month.

a) $100; $150,000

b) $100,000; $100,000

c) $150,000; $100

d) $500,000, $1

Answer: c

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

94) 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 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

95) \_\_\_\_\_\_\_\_ 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 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

96) \_\_\_\_\_\_\_\_ is the largest book publisher and bookseller in the US today.

a) Amazon

b) Google

c) McGraw-Hill

d) Wiley

Answer: a

Difficulty: Hard

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

97) \_\_\_\_\_ made it easy to download and trade music for free; by \_\_\_\_ music fans had shifted from illegal downloads to paid streaming platforms.

a) Napster; 2009

b) Napster; 2019

c) Pandora; 2009

d) Pandora; 2019

Answer: b

Difficulty: Medium

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

98) 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 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

99) The \_\_\_\_ agriculture transformation was the introduction of mechanized agriculture.

a) first

b) second

c) third

d) fourth

Answer: a

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

100) The \_\_\_\_ agriculture transformation benefitted from new chemical fertilizers and synthetic herbicides and pesticides.

a) first

b) second

c) third

d) fourth

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

101) The \_\_\_\_ agriculture transformation, precision agriculture, is a process designed to apply the precise and correct amounts of inputs such as water, fertilizer, pesticides, and herbicides at the correct time in the correct place to maximize crop yields.

a) first

b) second

c) third

d) fourth

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

102) \_\_\_\_\_ are NOT one of the technologies mentioned in the IT’s About Business 1.3 case study on the agriculture industry’s transformations.

a) artificial intelligence

b) autonomous vehicles

c) RFID tracking

d) robotics

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

103) \_\_\_\_\_ navigates a field by generating laser pulses to scan its environment.

a) Abundant Robotics

b) Agrobot

c) Oz

d) TerraSentia

Answer: d

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

104) \_\_\_\_\_ recognizes when an apple is ready for harvesting and then picks the apple without bruising the fruit.

a) Abundant Robotics

b) Agrobot

c) Oz

d) TerraSentia

Answer: a

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

105) \_\_\_\_\_ uses imaging technology to assess a strawberry’s ripeness before it harvest the particular fruit.

a) Abundant Robotics

b) Agrobot

c) Oz

d) TerraSentia

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

106) \_\_\_\_\_ has a camera capable of identifying weeds that sprout between rows of crops.

a) Abundant Robotics

b) Agrobot

c) Oz

d) TerraSentia

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

107) The number of farmers in the United States has \_\_\_\_\_ over time; the number of people each farmer can feed has \_\_\_\_ over time.

a) decreased; decreased

b) decreased; increased

c) increased; decreased

d) increased; increased

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

108) 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 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

109) Which of the following does NOT describe an industrial robot?

a) an automated, programmable machine used in manufacturing operations

b) automate the manufacturing process almost entirely without human help

c) easily programmable because they can “learn” on the job

d) perform work in place of human employees

Answer: c

Difficulty: Medium

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

110) \_\_\_\_\_\_\_\_ are machines designed to be used in \_\_\_\_\_\_ where there are interactions with humans within a shared space.

a) Cobots; collaborative applications

b) Cobots; manufacturing operations

c) Industrial robots; collaborative applications

d) Industrial robots; manufacturing operations

Answer: a

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

111) 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 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

112) \_\_\_\_\_\_\_\_ is a suite of enterprise-ready artificial intelligence services, applications, and software tools labeled as cognitive computing.

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: d

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

113) 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 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

114) \_\_\_\_\_ refers to the process of bypassing the restrictions that \_\_\_\_ puts on its operating system and taking full control of the device.

a) Jailbreaking; Apple

b) Jailbreaking; Google

c) Underwriting; Apple

d) Underwriting; Google

Answer: a

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

115) Manufacturers often require customers to sign a(n) \_\_\_\_\_ to restrict their ability to repair or modify their equipment even if there are exceptions to the \_\_\_\_\_.

a) DMCA; EULA

b) DMCA; TPM

c) EULA; DMCA

d) TPM; DMCA

Answer: c

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1.3: 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

116) Due to its digital transformation the New York Times had to reduce employee headcount.

Answer: False

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

117) To address trends in the grocery industry, stores are deploying online-only ordering strategies.

Answer: False

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

118) To address trends in the grocery industry, stores are deploying omnichannel strategies.

Answer: True

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

119) Customers use self-checkout at cashierless stores.

Answer: False

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

120) When customers are finished shopping at a cashierless store, they can walk out of the store without needing to scan any item or interact with a cashier.

Answer: True

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

121) As a result of the COVID-19 pandemic, more Americans than ever before are ordering groceries online.

Answer: True

Difficulty: Easy

Section Reference 1: Opening Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

122) The Vietnamese government increased the number of primary telecommunications links across the country and ensured all provinces were connected to the major cities with twisted-pair cable and radio links.

Answer: False

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

123) The Vietnamese government increased the number of primary telecommunications links across the country and ensured all provinces were connected to the major cities with fiber-optic cable and microwave links.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

124) Vietnam has five major mobile networks.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

125) Appota operates only in the mobile marketspace.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

126) Most of Tiki’s customers make digital payments for their purchases.

Answer: False

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

127) The Vietnamese population has access to 3G and 4G even in rural and mountainous areas, but the government uses this technology to monitor citizens.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

128) The term *Homo Conexus* refers to people who grew up online.

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

129) People identified as *Homo Conexus* practice continuous computing.

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

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

Answer: False

Difficulty: Medium

Section Reference 1: 1.1

Learning Objective 1.1: 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

131) It is important to be an informed user to help with any organization’s digital transformation.

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

132) Managing the IS function within an organization is the exclusive responsibility of the IS department.

Answer: False

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

133) Only computer science majors can become CIOs.

Answer: False

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

134) The CTO is the top person responsible for managing IT in an organization.

Answer: False

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

135) 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 1.1: 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

136) The pay is excellent for IS careers.

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

137) Managing information systems in modern organizations is a difficult, complex task.

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

138) Managing information systems in modern organizations is becoming easier since more and more organizations rely on technology for everyday activities.

Answer: False

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

139) Firms often rely so heavily on IT that they cannot function if the systems are not working even for a short time.

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

141) In modern organizations, the MIS department owns the computing resources and is best equipped to make decisions about what hardware and software to purchase.

Answer: False

Difficulty: Medium

Section Reference 1: 1.1

Learning Objective 1.1: Identify the reasons why being an informed user of information systems is important in today’s world.

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

142) In general, the MIS department is responsible for corporate-level and shared IT resources; end users are responsible for departmental IT resources.

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

143) 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 1.1: 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

144) Key words associated with the new, consultative function of the MIS department include strategy, incorporating, integration, education, partnering, and working with the business.

Answer: True

Difficulty: Medium

Section Reference 1: 1.1

Learning Objective 1.1: 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

145) 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 1.1: 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

146) Data is more elementary than information and knowledge.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

148) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

149) Data and information are synonyms.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

150) If you only interview MBA candidates with a GMAT score above 700 because you know they are most likely to succeed in your program, you are using knowledge.

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

151) The IT components make up the IT platform.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

152) The IT infrastructure and IT platform are synonyms.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

153) The IT infrastructure includes the IT services, IT Personnel, and IT Components.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

154) The IT components include hardware, software, procedures, and personnel.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

155) An ERP is a computer program designed to support a specific task or business process.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

157) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

159) TPS typically collect data in batches.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

160) ERPs, FAISs, and TPSs function primarily within a single organization.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

161) All TPSs are ERP systems.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

162) Nearly all TPSs are ERP systems.

Answer: False

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

163) Nearly all ERP systems are also TPSs.

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

164) A TPS is an IOS.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

165) E-commerce systems are a type of IOS.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

166) Lower-level managers make tactical decisions.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

167) Lower-level managers make routine decisions.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

168) Middle managers make tactical decisions.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

169) Middle managers make strategic decisions.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

170) Middle managers are experts in a particular subject area.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

171) Knowledge workers create information and knowledge.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

172) Information workers advise middle managers and executives.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

173) Executives make decisions that deal with situations that can significantly change the manner in which business is conducted.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

175) BI systems support complex, nonroutine decisions, primarily for middle managers and knowledge workers.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

176) BI systems support simple, routine decisions, primarily for lower-level managers and knowledge workers.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

177) Expert systems attempt to duplicate the work of human experts by applying reasoning capabilities, knowledge, and expertise within a specific domain.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

178) Dashboards primarily support executive decision-making.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

179) Lemonade is an insurance underwriter.

Answer: False

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

180) Lemonade does not sell policies backed by traditional insurers the way competitors Hippo and Jetty do.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

181) Lemonade used e-commerce, artificial intelligence, and chatbots to disrupt the traditional insurance industry.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

182) Lemonade’s business model is paperless and has no brokers.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

183) State Farm has open-sourced its insurance policy on GitHub.

Answer: False

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

184) For the vast majority of organizations, they cease operations if their information systems fail.

Answer: True

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

185) It costs less to operating an internet application today than it did 15 years ago.

Answer: True

Difficulty: Hard

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

186) Netflix disrupted the video industry.

Answer: True

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

187) 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 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

188) IT makes managers more productive and increases the number of employees who can report to a single manager.

Answer: True

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

189) There are fewer middle managers because of technology.

Answer: True

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

190) There are more middle managers because employees need more looking-after when they are remote.

Answer: False

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

191) Managers have less time to make decisions and need to use technology to manage the large volumes of information at their fingertips.

Answer: True

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

192) Remote supervisions is becoming less popular because it is too hard for managers to handle those types of employees.

Answer: False

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

193) Being an informed user helps ensure IT will not eliminate your job.

Answer: True

Difficulty: Hard

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

194) IT provides opportunities for people with disabilities.

Answer: True

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

194) IT further restricts the job possibilities for people with disabilities.

Answer: False

Difficulty: Easy

Section Reference 1: 1.3

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

195) Autonomous vehicles enable farmers to accurately navigate to specific locations in their fields to collect soil samples or to monitor various crop conditions.

Answer: False

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

196) GPS enables farmers to accurately navigate to specific locations in their fields to collect soil samples or to monitor various crop conditions.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

197) As of May 2020, half of the equipment used on farms is autonomous.

Answer: False

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

198) IBM’s Watson Decision Platform for Agriculture furnishes farmers with a dashboard of controls.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

199) IBM’s Watson Decision Platform for Agriculture furnishes farmers with a TPS.

Answer: False

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

200) Today, one percent of American workers are in agriculture.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

202) Cobots are machines designed to be used in collaborative applications where there are interactions with humans within a shared space.

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

203) Industrial robots are more easily programmable than cobots.

Answer: False

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

204) Industrial robots are designed for heavy manufacturing while cobots were designed for light manufacturing.

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

205) Watson is a cognitive computing system.

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

206) Most industries have found a way to use Watson to manage their supply chain functions.

Answer: False

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

207) Manufacturers oppose right-to-repair legislation.

Answer: True

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

208) Farmers and hospitals oppose right-to-repair legislation.

Answer: False

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

209) Harvest time breakdowns and emergencies like COVID-19 support the end user’s need to repair equipment without help from the manufacturer.

Answer: True

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

210) Some hospitals used 3-D printers to print ventilator parts for $1 rather than purchasing parts from the manufacturer for $11,000.

Answer: True

Difficulty: Easy

Section Reference 1: Closing Case

Learning Objective 1.3: 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

211) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ refers to any computer-based tool that people use to work with information and support an organization’s information and information-processing needs.

Answer: Information Technology or IT

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

212) A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ collects, processes, stores, analyzes, and disseminates information for a specific purpose.

Answer: information system (IS)

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

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

Answer: informed user

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

214) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the business strategy that leverages IT to dramatically improve employee, customer, and business partner relationships; to support continuous improvement in business operations and business processes; and to develop new business models and businesses.

Answer: Digital transformation

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

215) Digital transformation is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that leverages IT to dramatically improve employee, customer, and business partner relationships; to support continuous improvement in business operations and business processes; and to develop new business models and businesses.

Answer: business strategy

Difficulty: Easy

Section Reference 1: 1.1

Learning Objective 1.1: 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

216) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

217) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

218) \_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

219) \_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

220) \_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Hardware

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

222) \_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: database

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

224) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

225) \_\_\_ 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: People

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

227) Hardware, software, networks, and databases form the \_\_\_\_\_\_.

Answer: information technology (or IT) platform

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

228) The IT \_\_\_\_\_\_\_\_\_\_\_\_\_ plus IT \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ comprise the organization’s IT infrastructure.

Answer: components; services or services; components

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: application or app or application program

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

230) The collection of application programs in a single department is usually referred to as a(n) \_\_\_\_\_\_\_.

Answer: departmental information system or functional area information systems or FAIS

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

231) 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 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

232) Information systems that connect two or more organizations are referred to as \_\_\_\_\_\_.

Answer: interorganizational information systems or IOSs

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

233) An organization’s supply chain is the flow of materials, information, money, and services from \_\_\_\_\_\_ through factors and warehouses to \_\_\_\_\_\_.

Answer: suppliers of raw materials; the end customers

Difficulty: Medium

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Knowledge workers

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

235) BA or BI systems provide computer-based support for complex, nonroutine decisions, primarily for \_\_\_\_\_.

Answer: middle managers and knowledge workers

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

236) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ systems attempt to duplicate the work of human experts by applying reasoning capabilities, knowledge, and expertise within a specific domain.

Answer: Expert

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

237) \_\_\_\_\_\_\_\_\_\_\_\_ are designed to work alongside human employees; \_\_\_\_\_\_\_\_ perform work in place of those employees.

Answer: Cobots; industrial robots

Difficulty: Easy

Section Reference 1: 1.4

Learning Objective 1.4: Identify positive and negative societal effects of the increased use of information technology.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

238) 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 1.4: 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

239) 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 1.1: 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

240) 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 1.1: 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

241) 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 1.2: 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

242) List and describe the six basic components of computer-based information systems (also called the IT infrastructure). Which four are called information technology components (also called the IT platform)?

Answer:

Hardware – devices such as the processor, monitor, keyboard, and printer; these devices accept, process, and display data and information; part of the IT components/platform

Software – program or collection of programs that enable the hardware to process data; part of the IT components/platform

Database – collection of related files or tables containing data; part of the IT components/platform

Network – connecting system (wireline or wireless) that enables multiple computers to share resources; part of the IT components/platform

Procedures – the instructions for combining the above components to process information and generate the desired output (also called IT services)

People – use the hardware and software, interface with it, or utilize its output (also called IT personnel)

Difficulty: Easy

Section Reference 1: 1.2

Learning Objective 1.2: Describe the various types of computer-based information systems in an organization.

Bloomcode: Comprehension

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

Standard 2 : Blooms || Comprehension

243) Discuss how IT has impacted the book, music, and video industries.

Answer:

book – largest book publisher and bookseller in the US was Amazon, a software company; books have become software products (e-books); people still prefer print books although e-books account for 19% of the market share

Music – major music labels fought against illegal downloading and sharing since 2000 but the industry saw a shift to paid streaming platforms (Spotify, Apple Music, Amazon Prime, and Pandora) in 2019 where record labels receive about 0.3 cents each time a song is streamed (but that is a lot of money when it adds up)

Video – Blockbuster was disrupted by Netflix and went out of business (except one store); Netflix has the largest global subscriber base of any video service with 167 million subscribers

Difficulty: Hard

Section Reference 1: 1.3

Learning Objective 1.3: 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

244) 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 1.3: 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