

***Introduction to Information Systems 10th edition
Rainer Test Bank***

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Introduction to Information Systems, 10e (Rainer)
Chapter 1 Introduction to Information Systems

1) Chef Pii's Pink Sauce became popular because of her video on _____.

- A) Facebook
- B) TikTok
- C) Twitter
- D) YouTube

Answer: B

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

2) Which of the following was NOT a problem that Chef Pii encountered with her Pink Sauce and TikTok?

- A) She experienced major problems trying to keep up with the overwhelming demand.
- B) She was criticized for potentially violating food distribution laws.
- C) Her strategy was unsuccessful because she only had access to the Asian market.
- D) Her product was often shipped with leaky packages and spoiled products.

Answer: D

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

3) _____ is available in more than 150 markets worldwide in 75 languages. It is an idea medium for launching viral videos to reach millions of users. It was almost banned from the United States due to fears that the Chinese government would have access to private usage data and could use it for blackmail.

- A) Alibaba
- B) Facebook
- C) TikTok
- D) Twitter

Answer: C

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

4) TikTok _____ Chef Pii.

- A) helped
- B) hurt
- C) helped and hurt
- D) had no impact on

Answer: C

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

5) _____ manages the production and delivery of Pink Sauce; _____ promotes Pink Sauce over social media.

- A) Dave's Gourmet; Chef Pii
- B) Chef Pii; Dave's Gourmet
- C) UberEats; Chef Pii
- D) Chef Pii; UberEats

Answer: A

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

6) Which of the following was NOT a benefit of TikTok for Chef Pii?

- A) TikTok created a platform for Chef Pii to promote and sell a unique product.
- B) TikTok accelerated Chef Pii's growth in demand.
- C) TikTok helped her locate a business partner to ensure long-term success.
- D) TikTok gave her an ideal strategy for starting a business.

Answer: D

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

7) _____ is an attempt to gain access that has not been granted by manipulating authorized employees into providing unauthorized parties with access to private information such as passwords.

- A) Blackmail
- B) Multifactor authentication
- C) Social engineering
- D) Vulnerability

Answer: C

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

8) Unauthorized parties used _____ to hack more than 100 prominent Twitter accounts in 2020 to promote a _____ scam.

- A) multifactor authentication; Bitcoin
- B) multifactor authentication; Ethereum
- C) social engineering; Bitcoin
- D) social engineering; Ethereum

Answer: C

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

9) _____ are the weakest link in cybersecurity.

- A) Hardware devices
- B) Humans
- C) Mobile devices
- D) Smartphones

Answer: B

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

10) Social engineering attacks are _____; the total number of attacks from 2019 to 2021 is _____.

- A) decreasing; 3 times lower
- B) decreasing; 10 times lower
- C) increasing; 3 times higher
- D) increasing; 10 times higher

Answer: C

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

11) An unauthorized party used _____ to hack into Uber's system in September 2022; the hacker discovered the employee's _____ number and then tricked the employee into providing a user ID, password, and multifactor authentication approval.

- A) social engineering; TikTok
- B) social engineering; WhatsApp
- C) a virus; TikTok
- D) a virus; WhatsApp

Answer: B

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

12) Which of the following is a strategy to prevent social engineering?

- A) Access data frequently to ensure it has not been compromised.
- B) Train employees to be informed users.
- C) Update antivirus software frequently.
- D) Use older technology that hackers do not understand.

Answer: B

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

13) Which of the following is a strategy to minimize the damage of social engineering?

- A) Access data frequently to ensure it has not been compromised.
- B) Limit access privileges based on job necessity.
- C) Update antivirus software frequently.
- D) Use older technology that hackers do not understand.

Answer: B

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

14) Which of the following is a strategy to minimize the damage of social engineering?

- A) Access data frequently to ensure it has not been compromised.
- B) Remove access to data as soon as employees, contractors, or consultants leave or change jobs.
- C) Update antivirus software frequently.
- D) Use older technology that hackers do not understand.

Answer: B

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

15) Which of the following is the first and most important strategy to prevent social engineering?

- A) Limiting access to data
- B) Training employees
- C) Removing access to systems as soon as someone leaves the company
- D) Utilizing identity and access management structures

Answer: B

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

16) MIT Technology Review refers to 18—22-year-olds as *Homo* _____.

- A) *Conectums*
- B) *Conexus*
- C) *Technologus*
- D) *Techies*

Answer: B

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

17) The term *Homo Conexus* refers to people who practice _____.

- A) continuous computing
- B) informed usership
- C) technology use
- D) useful computing

Answer: A

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

18) _____ users obtain greater value from whichever technologies they use.

- A) Continuous
- B) Computer
- C) Informed
- D) Technology

Answer: C

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

- 19) Which of the following is NOT associated with being an informed user?
- A) Understanding why IT picks and installs specific applications for your use
 - B) Enhancing the quality of your organization's IT applications with your input
 - C) Keeping abreast of both new IT and rapid developments in existing technologies
 - D) Improving your organization's performance and your own productivity

Answer: A

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

- A) Digital transformation
- B) Digital vision
- C) Technology transformation
- D) Technology vision

Answer: A

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

- 21) The top technology job is _____.

- A) CEO
- B) CFO
- C) CIO
- D) COO

Answer: C

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

22) 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

Diff: 2

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

23) 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

24) 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

25) 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

26) The _____ coordinates and manages new systems development projects.

- A) applications development manager
- B) CIO
- C) information center manager
- D) IS Director

Answer: A

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

27) 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

28) 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

29) 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

30) 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

31) A(n) _____ creates the computer code for developing new applications or maintaining existing applications.

- A) applications programmer
- B) database administrator
- C) network manager
- D) web designer

Answer: A

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

32) A(n) _____ manages the organization's databases and oversees the use of database-management software.

- A) applications programmer
- B) database administrator
- C) network manager
- D) web designer

Answer: B

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

33) A(n) _____ coordinates and manages the organization's voice and data networks.

- A) applications programmer
- B) database administrator
- C) network manager
- D) web designer

Answer: C

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

34) A(n) _____ creates websites and web pages.

- A) applications programmer
- B) database administrator
- C) network manager
- D) web designer

Answer: D

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

35) 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

Diff: 2

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

36) In general, the _____ is responsible for corporate-level and shared IT resources; the _____ are responsible for departmental IT resources.

- A) end users; end users
- B) end users; MIS department
- C) MIS department; end users
- D) MIS department; MIS department

Answer: C

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

37) _____ is a traditional function of the MIS department.

- A) Creating business alliances with business partners
- B) Educating the MIS staff about the business
- C) Managing systems development and systems project management
- D) Managing system integration including the Internet, intranets, and extranets

Answer: C

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

38) _____ 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

39) _____ 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

40) _____ 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

41) _____ 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

42) _____ 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

- 43) _____ is a consultative function of the MIS department.
- A) Infrastructure planning, development, and control
 - B) Managing computer operations including the computer center
 - C) Proactively using business and technical knowledge to see innovative ideas about using IT
 - D) Staffing, training, and developing IS skills

Answer: C

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

- 44) _____ 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

- 45) _____ is a consultative function of the MIS department.

- A) Educating the MIS staff about the business
- B) Infrastructure planning, development, and control
- C) Managing systems development
- D) Providing technical services

Answer: A

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

46) _____ is a consultative function of the MIS department.

- A) Incorporating the Internet and e-commerce into the business
- B) Infrastructure planning, development, and control
- C) Managing systems development
- D) Providing technical services

Answer: A

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

47) _____ is a consultative function of the MIS department.

- A) Infrastructure planning, development, and control
- B) Initiating and designing specific strategic information systems
- C) Managing systems development
- D) Providing technical services

Answer: B

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

48) _____ 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

49) _____ 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

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

50) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

51) _____ is organized so that it has meaning and value to the recipient.

- A) Data
- B) Information
- C) Knowledge
- D) Wisdom

Answer: B

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

52) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

53) You see a sign on the road that says 55. This is _____.

- A) data
- B) information
- C) knowledge
- D) wisdom

Answer: A

Diff: 2

Section Reference: 1.2

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

Bloomcode: Application

Standard: AACSB || Technology

54) You see a sign on the road that says 55 mph. This is _____.

- A) data
- B) information
- C) knowledge
- D) wisdom

Answer: B

Diff: 2

Section Reference: 1.2

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

Bloomcode: Application

Standard: AACSB || Technology

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

- A) data
- B) information
- C) knowledge
- D) wisdom

Answer: C

Diff: 2

Section Reference: 1.2

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

Bloomcode: Application

Standard: AACSB || Technology

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

- A) Data, information, knowledge
- B) Data, knowledge, information
- C) Information, data, knowledge
- D) Information, knowledge, data

Answer: A

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

57) _____ consists of devices such as the processor, monitor, keyboard, and printer.

- A) A database
- B) A network
- C) Hardware
- D) Software

Answer: C

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

58) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

59) _____ is a collection of related files or tables containing data.

- A) A database
- B) A network
- C) Hardware
- D) Software

Answer: A

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

60) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

61) _____ are the instructions for combining components to process information and generate the desired output.

- A) Databases
- B) Networks
- C) People
- D) Procedures

Answer: D

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

62) _____ use the hardware and software, interface with it, or use its output.

- A) Databases
- B) Networks
- C) People
- D) Procedures

Answer: C

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

63) 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

64) The IT _____ are/is the IT platform.

- A) components
- B) infrastructure
- C) personnel
- D) services

Answer: A

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

65) A(n) _____ is also called a departmental information system.

- A) DBS
- B) ERP
- C) FAIS
- D) TPS

Answer: C

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

66) A(n) _____ is a collection of application programs in a single department.

- A) DBS
- B) ERP
- C) FAIS
- D) TPS

Answer: C

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

- A) DBS
- B) ERP
- C) FAIS
- D) TPS

Answer: B

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

68) 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

69) 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

Diff: 2

Section Reference: 1.2

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

Bloomcode: Application

Standard: AACSB || Technology

70) The TPS collects data _____ and typically _____.

- A) continuously; historically
- B) continuously; in real time
- C) in batches; historically
- D) in batches; in real time

Answer: B

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

71) A(n) _____ is considered critical to the success of any enterprise because they support core operations.

- A) CRM
- B) DBS
- C) FAIS
- D) TPS

Answer: D

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

72) A(n) _____ is an interorganizational system.

- A) ERP system
- B) human resources system
- C) supply chain system
- D) TPS

Answer: C

Diff: 2

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

73) A(n) _____ is an intraorganizational system.

- A) E-commerce system
- B) human resources system
- C) portal
- D) supply chain system

Answer: B

Diff: 2

Section Reference: 1.2

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

Bloomcode: Evaluation

Standard: AACSB || Technology

74) _____ support managers at all levels of the organization.

- A) Clerical workers
- B) Knowledge workers
- C) Lower-level managers
- D) Middle managers

Answer: A

Diff: 2

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

75) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

76) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

- A) operational
- B) tactical
- C) strategic
- D) universal

Answer: B

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

78) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

79) _____ are experts in a particular subject area.

- A) Clerical workers
- B) Knowledge workers
- C) Lower-level managers
- D) Middle managers

Answer: B

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

80) Knowledge workers create _____.

- A) data and information
- B) data and knowledge
- C) information and knowledge
- D) data, information, and knowledge

Answer: C

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

81) Knowledge workers act as advisors to _____.

- A) clerical workers and lower-level managers
- B) lower-level and middle managers
- C) middle managers and executives
- D) clerical workers and executives

Answer: C

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

82) 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

Diff: 2

Section Reference: 1.2

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

Bloomcode: Application

Standard: AACSB || Technology

83) BI systems provide computer-based primarily support _____.

- A) clerical workers
- B) factory workers
- C) lower-level managers
- D) middle managers

Answer: D

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge, Evaluation

Standard: AACSB || Technology

84) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

85) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

86) Which of the following is NOT an advantage of telemedicine?

- A) Convenience
- B) Cost savings
- C) Expanded market
- D) Transitioning

Answer: D

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

87) _____ is a company that creates digital health care technologies.

- A) HealthNut
- B) Jintop
- C) TikTok
- D) Zus

Answer: D

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

88) _____ is a set of standards that enable programmers to build software applications based on the appropriate technology.

- A) Data consistency
- B) Redundancy
- C) A shared development platform
- D) A shared data record

Answer: C

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

89) _____ is a central data repository that physicians can access so the data do not need to be duplicated in each system.

- A) Data consistency
- B) Redundancy
- C) A shared development platform
- D) A shared data record

Answer: D

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

90) Zus Health is trying to _____.

- A) allow medical practices to share information with each other
- B) get all people to use virtual health care
- C) increase the costs of health care for younger, healthier individuals
- D) update systems so medical records are easily accessible by the public

Answer: A

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

- A) a few
- B) some
- C) a vast majority
- D) all

Answer: C

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

92) In 2000, operating a basic Internet application costs businesses approximately _____ per month. By mid-2020, operating the same application in Amazon's cloud cost approximately _____ per month.

- A) \$100; \$150,000
- B) \$100,000; \$100,000
- C) \$150,000; \$100
- D) \$500,000, \$1

Answer: C

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

93) 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

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

94) _____ is NOT a problem caused by computers.

- A) Carpal tunnel syndrome
- B) Ergonomics
- C) Job stress
- D) Repetitive strain injuries

Answer: B

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

95) _____ is the largest book publisher and bookseller in the United States today.

- A) Amazon
- B) Google
- C) McGraw-Hill
- D) Wiley

Answer: A

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

- A) Napster; 2009
- B) Napster; 2019
- C) Pandora; 2009
- D) Pandora; 2019

Answer: B

Diff: 2

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

97) 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

Diff: 2

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

98) 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

Diff: 2

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

- A) An automated, programmable machine used in manufacturing operations
- B) Automate the manufacturing process almost entirely without human help
- C) Easily programmable because they can "learn" on the job
- D) Perform work in place of human employees

Answer: C

Diff: 2

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

100) _____ are machines designed to be used in _____ where there are interactions with humans within a shared space.

- A) Cobots; collaborative applications
- B) Cobots; manufacturing operations
- C) Industrial robots; collaborative applications
- D) Industrial robots; manufacturing operations

Answer: A

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

101) Self-driving cars made by _____ have been blamed for several fatalities.

- A) Ford
- B) Google
- C) Tesla
- D) Volvo

Answer: C

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

- A) Baxter
- B) LoweBot
- C) MyBot
- D) Watson

Answer: D

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

103) A _____ meeting is an online meeting in which some participants attend from home and others from a conference room; most people prefer _____ work structures.

- A) combo; combo
- B) combo; in-person
- C) hybrid; hybrid
- D) hybrid; in-person

Answer: C

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

104) Which of the following is a problem associated with hybrid meetings?

- A) Cost
- B) Engagement
- C) Preference
- D) Timeliness

Answer: B

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

105) Which of the following is a problem associated with hybrid meetings?

- A) Cost
- B) Preference
- C) Productivity
- D) Security

Answer: C

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

106) The key issue with hybrid meetings is _____.

- A) connection
- B) cost
- C) privacy
- D) promotions

Answer: A

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

107) _____ percent of respondents claimed they had fewer opportunities when they attended a meeting virtually.

- A) 10
- B) 22
- C) 54
- D) 96

Answer: C

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

108) _____ percent of respondents felt that their input would have had greater value if they had participated in person.

- A) 10
- B) 39
- C) 75
- D) 96

Answer: B

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

109) _____ percent of respondents stated that collaboration between in-office and remote workers is challenging.

- A) 10
- B) 39
- C) 70
- D) 96

Answer: C

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

110) Which of the following is NOT a solution to the hybrid meeting problem that organization's experience?

- A) Have everyone participate online through their laptop
- B) Set up high-quality audio for the in-person room
- C) Use extra-large screens to display online participants
- D) Use VPN to help remote workers connect securely

Answer: D

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

111) Facebook helped Chef Pii's Pink Sauce go viral.

Answer: FALSE

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

112) Chef Pii's Pink Sauce quickly became a craze because of TikTok.

Answer: TRUE

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

113) TikTok enables small businesses to reach 150 markets worldwide and go viral overnight.

Answer: TRUE

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

114) TikTok was an ideal strategy for Chef Pii.

Answer: FALSE

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

115) TikTok was working both in Chef Pii's favor and to her detriment.

Answer: TRUE

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

116) TikTok was not necessarily good for Chef Pii. The most notable success is that it helped her get discovered by Dave's Gourmet which helped her address the negative results from TikTok.

Answer: TRUE

Diff: 1

Section Reference: Opening Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

117) Chef Pii partnered with UberEats to address her shipping issues and FDA regulation requirements.

Answer: FALSE

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

118) Uber experienced a social engineering attack in September 2022 that resulted in a compromise of its users' private information.

Answer: FALSE

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

119) Social engineering attacks are increasing each year.

Answer: TRUE

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

120) Humans are the weakest cybersecurity link.

Answer: TRUE

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

121) Technology users are the best defense to social engineering.

Answer: FALSE

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

122) Multifactor authentication stops hackers from entering a system; this is how Uber prevented a social engineer from getting into its systems.

Answer: FALSE

Diff: 1

Section Reference: IT's About Business 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 2

Section Reference: 1.1

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

Bloomcode: Analysis

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

128) Only computer science majors can become CIOs.

Answer: FALSE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

131) The pay is excellent for IS careers.

Answer: TRUE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 2

Section Reference: 1.1

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

Bloomcode: Comprehension

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 2

Section Reference: 1.1

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

Bloomcode: Comprehension, Analysis

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 2

Section Reference: 1.1

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

Bloomcode: Comprehension, Analysis

Standard: AACSB || Technology

140) 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

Diff: 2

Section Reference: 1.1

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

Bloomcode: Synthesis

Standard: AACSB || Technology

141) Data is more elementary than information and knowledge.

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 2

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

144) Data and information are synonyms.

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 2

Section Reference: 1.2

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

Bloomcode: Application

Standard: AACSB || Technology

146) The IT components make up the IT platform.

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

147) The IT infrastructure and IT platform are synonyms.

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 2

Section Reference: 1.2

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

Bloomcode: Comprehension

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

154) TPS typically collect data in batches.

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

156) All TPSs are ERP systems.

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

157) Nearly all TPSs are ERP systems.

Answer: FALSE

Diff: 2

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

158) Nearly all ERP systems are also TPSs.

Answer: TRUE

Diff: 2

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

159) A TPS is an IOS.

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

161) Lower-level managers make tactical decisions.

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

162) Lower-level managers make routine decisions.

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

163) Middle managers make tactical decisions.

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

164) Middle managers make strategic decisions.

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

166) Knowledge workers create information and knowledge.

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

167) Information workers advise middle managers and executives.

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

173) Dashboards primarily support executive decision-making.

Answer: FALSE

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

174) Zus Health is a highly successful company that has reduced the cost of health care and created a seamless health care system.

Answer: FALSE

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

175) The COVID pandemic caused a permanent increase in virtual health care.

Answer: TRUE

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

176) Zus Health focuses on virtual health care.

Answer: TRUE

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

177) When COVID broke out, many providers shifted to virtual servicing known as telehealth.

Answer: TRUE

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

178) Telemedicine is cheaper and more convenient than physical doctor's offices.

Answer: TRUE

Diff: 1

Section Reference: IT's About Business 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 2

Section Reference: 1.3

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

Bloomcode: Synthesis

Standard: AACSB || Technology

181) Netflix disrupted the video industry.

Answer: TRUE

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 2

Section Reference: 1.3

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

Bloomcode: Comprehension

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

184) There are fewer middle managers because of technology.

Answer: TRUE

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 2

Section Reference: 1.3

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

Bloomcode: Synthesis

Standard: AACSB || Technology

189) IT provides opportunities for people with disabilities.

Answer: TRUE

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.3

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

193) Industrial robots are more easily programmable than cobots.

Answer: FALSE

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: TRUE

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

195) Watson is a cognitive computing system.

Answer: TRUE

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: FALSE

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

197) Hybrid meetings are no longer necessary since the COVID pandemic has ended.

Answer: FALSE

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

198) Hybrid meetings seamlessly allow individuals from any location to experience the human connection they need to succeed.

Answer: FALSE

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

199) IT tools enhance productivity but not necessarily collaboration and connection.

Answer: TRUE

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

200) The metaverse and AI are useful tools that can be used to improve hybrid meetings.

Answer: TRUE

Diff: 1

Section Reference: Closing Case

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

Bloomcode: Knowledge

Standard: AACSB || Technology

201) _____ refers to any computer-based tool that people use to work with information and support an organization's information and information-processing needs.

Answer: Information Technology (IT)

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

202) A(n) _____ collects, processes, stores, analyzes, and disseminates information for a specific purpose.

Answer: Information System (IS)

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

203) A(n) _____ is a person knowledgeable about information systems and information technology.

Answer: informed user

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: Digital transformation

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: business strategy

Diff: 1

Section Reference: 1.1

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

Bloomcode: Knowledge

Standard: AACSB || Technology

206) 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

207) 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)

Diff: 2

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

208) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

209) _____ refers to data that have been organized so that they have meaning and value to the recipient.

Answer: Information

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

210) _____ 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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

211) _____ consists of devices such as the processor, monitor, keyboard, and printer.

Answer: Hardware

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

212) _____ is a program or collection of programs that enable the hardware to process data.

Answer: Software

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

213) A _____ is a collection of related files or tables containing data.

Answer: database

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

214) A _____ is a connecting system (wireline or wireless) that permits different computers to share resources.

Answer: network

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

215) _____ are the instructions for combining components to process information and generate the desired output.

Answer: Procedures

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

216) _____ use the hardware and software, interface with it, or use its output.

Answer: People

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

217) Hardware, software, networks, and databases form the _____.

Answer: Information Technology (IT) platform

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

218) The IT _____ plus IT _____ comprise the organization's IT infrastructure.

Answer: components; services or services; components

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

219) A(n) _____ is a computer program designed to support a specific task or business process.

Answer: application or app or application program

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

220) The collection of application programs in a single department is usually referred to as a(n) _____.

Answer: departmental information system or Functional Area Information Systems (FAIS)

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

221) A _____ supports the monitoring, collection, storage, and processing of data from the organization's basic business transactions, each of which generates data.

Answer: Transaction Processing System (TPS)

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

222) Information systems that connect two or more organizations are referred to as _____.

Answer: Interorganizational Information Systems (IOSs)

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

223) An organization's supply chain is the flow of materials, information, money, and services from _____ through factors and warehouses to _____.

Answer: suppliers of raw materials; the end customers

Diff: 2

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

224) _____ are professional employees such as financial and marketing analysts, engineers, lawyers, and accountants.

Answer: Knowledge workers

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

225) BA or BI systems provide computer-based support for complex, nonroutine decisions, primarily for _____.

Answer: middle managers and knowledge workers

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: Expert

Diff: 1

Section Reference: 1.2

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

Bloomcode: Knowledge

Standard: AACSB || Technology

227) _____ are designed to work alongside human employees; _____ perform work in place of those employees.

Answer: Cobots; industrial robots

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

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

Answer: drone

Diff: 1

Section Reference: 1.4

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

Bloomcode: Knowledge

Standard: AACSB || Technology

229) 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

Diff: 2

Section Reference: 1.1

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

Bloomcode: Application

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

230) 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.

TABLE 1.1 Information Technology Jobs

Position	Job Description
Chief Information Officer	Highest-ranking IS manager; responsible for all strategic planning in the organization
IS Director	Manages all systems throughout the organization and the day-to-day operations of the entire IS organization
Information Center Manager	Manages IS services such as help desk, hotlines, training, and consulting
Applications Development Manager	Coordinates and manages new systems development projects
Project Manager	Manages a particular new systems development project
Systems Analyst	Interfaces between users and programmers; determines information requirements and technical specifications for new applications
Operations Manager	Supervises the day-to-day operations of the data and/or computer center
Programming Manager	Coordinates all applications programming efforts
Social Media Manager	Coordinates all social media development efforts and all social media monitoring and response efforts
Business Analyst	Focuses on designing solutions for business problems; interfaces closely with users to demonstrate how IT can be used innovatively
Systems Programmer	Creates the computer code for developing new systems software or maintaining existing systems software
Applications Programmer	Creates the computer code for developing new applications or maintaining existing applications
Emerging Technologies Manager	Forecasts technology trends; evaluates and experiments with new technologies
Network Manager	Coordinates and manages the organization's voice and data networks
Database Administrator	Manages the organization's databases and oversees the use of database-management software
Auditing or Computer Security Manager	Oversees the ethical and legal use of information systems
Webmaster	Manages the organization's website
Web Designer	Creates websites and pages

Diff: 3

Section Reference: 1.1

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

Bloomcode: Evaluation

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

231) 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

Diff: 2

Section Reference: 1.2

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

Bloomcode: Application

Standard: AACSB || Communication, Technology, Reflective Thinking

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

Answer: Hardware — devices such as the processor, monitor, keyboard, and printer; these devices accept, process, and display data and information; part of the IT components/platform
Software — program or collection of programs that enable the hardware to process data; part of the IT components/platform

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

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

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

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

Diff: 1

Section Reference: 1.2

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

Bloomcode: Comprehension

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

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

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

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

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

Diff: 3

Section Reference: 1.3

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

Bloomcode: Synthesis

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

234) 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.)

Diff: 2

Section Reference: 1.3

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

Bloomcode: Application, Evaluation

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

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