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| 1. Data represents real-world things.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 2. Information is simply a collection of raw facts such as an employee number or the total hours worked in a week.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 3. Information and data are essentially the same thing.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 4. A set of logically related tasks performed to achieve a definite outcome is called a process.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 5. Using a computer to forecast future sales and order more inventory before a shortage can occur is an example of information system feedback.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 6. A computer-based information system (CBIS) is a single set of hardware, software, databases, telecommunications, people, and procedures configured to collect, manipulate, store, and process data into information.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 7. The technology infrastructure is a set of shared IS resources that form the foundation of each computer-based information system.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 8. Increasingly, companies are incorporating computer-based information systems into their products and services.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 9. A drawback of an information system (IS) is that it lacks a feedback mechanism.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 10. ​Both system software and application software are needed for all types of computers, from small handheld computers to large supercomputers.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 11. Application software, such as Microsoft Windows, manages basic computer operations such as start-up.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 12. A user can install a firewall to avoid viruses and prevent unauthorized people from gaining access to his or her computer system.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.07 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 13. Organizations invest heavily in information systems to improve customer service.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.08 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's; Knowledge | |

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| 14. The World Wide Web (WWW) is a network of links on the Internet to documents containing text, graphics, video, and sound.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 15. An intranet is a network based on Web technologies that allows selected outsiders, such as business partners and customers, to access authorized resources of a company’s extranet.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 16. C2C stands for computer-to-computer e-commerce.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 17. Mobile commerce (m-commerce) is the use of mobile, wireless devices to place orders and conduct business.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 18. While technologically advanced, unfortunately, e-commerce offers few advantages for streamlining work activities.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 19. Electronic business (e-business) goes beyond e-commerce and e-procurement by using information systems and the Internet to perform all business-related tasks and functions.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 20. Since the 1950s, computers have been used to perform common business applications.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 21. A decision support system (DSS) can include a collection of models used to support a decision maker or user, a collection of facts and information to assist in decision making, and systems and procedures that help decision makers and other users interact with the DSS.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 22. A management information system (MIS) typically provides standard reports generated with data and information from a transaction processing system (TPS) or enterprise resource planning (ERP) system.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 23. A management information system (MIS) goes beyond a traditional decision support system (DSS) by providing immediate assistance in solving problems.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 24. Neural networks give the computer the ability to make suggestions and function like an expert in a particular field, helping enhance the performance of novice users.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 25. Some successful stock, options, and futures traders use expert systems to spot trends and improve the profitability of their investments.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 26. The unique value of learning systems is that they allow organizations to capture and use the wisdom of experts and specialists.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 27. Augmented reality is a new form of virtual reality that enables a user to become fully immersed in an artificial, computer-generated 3D world.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 28. Systems development increases the cost and effort associated with operating an existing system.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 29. Systems analysis involves studying the existing system to uncover its strengths and weaknesses.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 30. Integration and testing involves converting the system design into an operational information system.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 31. In the context of an information system, \_\_\_\_\_ involves keeping data and information available for future use.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | input | b. | storage | |  | c. | feedback | d. | retrieval |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 32. The process of defining relationships among data to create useful information requires \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | an information system | b. | intelligence | |  | c. | knowledge | d. | intuition |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 33. \_\_\_\_\_\_ are people who create, use, and disseminate knowledge and are usually professionals in science, engineering, business, and other areas.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Systems analysts | b. | Knowledge workers | |  | c. | Knowledge database administrators | d. | End users |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 34. Quality information that can be used for a variety of purposes is said to be \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | flexible | b. | economical | |  | c. | relevant | d. | verifiable |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 35. The value of information is directly linked to how it helps decision makers achieve their organization’s \_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | culture | b. | goals | |  | c. | cost reduction initiatives | d. | quality improvement measures |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 36. A \_\_\_\_\_ is a set of elements or components that interact to accomplish goals.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | process | b. | database | |  | c. | network | d. | system |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 37. In information systems, \_\_\_\_\_ is information from a system that is used to make changes to input or processing activities.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | a program | b. | feedback | |  | c. | an output | d. | software |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 38. \_\_\_\_\_ consists of computer equipment used to perform input, processing, and output activities.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | The motherboard | b. | A register | |  | c. | Software | d. | Hardware |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 39. A \_\_\_\_\_ is an example of a hardware processing device.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | keyboard | b. | printer | |  | c. | scanner | d. | chip |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 40. \_\_\_\_\_ consists of computer programs that govern the operation of a computer.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Hardware | b. | Software | |  | c. | A server | d. | The Internet |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 41. \_\_\_\_\_ connect computers and equipment in a building, around the country, or around the world to enable electronic communications.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Programs | b. | Registers | |  | c. | Networks | d. | Databases |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 42. A(n) \_\_\_\_\_ is a network based on Web technologies that allows selected outsiders, such as business partners and customers, to access authorized resources of a company’s intranet.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | register | b. | blog | |  | c. | database | d. | extranet |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 43. \_\_\_\_\_ are considered to be the most important element in computer-based information systems.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Hardware | b. | Software | |  | c. | Procedures | d. | People |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 44. \_\_\_\_\_ are people who work directly with information systems to get results.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | System analysts | b. | Database administrators | |  | c. | Programmers | d. | End users |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 45. \_\_\_\_\_ involves using information systems and the Internet to acquire parts and supplies.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A transaction processing system (TPS) | b. | Electronic business (e-business) | |  | c. | Mobile commerce (m-commerce) | d. | Electronic procurement (e-procurement) |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 46. A \_\_\_\_\_ is any business-related exchange such as payments to employees, sales to customers, or payments to suppliers.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | transaction | b. | forecast | |  | c. | feedback | d. | process |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 47. A(n) \_\_\_\_\_ is an organized collection of people, procedures, software, databases, and devices used to perform and record business deals.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | decision support system (DSS) | b. | management information system (MIS) | |  | c. | enterprise resource planning (ERP) system | d. | transaction processing system (TPS) |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 48. A(n) \_\_\_\_\_ can replace many applications with one unified set of programs, making the system easier to use and more effective.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | transaction processing system | b. | e-commerce system | |  | c. | enterprise resource planning system | d. | decision support system |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 49. Which of the following is a process of linking together all the components of a system to demonstrate that the system as a whole does indeed meet the user and business requirements?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Construction | b. | Implementation | |  | c. | Integration and testing | d. | Operation and maintenance |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 50. Which of the following involves the ongoing running of a system and identifying and making necessary changes to the system due to errors or new user or business requirements?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Disposition | b. | Implementation | |  | c. | Integration and testing | d. | Operation and maintenance |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 51. \_\_\_\_\_ is a branch of artificial intelligence that allows computers to recognize and act on patterns or trends.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Vision systems | b. | Neural networks | |  | c. | Robotic systems | d. | Natural language processing |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 52. Hiring an outside company to perform some or all of a systems development project is called \_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | virtual reality | b. | offshoring | |  | c. | systems investigation | d. | outsourcing |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 53. The goal of the \_\_\_\_\_ step of systems development is to gain a clear understanding of the problem to be solved or opportunity to be addressed.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | systems analysis | b. | systems investigation | |  | c. | systems design | d. | systems implementation |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 54. The \_\_\_\_\_ step of systems development involves studying the existing system to uncover its strengths and weaknesses and interviewing those who will use the new system to identify what the system must do to meet their needs and the needs of an organization.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | systems investigation | b. | systems analysis | |  | c. | systems design | d. | systems maintenance |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 55. \_\_\_\_\_ is the knowledge of how data and information are used by individuals, groups, and organizations.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Information literacy | b. | Computer literacy | |  | c. | Software systems literacy | d. | Information systems literacy |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.08 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 56. \_\_\_\_\_ is the awareness and understanding of a set of information and the ways that information can be made useful to support a specific task or reach a decision.   |  |  | | --- | --- | | *ANSWER:* | Knowledge | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 57. In information systems, the activity of gathering and capturing raw data is called \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | input | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 58. \_\_\_\_\_ is the electronic transmission of signals for communications, which enables organizations to carry out their processes and tasks through effective computer networks.   |  |  | | --- | --- | | *ANSWER:* | Telecommunications | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 59. Prediction of future events to avoid problems is called \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | forecasting | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 60. \_\_\_\_\_ is a field in which a computer system takes on the characteristics of human intelligence.   |  |  | | --- | --- | | *ANSWER:* | Artificial intelligence (AI)  Artificial intelligence  AI | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 61. One zettabyte is \_\_\_\_\_ characters of data.   |  |  | | --- | --- | | *ANSWER:* | 1021 | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 62. An approach to work called \_\_\_\_\_ enables people to work from home or while traveling.   |  |  | | --- | --- | | *ANSWER:* | telecommuting  telework | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 63. The \_\_\_\_\_ is the world’s largest computer network consisting of thousands of interconnected networks, all freely exchanging information.   |  |  | | --- | --- | | *ANSWER:* | Internet | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 64. Workers in many organizations operate in a(n) \_\_\_\_\_ environment in which software and data storage are provided by the Internet; the services are run on another organization’s computer hardware, and both software and data are easily accessed.   |  |  | | --- | --- | | *ANSWER:* | cloud-computing | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 65. \_\_\_\_\_ is an area of artificial intelligence (AI) in which machines take over complex, dangerous, routine, or boring tasks, such as welding car frames or moving pallets of products around in a warehouse.   |  |  | | --- | --- | | *ANSWER:* | Robotics | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 66. The technology used to create the Internet is also being applied within companies and organizations to create \_\_\_\_\_, which allow people in an organization to exchange information and work on projects.   |  |  | | --- | --- | | *ANSWER:* | intranets | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 67. \_\_\_\_\_ include the strategies, policies, methods, and rules for using a computer-based information system (CBIS).   |  |  | | --- | --- | | *ANSWER:* | Procedures | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 68. A business transaction executed electronically between a consumer and a public sector organization is a form of \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | electronic commerce (e-commerce)  electronic commerce  e-commerce | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 69. A(n) \_\_\_\_\_ is a system consisting of software and hardware that protect a computer system or network from outside attacks.   |  |  | | --- | --- | | *ANSWER:* | firewall | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.07 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 70. ​A(n) \_\_\_\_\_ is an organized collection of facts and information, typically consisting of two or more related data files.   |  |  | | --- | --- | | *ANSWER:* | database | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 71. A(n) \_\_\_\_\_ is a set of integrated programs that manages the vital business operations for an entire multisite, global organization.   |  |  | | --- | --- | | *ANSWER:* | enterprise resource planning (ERP) system  enterprise resource planning system  ERP system | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 72. A(n) \_\_\_\_\_ is an organized collection of people, procedures, software, databases, and devices that provides routine information to managers and decision makers.   |  |  | | --- | --- | | *ANSWER:* | management information system (MIS)  management information system  ​MIS | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 73. \_\_\_\_\_ is a strategy by which an organization determinedly and systematically gathers, organizes, stores, analyzes, and shares its collective knowledge and experience.   |  |  | | --- | --- | | *ANSWER:* | Knowledge management | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 74. \_\_\_\_\_ is a branch of artificial intelligence that allows computers to recognize and act on patterns or trends.   |  |  | | --- | --- | | *ANSWER:* | Neural networks | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 75. The collection of data, rules, procedures, and relationships that must be followed to achieve value or the proper outcome is contained in an expert system’s \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | knowledge base | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 76. \_\_\_\_\_ is a newer form of virtual reality that has the potential to superimpose digital data over real photos or images.   |  |  | | --- | --- | | *ANSWER:* | Augmented reality | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 77. \_\_\_\_\_ is the activity of creating or modifying information systems.   |  |  | | --- | --- | | *ANSWER:* | Systems development | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 78. The \_\_\_\_\_ phase of the systems development process determines how a new system must work, what inputs are required, and what outputs must be produced to meet the business needs defined during systems analysis.   |  |  | | --- | --- | | *ANSWER:* | design | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 79. \_\_\_\_\_ is defined as the knowledge and ability to use computers and related technology effectively.  ​   |  |  | | --- | --- | | *ANSWER:* | Computer literacy | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.07 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 80. The era of globalization characterized by multinational corporations having plants, warehouses, and offices around the world is \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | Globalization 2.0 | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *LEARNING OBJECTIVES:* | 01.08 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Knowledge | |

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| 81. Briefly distinguish among data, information, and knowledge.   |  |  | | --- | --- | | *ANSWER:* | Data consists of raw facts, such as employee number or total hours worked in a week, an inventory part number, or the number of units produced on a production line.  Information is a collection of facts organized and processed so that they have additional value beyond the value of individual facts. For example, a sales manager may want individual sales data summarized to see the total sales for the month. Providing information to customers can also help companies increase revenues and profits.  Knowledge is the awareness and understanding of a set of information and the ways that information can be made useful to support a specific task or reach a decision. Having knowledge means understanding relationships in information. | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *LEARNING OBJECTIVES:* | 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Comprehension | |

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| 82. Define the term information system and briefly identify its fundamental components.   |  |  | | --- | --- | | *ANSWER:* | An information system is a set of interrelated components that collect, process, store, and disseminate data and information and provide  feedback mechanism to meet an objective. The fundamental components include input, processing, output, and feedback. Input is the activity of gathering and capturing raw data. Processing involves converting data into useful outputs. It can be done manually or with computer assistance. Output involves producing useful information, often in the form of documents and reports. Feedback is information from the system that is used to make changes to input or processing activities. | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *LEARNING OBJECTIVES:* | 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Comprehension | |

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| 83. Distinguish between the Internet and the Web.   |  |  | | --- | --- | | *ANSWER:* | The Internet is the world’s largest computer network, consisting of thousands of interconnected networks, all freely exchanging information. People use the Internet to research information, buy and sell products and services, make travel arrangements, make investments, conduct banking, download music and videos, read books, and listen to radio programs, among other activities. The Web is one of many services available over the Internet and provides access to millions of documents. It is a network of links on the Internet to documents containing text, graphics, video, and sound.  Information about the documents and access to them are controlled and provided by tens of thousands of special computers called Web servers. | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *LEARNING OBJECTIVES:* | 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Comprehension | |

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| 84. Distinguish between a management information system (MIS) and decision support system (DSS).   |  |  | | --- | --- | | *ANSWER:* | An MIS is an organized collection of people, procedures, software, databases, and devices that provides routine information to managers and decision makers. Manufacturing, marketing, production, finance, and other functional areas of an organization are supported by MISs and share a common database. MISs typically provide standard reports generated with data and information from the transaction processing system (TPS) or enterprise resource planning (ERP) system.  A DSS is an organized collection of people, procedures, software, databases, and devices that support problem-specific decision making. The focus of a DSS is on making effective decisions. Whereas an MIS helps an organization "do things right," a DSS helps a manager "do the right thing." | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *LEARNING OBJECTIVES:* | 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Comprehension | |

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| 85. Briefly discuss the Globalization 3.0 era according to Thomas Friedman.   |  |  | | --- | --- | | *ANSWER:* | According to Friedman,we have progressed from the globalization of countries (Globalization 1.0) to the globalization of multinational corporations (Globalization 2.0) and individuals (Globalization 3.0). Today, people in remote areas can use the Internet to compete with and contribute to other people, the largest corporations, and entire countries. These workers are empowered by high-speed Internet access, making the world flatter. In the Globalization 3.0 era, designing a new airplane or computer can be separated into smaller subtasks and then completed by a person or small group that can do the best job. These workers can be located in India, China, Russia, and other areas of the world. The subtasks can then be combined or reassembled into the complete design. This approach can be used to prepare tax returns, diagnose a patient’s medical condition, fix a broken computer, and many other tasks. | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *LEARNING OBJECTIVES:* | 01.08 | | *NATIONAL STANDARDS:* | United States - BUSPROG - Technology | | *KEYWORDS:* | Bloom's: Comprehension | |