Package Title: Chapter 1, Testbank

Course Title: Rainer, IS 7e

Chapter Number: 1

Question type: Multiple Choice

1) Fantasy sports websites \_\_\_\_\_\_\_\_ exempt from the 2006 Unlawful Internet Gambling Enforcement Act because they are considered games of \_\_\_\_\_\_\_\_.

a) are; luck

b) are; skill

c) are not; luck

d) are not; skill

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) Which of the following is NOT one of the four rules operators of fantasy sports businesses have to follow?

a) Publish prize amounts before the games begin

b) Make prize amounts dependent on the number of players in the game

c) Level the playing field by allowing anyone in a league to draft any player they want

d) Disregard point spreads and game scores

Answer: b

Difficulty: Hard

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) Which sport is NOT available on FanDuel and DraftKings per the Chapter 1 Opening Case?

a) Baseball

b) Football

c) Hockey

d) Tennis

Answer: d

Difficulty: Easy

Section Reference 1: Opening Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

4) FanDuel and DraftKings rely on \_\_\_\_\_\_\_\_ to manage the scalability of their websites; this means \_\_\_\_\_\_\_\_\_.

a) cloud computing; the presentation of their websites needs to change based on the sport the fan wants to bet on that day

b) cloud computing; they have to be ready to accept a huge increase in fans right before big games

c) enterprise networking; the presentation of their websites needs to change based on the sport the fan wants to bet on that day

d) enterprise networking; they have to be ready to accept a huge increase in fans right before big games

Answer: b

Difficulty: Hard

Section Reference 1: Opening Case

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

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

5) The \_\_\_\_\_\_\_\_ owns an equity stake in FanDuel.

a) NBA

b) NFL

c) NHL

d) MLB

Answer: a

Difficulty: Hard

Section Reference 1: Opening Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

6) \_\_\_\_\_\_\_\_ is an online grocery business that is considered the largest dotcom failure in history.

a) AmazonFresh

b) FreshDirect

c) Peapod

d) Webvan

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

7) \_\_\_\_\_\_\_\_ delivers items from chains such as Safeway, Whole Foods, and Costco.

a) GrubHub

b) Instacart

c) Postmates

d) Uber

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

8) The majority of deliveries made by \_\_\_\_\_\_\_\_ are hot meals.

a) Instacart

b) Ola Cabs

c) Postmates

d) Webvan

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

9) Which of the following is NOT a challenge associated with food delivery services?

a) Coupon availability

b) Delivery costs

c) Funding

d) Labor costs

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

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) CEO

b) CFO

c) CIO

d) COO

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) decreasingly; within the IS department

b) decreasingly; other business units

c) increasingly; within the IS department

d) increasingly; other business units

Answer: d

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

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

b) Business people are customers of the IT department.

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

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

Answer: d

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Creating business alliances with business partners

b) Educating the MIS staff about the business

c) Managing systems development

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

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Initiating and designing specific strategic IS

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

c) Partnering with business-unit executives

d) Staffing, training, and developing IS skills

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Educating the MIS staff about the business

b) Initiating and designing specific strategic IS

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

d) Providing technical services

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Creating business alliances with business partners

b) Educating the MIS staff about the business

c) Initiating and designing specific strategic IS

d) Managing computer operations, including the computer center

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Infrastructure planning, development, and control

b) Initiating and designing specific strategic IS

c) Managing outsourcing

d) Partnering with business-unit executives

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Infrastructure planning, development, and control

b) Managing computer operations including the computer center

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

d) Staffing, training, and developing IS skills

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Educating the non-MIS managers about IT

b) Infrastructure planning, development, and control

c) Managing systems development

d) Providing technical services

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Infrastructure planning, development, and control

b) Partnering with business-unit executives

c) Providing technical services

d) Staffing, training, and developing IS skills

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Creating business alliances with business partners

b) Infrastructure planning, development, and control

c) Managing computer operations, including the computer center

d) Managing systems development

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Data

b) Information

c) Knowledge

d) Wisdom

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

33) \_\_\_\_\_\_\_\_ is organized 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: Describe the various types of computer-based information systems in an organization.

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) data

b) information

c) knowledge

d) wisdom

Answer: a

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) data

b) information

c) knowledge

d) wisdom

Answer: b

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) data

b) information

c) knowledge

d) wisdom

Answer: c

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) Data, information, knowledge

b) Data, knowledge, information

c) Information, data, knowledge

d) Information, knowledge, data

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) A database

b) A network

c) Hardware

d) Software

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) A database

b) A network

c) Hardware

d) Software

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) A database

b) A network

c) Hardware

d) Software

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) A database

b) A network

c) Hardware

d) Software

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Databases

b) Networks

c) People

d) Procedures

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Databases

b) Networks

c) People

d) Procedures

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) ERP system

b) IT infrastructure

c) IT platform

d) TPS

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) components

b) infrastructure

c) personnel

d) services

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) DBS

b) ERP

c) FAIS

d) TPS

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) analysis; APS

b) analysis; TPS

c) transaction; APS

d) transaction; TPS

Answer: d

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) ERP system

b) human resources system

c) supply chain system

d) TPS

Answer: c

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Bloomcode: Evaluation

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Evaluation

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

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: a

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) clerical worker

b) knowledge worker

c) lower-level manager

d) middle manager

Answer: b

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) clerical workers

b) factory workers

c) lower-level managers

d) middle managers

Answer: d

Difficulty: Hard

Section Reference 1: 1.2

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

Bloomcode: Knowledge, Evaluation

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) BI

b) Dashboards

c) ES

d) Supply chain systems

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

58) It costs $49 to get basic roadside help from Urgent.ly and Honk versus the typical $200 charged by AAA. If tow-truck operators want to list themselves on the Urgent.ly and Honk websites, they \_\_\_\_\_\_\_.

a) have to accept lower wages since the companies charge so much less

b) have to make sure the call center knows where they are at all times

c) will be allowed to take more time to get to the customer with priority going to AAA customers

d) work as contractors and must add Urgent.ly and Honk to their insurance policies

Answer: d

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

59) \_\_\_\_\_\_\_\_ offers flat rates, promises quick response times, and provides maps in their apps that display the location of the company vehicle with real-time updates.

a) AAA

b) Honk

c) OnStar

d) Volvo

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

60) In 2000, operating a basic internet application costs businesses approximately \_\_\_\_\_\_\_\_ per month. In mid-2016, operating the same application in Amazon’s cloud cost approximately \_\_\_\_\_\_\_\_ per month.

a) $1,000; $150,000

b) $100,000; $100,000

c) $150,000; $1,000

d) $500,000, $1

Answer: a

Difficulty: Easy

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

61) Which of the following is TRUE?

a) Computerization reduces our level of isolation.

b) IT increases the number of middle managers.

c) Managers have more time to make decisions.

d) Remote supervision will probably become a norm.

Answer: d

Difficulty: Easy

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Carpal tunnel syndrome

b) Ergonomics

c) Job stress

d) Repetitive strain injuries

Answer: b

Difficulty: Easy

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Amazon

b) Google

c) McGraw-Hill

d) Wiley

Answer: a

Difficulty: Hard

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) less; decreases

b) less; increases

c) more; decreases

d) more; increases

Answer: d

Difficulty: Medium

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

65) Approximately \_\_\_\_\_\_\_\_ percent of Cuba’s citizens have Internet access at home.

a) 5

b) 45

c) 75

d) 95

Answer: a

Difficulty: Medium

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

66) \_\_\_\_\_\_\_\_ is the Craigslist of Cuba.

a) AlaMesa

b) El Paquete Semanal

c) Revolico

d) Vistar

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

67) \_\_\_\_\_\_\_\_ promotes Cuban culinary culture.

a) AlaMesa

b) El Paquete Semanal

c) Revolico

d) Vistar

Answer: a

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

68) \_\_\_\_\_\_\_\_ is the Internet on a portable hard drive.

a) AlaMesa

b) El Paquete Semanal

c) Revolico

d) Vistar

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

69) \_\_\_\_\_\_\_\_ is an online magazine focusing on Cuba’s youth culture.

a) AlaMesa

b) El Paquete Semanal

c) Revolico

d) Vistar

Answer: d

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Accessibility

b) Flexibility

c) Quality of leisure time

d) Quantity of leisure time

Answer: d

Difficulty: Medium

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: a

Difficulty: Medium

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

72) \_\_\_\_\_\_\_\_ made Uber’s first self-driving cars that arrived in Pennsylvania in 2016.

a) Ford

b) Google

c) Tesla

d) Volvo

Answer: d

Difficulty: Hard

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Ford

b) Google

c) Tesla

d) Volvo

Answer: c

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: d

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: d

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

76) FedEx and UPS sometimes rely on the USPS for the \_\_\_\_\_\_\_\_ which is \_\_\_\_\_\_\_\_.

a) first-mile delivery; the final and typically most expensive leg of a delivery route

b) first-mile delivery; the long-haul from state to state

c) last-mile delivery; the final and typically most expensive leg of a delivery route

d) last-mile delivery; the long-haul from state to state

Answer: c

Difficulty: Easy

Section Reference 1: Closing Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

77) The USPS has long recognized many of its problems and has tried to introduce cost-saving measures, but \_\_\_\_\_\_\_\_ has/have enormous power over it and has rejected many of these proposed measures.

a) Congress

b) Taxpayers

c) The President

d) The Supreme Court

Answer: a

Difficulty: Medium

Section Reference 1: Closing Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

78) The USPS’s IMB system is a type of \_\_\_\_\_\_\_\_.

a) E-commerce system

b) ERP system

c) FAIS

d) TPS

Answer: d

Difficulty: Hard

Section Reference 1: Closing Case

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

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

Question type: True/False

79) Players on FanDuel and DraftKings need to play for an entire season of a sport if they want to win prizes.

Answer: False

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

80) The federal government can close the daily fantasy sports loophole in the 2006 law at any time, and each state decides whether daily fantasy sports constitutes gambling.

Answer: True

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

81) According to the Chapter 1 Opening Case, residents of New York cannot play daily fantasy sports on FanDuel and DraftKings.

Answer: False

Difficulty: Hard

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

82) FanDuel and DraftKings were profitable in 2016 due to federal laws protecting their existence.

Answer: False

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

83) The biggest problem FanDuel and DraftKings has is to manage their IT infrastructure in order to keep costs down.

Answer: False

Difficulty: Medium

Section Reference 1: Opening Case

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

Bloomcode: Analysis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Analysis

84) According to the IT’s About Business case on delivery services, one of Uber’s biggest challenges is increasing labor costs since California’s labor commissioner ruled that a driver for Uber should be classified as a company employee rather than a contractor.

Answer: True

Difficulty: Medium

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

85) Amazon, Walmart, Safeway, and Starbucks are potential competitors to delivery services like Instacart, Postmates, Uber, and GrubHub.

Answer: True

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

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

Answer: False

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Analysis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Analysis

87) Only computer science majors can become CIOs.

Answer: False

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: False

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Comprehension, Analysis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension, Analysis

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

Answer: True

Difficulty: Hard

Section Reference 1: 1.1

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

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

91) Data is more elementary than information and knowledge.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

94) Data and information are synonyms.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

95) The IT components make up the IT platform.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

96) The IT infrastructure and IT platform are synonyms.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

100) TPS typically collect data in batches.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

102) Nearly all TPSs are ERP systems.

Answer: False

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

103) Nearly all ERP systems are also TPSs.

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

104) Urgent.ly and Honk offer benefits for both customers and tow-truck operators.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

105) Urgent.ly and Honk only compete with AAA for roadside assistance.

Answer: False

Difficulty: Medium

Section Reference 1: IT’s About Business 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

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

Answer: False

Difficulty: Medium

Section Reference 1: 1.3

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

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

108) Cuba’s internet works much the same way as the US internet works, and Cuban citizens have the same liberties as US citizens do.

Answer: False

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

109) In general, Cuban’s have access to the internet through portable hard drives and memory sticks.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

111) Watson is a cognitive computing system.

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

112) IT is a cost center at the USPS.

Answer: False

Difficulty: Medium

Section Reference 1: Closing Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

113) The USPS has had 10 consecutive years of losses and cannot implement changes because of Congress.

Answer: False

Difficulty: Easy

Section Reference 1: Closing Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

Question type: Text Entry

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

Answer: informed user

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: computer

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: information systems (or information technology)

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Data items

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Information

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Knowledge

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Hardware

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Software

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: database

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: network

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Procedures

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: People

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer 1: transaction processing system

Answer 2: TPS

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: drone

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

Question type: Essay

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

Answer:

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

Want to be = get more value from systems being used

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

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Application

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

Standard 2 : Blooms || Application

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

Answer:

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



Difficulty: Hard

Section Reference 1: 1.1

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

Bloomcode: Evaluation

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

Standard 2 : Blooms || Evaluation

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

Answer:

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

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

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

Data = 65

Information = 65 mph

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

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

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

Standard 2 : Blooms || Application

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

Answer:

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

Difficulty: Hard

Section Reference 1: 1.3

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

Bloomcode: Synthesis

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

Standard 2 : Blooms || Synthesis

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

Answer:

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

Positives –

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

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

More career opportunities

Better customer service

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

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

Health and safety improvements

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

Robots to do our chores

Negatives –

We can’t really get away and relax

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

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

Dangerous (phones while driving)

Drone dilemmas (spying, etc.)

Difficulty: Medium

Section Reference 1: 1.3, 1.4

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

Bloomcode: Application, Evaluation

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

Standard 2 : Blooms || Application, Evaluation