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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. The most common personal digital assistant (PDA) is a smartphone.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 2. Information systems are broader in scope than information technologies.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 3. In a management information system (MIS) application, processes are usually methods for performing a task.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 4. In designing a management information system (MIS), the first task is to collect the data and analyze it.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 5. Irrespective of organizational objectives, an information system should collect data from either an internal or an external source.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 6. Customers, competitors, and suppliers are examples of internal data sources.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 7. The quality of information is determined by its usefulness to management information system (MIS) users.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 8. To be useful, information must have the quality of being fragmented from other data and information.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 9. When solving problems, the users of an information system must avoid using informal information—such as rumors, unconfirmed reports, and stories.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 10. Timely, relevant, and accurate information is a critical tool for enhancing a company’s competitive position in the marketplace.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 11. The main difference between an intranet and the Internet is that intranets are public and the Internet is private.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 12. A logistics information system (LIS) provides reports and statistics on employee demographics.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 13. An effective financial information system (FIS) should provide timely, accurate, and integrated information about the marketing mix.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 14. The focus of a top-line strategy for successfully competing in a marketplace is improving efficiency by reducing overall costs.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 15. Rivalry among existing competitors is high when many competitors occupy the same marketplace position.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 16. The threat of new entrants into the marketplace is high when duplicating a company’s product or service is difficult.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 17. In the context of an information systems job, a chief technology officer (CTO) oversees long-range planning and keeps an eye on new developments in the field that can affect a company’s success.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 18. In the context of an information systems job, a database administrator is responsible for developing the entire information system by writing computer programs.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 19. It has been predicted that hardware and software costs will continue to increase in the future, so processing information will be more expensive.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 20. Twitter is an example of \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | management information system | |  | b. | short-message service | |  | c. | executive information systems | |  | d. | file object |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 21. \_\_\_\_\_ help a person connect with friends, family, and colleagues online and meet people with similar interests and hobbies.   |  |  |  | | --- | --- | --- | |  | a. | Tender portals | |  | b. | Social networking sites | |  | c. | Archives | |  | d. | Classified ads |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 22. \_\_\_\_\_ is a social networking Web site.   |  |  |  | | --- | --- | --- | |  | a. | Twitter | |  | b. | Google | |  | c. | Bing | |  | d. | Baidu |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 23. Social networking sites can reduce organizations’ costs by \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | giving customers more access to all sorts of data | |  | b. | limiting buyers’ choices by offering services that make it difficult for customers to switch | |  | c. | providing an inexpensive medium for targeting a large customer base | |  | d. | customizing the organization’s Web site and offering many options to customers |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 24. Identify the term used for understanding the role of information in generating and using business intelligence.   |  |  |  | | --- | --- | --- | |  | a. | Information literacy | |  | b. | Business intelligence | |  | c. | Business objects | |  | d. | Information retrieval |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 25. Identify the term that provides historical and predictive views of business operations.   |  |  |  | | --- | --- | --- | |  | a. | Business intelligence | |  | b. | Business objects | |  | c. | Business standard | |  | d. | Business analysis |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 26. \_\_\_\_\_ is skill in using productivity software, such as word processors, spreadsheets, database management systems, and presentation software.   |  |  |  | | --- | --- | --- | |  | a. | Network literacy | |  | b. | Data literacy | |  | c. | Information literacy | |  | d. | Computer literacy |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 27. To be competitive in a workplace, in terms of computer and information literacy, a knowledge worker should \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | know how and why data is collected | |  | b. | be able to develop his or her own information system | |  | c. | avoid the use of informal information | |  | d. | refrain from using business intelligence (BI) tools |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 28. Identify the true statement about transaction-processing systems.   |  |  |  | | --- | --- | --- | |  | a. | They focus on data collection and processing. | |  | b. | They focus on integrating hardware and software technologies. | |  | c. | They focus on integrating data, processes, and human elements. | |  | d. | They focus on providing useful information for decision-making processes. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 29. Which of the following statements is true of transaction-processing systems?   |  |  |  | | --- | --- | --- | |  | a. | They focus on data encapsulation. | |  | b. | They pass on additional costs to organizations. | |  | c. | They can automate repetitive operations. | |  | d. | They require maximum human involvement. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 30. Identify the software components of a management information system (MIS).   |  |  |  | | --- | --- | --- | |  | a. | Commercial programs | |  | b. | Input and output devices | |  | c. | Memory devices | |  | d. | Redundant array of independent disks |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 31. The final task in designing a management information system (MIS) is \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | collecting and analyzing internal and external data for accuracy and relevancy | |  | b. | providing information in a useful format for decision-making purposes | |  | c. | clearly defining the system’s objectives | |  | d. | integrating hardware and software components |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 32. In designing a management information system (MIS), after defining the system’s objectives, the second step is to \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | provide information in a useful format | |  | b. | collect and analyze data | |  | c. | use information for decision making | |  | d. | integrate the hardware and software components |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 33. Structuring the data component, in a management information system, to define what type of data is collected and in what form is usually easy if the organization has \_\_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | defined its strategic goals, objectives, and critical factors | |  | b. | defined ambiguous objectives | |  | c. | been uninformed of critical success factors | |  | d. | conflicting vision and mission statements |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 34. Identify the true statement about the data component of an information system.   |  |  |  | | --- | --- | --- | |  | a. | It is considered to be the input for an information system. | |  | b. | It is considered to be the heart of an information system. | |  | c. | It is considered to be useful for generating information for decision making. | |  | d. | It is considered to be the output of an information system. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 35. Identify the component of an information system that consists of raw facts and is a major component of information systems.   |  |  |  | | --- | --- | --- | |  | a. | Cache | |  | b. | Kernel | |  | c. | Data | |  | d. | Process |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 36. The internal data sources for an information system include \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | personnel records | |  | b. | population statistics | |  | c. | economic conditions | |  | d. | competitors |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 37. \_\_\_\_\_ is an external data source of an information system.   |  |  |  | | --- | --- | --- | |  | a. | Transaction report | |  | b. | Personnel record | |  | c. | Labor statistics | |  | d. | Sales record |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 38. Which of the following statements is true of data?   |  |  |  | | --- | --- | --- | |  | a. | Current data is collected for performance reports. | |  | b. | Disaggregated data reports overall performance during a particular sales quarter. | |  | c. | Aggregated data enables decision makers to focus on specific factors. | |  | d. | Future data is predicted for budgets or cash flow reports. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 39. Identify a true statement about database management systems.   |  |  |  | | --- | --- | --- | |  | a. | They are used to create, organize, and manage databases. | |  | b. | They improve routing and delivery schedules. | |  | c. | They are written for specific applications. | |  | d. | They include transaction-processing reports for decision analysis. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 40. Microsoft Access, which is used to create and manage a series of integrated files, is a(n) \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | information system | |  | b. | enterprise resource planning system | |  | c. | database management system | |  | d. | knowledge base management system |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 41. The purpose of an information system’s \_\_\_\_\_ component is generating the most useful type of information for making decisions.   |  |  |  | | --- | --- | --- | |  | a. | process | |  | b. | internal data | |  | c. | external data | |  | d. | database |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 42. Why do information systems use graphical user interfaces (GUIs)?   |  |  |  | | --- | --- | --- | |  | a. | They are flexible and easy to use. | |  | b. | They provide minimum level of confidence to the users. | |  | c. | They supply information to the users in one specific format. | |  | d. | They produce information in different formats including graphs. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 43. Identify the output of an information system.   |  |  |  | | --- | --- | --- | |  | a. | Data | |  | b. | Databases | |  | c. | Processes | |  | d. | Analyzed facts |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 44. Identify the component of an information system that consists of facts analyzed by the process component.   |  |  |  | | --- | --- | --- | |  | a. | Information | |  | b. | Data | |  | c. | Database | |  | d. | Package |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 45. To be useful, information must have the quality of \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | randomness | |  | b. | timeliness | |  | c. | erroneousness | |  | d. | abstractness |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 46. To be useful, information systems should \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | use command line user interfaces | |  | b. | generate raw data, which can be used for decision making | |  | c. | produce information in different formats | |  | d. | avoid rumors, unconfirmed reports, and stories |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 47. Identify a true statement about personnel information system (PIS).   |  |  |  | | --- | --- | --- | |  | a. | It allocates human and financial resources. | |  | b. | It reduces the cost of transporting materials. | |  | c. | It increases product quality. | |  | d. | It minimizes capital investment risks. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 48. Identify the true statement about intranets.   |  |  |  | | --- | --- | --- | |  | a. | It is a network within an organization that uses Internet protocols and technologies. | |  | b. | It is a network that covers a wide area using rented telecommunication lines. | |  | c. | It is a network where a computer is connected to the Internet and acts as a gateway for other devices. | |  | d. | It is a widely available network of interconnected computer networks. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 49. The four Ms of resources in information systems are \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | management, motivation, manpower, and monitoring | |  | b. | materials, money, modeling, and monitoring | |  | c. | manpower, machinery, materials, and money | |  | d. | manpower, monitoring, movement, and modeling |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 50. Identify the true statement about personnel information system (PIS).   |  |  |  | | --- | --- | --- | |  | a. | It helps in choosing the best job candidate. | |  | b. | It helps reduce the cost of transporting materials. | |  | c. | It helps maintain safe and reliable delivery. | |  | d. | It helps in sales forecast. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 51. Decisions related to scheduling and assigning employees can be supported by a \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | personnel information system (PIS) | |  | b. | manufacturing information system (MFIS) | |  | c. | financial information system (FIS) | |  | d. | logistics information system (LIS) |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 52. A \_\_\_\_\_ provides reports and statistics on employee demographics.   |  |  |  | | --- | --- | --- | |  | a. | manufacturing information system (MFIS) | |  | b. | marketing information systems (MKIS) | |  | c. | logistics information system (LIS) | |  | d. | personnel information system (PIS) |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 53. Which of the following decisions is supported by a logistics information system (LIS)?   |  |  |  | | --- | --- | --- | |  | a. | Predicting an organization’s future personnel needs | |  | b. | Minimizing capital investment risks | |  | c. | Determining portfolio structures | |  | d. | Selecting the best modes of transportation |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 54. Which of the following decisions is supported by a manufacturing information system (MFIS)?   |  |  |  | | --- | --- | --- | |  | a. | Determination of portfolio structures | |  | b. | Analysis of price changes and discounts | |  | c. | Improvement of routing and delivery schedules | |  | d. | Monitoring of cost trends |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 55. Which of the following decisions is supported by a financial information system (FIS)?   |  |  |  | | --- | --- | --- | |  | a. | Determining portfolio structures | |  | b. | Choosing the best job candidate | |  | c. | Improving routing and delivery schedules | |  | d. | Analyzing sales personnel |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 56. What system is used for forecasting sales?   |  |  |  | | --- | --- | --- | |  | a. | Logistics information system (LIS) | |  | b. | Personnel information system (PIS) | |  | c. | Marketing information system (MKIS) | |  | d. | Financial information system (FIS) |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 57. Identify how information systems help an organization.   |  |  |  | | --- | --- | --- | |  | a. | It helps the organization reduce cost of products and services. | |  | b. | It helps the organization use a series of short codes to represent data. | |  | c. | It helps the organization with self documenting. | |  | d. | It helps the organization use codes which are automatically generated and designed. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 58. In the context of using information technology for a competitive advantage, identify a true statement about bottom-line strategy.   |  |  |  | | --- | --- | --- | |  | a. | It focuses on improving efficiency by reducing overall costs. | |  | b. | It focuses on generating new revenue by offering new products and services. | |  | c. | It focuses on enhancing rivalry among existing competitors. | |  | d. | It focuses on helping different market segments achieve a cost advantage. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 59. In the context of using information technology for a competitive advantage, identify a true statement about top-line strategy.   |  |  |  | | --- | --- | --- | |  | a. | It focuses on generating new revenue by offering new products and services. | |  | b. | It focuses on improving efficiency by reducing overall costs. | |  | c. | It focuses on enhancing rivalry among existing competitors. | |  | d. | It focuses on helping different market segments achieve a cost advantage. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 60. \_\_\_\_\_ is high when customers have many choices and low when they have few choices.   |  |  |  | | --- | --- | --- | |  | a. | Buyer power | |  | b. | Threat of new entrants | |  | c. | Rivalry among competitors | |  | d. | Risk of substitute products |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 61. Which of the following strategies was identified by Michael Porter to successfully compete in the marketplace?   |  |  |  | | --- | --- | --- | |  | a. | Groupthink | |  | b. | Brainstorming | |  | c. | Simulation | |  | d. | Focus |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 62. Which of the following strategies is identified by Michael Porter for successfully competing in the marketplace?   |  |  |  | | --- | --- | --- | |  | a. | Transformational leadership strategy | |  | b. | Differentiation strategy | |  | c. | Groupthink strategy | |  | d. | Simulation strategy |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 63. Which of the following strategies identified by Michael Porter helps organizations make their products and services distinct from their competitors?   |  |  |  | | --- | --- | --- | |  | a. | Simulation strategy | |  | b. | Overall cost leadership strategy | |  | c. | Focus strategy | |  | d. | Differentiation strategy |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 64. Which of the following is one of the forces of the Five Forces Model identified by Michael Porter?   |  |  |  | | --- | --- | --- | |  | a. | Rivalry among customers | |  | b. | Government regulations | |  | c. | Threat of new entrants | |  | d. | Consumer groups |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 65. In accordance with Porter’s Five Forces Model, \_\_\_\_\_ power is high when customers have fewer options.   |  |  |  | | --- | --- | --- | |  | a. | buyer | |  | b. | debtor | |  | c. | user | |  | d. | supplier |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 66. In the context of IT jobs, a \_\_\_\_\_ must have knowledge and understanding of data warehouse and data-mining tools.   |  |  |  | | --- | --- | --- | |  | a. | systems mining analyst | |  | b. | data design officer | |  | c. | webmaster | |  | d. | database administrator |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 67. Building and integrating analytics capabilities into all everyday business activities is known as \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | pervasive analytics | |  | b. | artificial intelligence | |  | c. | business analytics | |  | d. | business intelligence |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 68. \_\_\_\_\_ refers to computing devices everywhere with different sizes and power and accessed through multiple formats such as voice, touch, and gesture.   |  |  |  | | --- | --- | --- | |  | a. | Ubiquitous computing | |  | b. | Cloud computing | |  | c. | Context aware computing | |  | d. | Pervasive computing |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 69. Widespread applications and deployment of devices that know users, their devices, and their locations and serve as intelligent assistants to businesses and individuals is known as \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | context aware computing | |  | b. | cloud computing | |  | c. | ubiquitous computing | |  | d. | pervasive computing |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 70. \_\_\_\_\_\_\_\_\_ means having a basic knowledge of hardware and software, the Internet, and collaboration tools and technologies.  A. Computer literacy  B. Information literacy  C. Business Intelligence  D. Business Objects  ​   |  |  | | --- | --- | | *ANSWER:* | Computer literacy | |

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| 71. A \_\_\_\_\_\_\_\_\_ is an organized integration of hardware and software technologies, data, processes, and human elements designed to produce timely, integrated, relevant, accurate, and useful information for decision-making purposes.  A. management information system (MIS)  B. transaction-processing system  C. sequential processing system  D. data warehousing system  ​  ​   |  |  | | --- | --- | | *ANSWER:* | management information system | |

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| 72. The \_\_\_\_\_\_\_\_\_ component of an information system is considered the input to the system.  A. data  B. database  C. process  D. information  ​   |  |  | | --- | --- | | *ANSWER:* | data | |

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| 73. A(n) \_\_\_\_\_\_\_\_\_, the heart of an information system, is a collection of all relevant data organized in a series of integrated files.  A. data  B. database  C. process  D. object  ​   |  |  | | --- | --- | | *ANSWER:* | database | |

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| 74. The ultimate goal of an information system is to generate \_\_\_\_\_\_\_\_\_.  A. business intelligence  B. data  C. databases  D. processes  ​   |  |  | | --- | --- | | *ANSWER:* | business intelligence (BI) | |

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| 75. Computer networks, database systems, POS systems, etc. are few examples of information technologies which support information systems in \_\_\_\_\_\_\_\_\_.  A. decision making  B. strategic planning  C. focusing  D. information generation  ​   |  |  | | --- | --- | | *ANSWER:* | decision making | |

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| 76. A \_\_\_\_\_\_\_\_\_ information system is designed to reduce the cost of transporting materials while maintaining safe and reliable delivery.  A. logistics  B. personnel  C. manufacturing  D. marketing  ​   |  |  | | --- | --- | | *ANSWER:* | logistics | |

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| 77. A \_\_\_\_\_\_\_\_\_ information system is typically used to support decisions in managing an organization’s cash flows.  A. financial  B. logistics  C. manufacturing  D. marketing  ​  ​   |  |  | | --- | --- | | *ANSWER:* | financial | |

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| 78. The \_\_\_\_\_\_\_\_\_ was created by Michael Porter.  A. Five Forces Model  B. Four Forces Model  C. Three Forces Model  D. Six Forces Model  ​  ​   |  |  | | --- | --- | | *ANSWER:* | Five Forces Model | |

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| 79. According to Porter’s Five Forces Model, the \_\_\_\_\_\_\_\_\_ power is low when customers have more options.  A. supplier  B. buyer  C. new entrants  D. competitors  ​   |  |  | | --- | --- | | *ANSWER:* | supplier | |

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| 80. According to Porter’s Five Forces Model, the threat of \_\_\_\_\_\_\_\_\_ into the marketplace is low when duplicating a company’s product or service is difficult.  A. new entrants  B. rival competition  C. buyer power  D. supplier power  ​   |  |  | | --- | --- | | *ANSWER:* | new entrants | |

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| 81. The top information systems job belongs to the \_\_\_\_\_\_\_\_\_.  A. chief technology officer  B. systems analyst  C. webmaster  D. computer programmer  ​   |  |  | | --- | --- | | *ANSWER:* | chief technology officer | |

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| 82. In the context of information technology (IT) jobs, in the information systems field, a \_\_\_\_\_\_\_\_\_ is typically responsible for providing network and cybersecurity.  A. network administrator  B. cyber police  C. network programmer  D. cyber activist  ​   |  |  | | --- | --- | | *ANSWER:* | network administrator | |

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| 83. In the context of information technology (IT) jobs, in the information systems field, a \_\_\_\_\_\_\_\_\_ is responsible for database design and implementation.  A. database administrator  B. database server  C. database mapper  D. database developer  ​   |  |  | | --- | --- | | *ANSWER:* | database administrator (DBA) | |

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| 84. In the context of the information technology (IT) jobs, in the information systems field, a \_\_\_\_\_\_\_\_\_ designs and maintains the organization’s Web site.  A. webmaster  B. web designer  C. web developer  D. webhoster  ​  ​   |  |  | | --- | --- | | *ANSWER:* | webmaster | |

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| 85. What are the ways in which students come into contact with information systems?   |  |  | | --- | --- | | *ANSWER:* | Students use computers and office suite software and might take online classes. Computers are often used to grade exam answers and generate detailed reports comparing the performance of each student in a class. Computers and information systems also calculate grades and GPAs and can deliver this information to the students. | |

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| 86. How can banks use computers and information systems?   |  |  | | --- | --- | | *ANSWER:* | Banks use computers and information systems for generating a customer’s monthly statement, running ATM machines, and for many banking activities. | |

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| 87. How do organizations use social networking sites?   |  |  | | --- | --- | | *ANSWER:* | Organizations use social networking sites to give customers up-to-date information and even how-to support via videos. These sites can reduce organizations’ costs by providing an inexpensive medium for targeting a large customer base. | |

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| 88. Give an example of how a management information system (MIS) can be used in the public sector.   |  |  | | --- | --- | | *ANSWER:* | In the public sector, a management information system (MIS) for a police department, for example, could provide information such as crime statistics, crime forecasts, and allocation of police units. Management can examine these statistics to spot increases and decreases in crime rates or types of crimes and analyze this data to determine future deployment of law enforcement personnel. | |

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| 89. Compare information systems and information technologies.   |  |  | | --- | --- | | *ANSWER:* | Information systems are broader in scope than information technologies, but the two overlap in many areas. Both are used to help organizations be more competitive and to improve their overall efficiency and effectiveness. Information technologies offer many advantages for improving decision making but involve some challenges, too, such as security and privacy issues. | |

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| 90. List the four qualities that information must have to make it useful.   |  |  | | --- | --- | | *ANSWER:* | To be useful, information must have the following qualities: a. Timeliness b. Integration with other data and information c. Consistency and accuracy d. Relevance | |

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| 91. Describe how a personnel information system (PIS) helps decision makers.   |  |  | | --- | --- | | *ANSWER:* | A personnel information system (PIS) or human resource information system (HRIS) is designed to provide information that helps decision makers in personnel carry out their tasks more effectively.  A PIS/HRIS supports the following actions, among others: a. Choosing the best job candidate  b. Scheduling and assigning employees  c. Predicting the organization’s future personnel needs d. Providing reports and statistics on employee demographics e. Allocating human and financial resources | |

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| 92. Explain the main difference between an intranet and the Internet.   |  |  | | --- | --- | | *ANSWER:* | The main difference between an intranet and the Internet is that an intranet is private and the Internet is public. | |

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| 93. Define a manufacturing information system (MFIS).   |  |  | | --- | --- | | *ANSWER:* | A manufacturing information system (MFIS) is used to manage manufacturing resources so that companies can reduce manufacturing costs, increase product quality, and make better inventory decisions. MFISs can perform many types of analysis with a high degree of timeliness and accuracy. | |

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| 94. Explain the difference in focus for a bottom-line strategy and a top-line strategy.   |  |  | | --- | --- | | *ANSWER:* | The focus of a bottom-line strategy is improving efficiency by reducing overall costs. A top-line strategy focuses on generating new revenue by offering new products and services to customers or increasing revenue by selling existing products and services to new customers. | |

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| 95. How can an organization combat the threat of new entrants?   |  |  | | --- | --- | | *ANSWER:* | The threat of new entrants into the marketplace is low when duplicating a company’s product or service is difficult. Organizations often use focus strategies to ensure that threat of new entrants remains low. In addition, organizations use information technologies to increase customer loyalty, as mentioned previously, which reduces the threat of new entrants. | |

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| 96. Describe the role of a chief privacy officer (CPO).   |  |  | | --- | --- | | *ANSWER:* | The chief privacy officer is an executive position that includes responsibility for managing the risks and business impacts of privacy laws and policies. | |

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| 97. Describe the role of a systems analyst and the knowledge required for the position.   |  |  | | --- | --- | | *ANSWER:* | A systems analyst is responsible for the design and implementation of information systems. In addition to computer knowledge and an information systems background, this position requires a thorough understanding of business systems and functional areas within a business organization. | |

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| 98. Describe how networking technology will improve in the future.   |  |  | | --- | --- | | *ANSWER:* | Networking technology will improve, so connecting computers will be easier, and sending information from one location to another will be faster. Compatibility issues between networks will become more manageable, and integrating voice, data, and images on the same transmission medium will improve communication quality and information delivery. | |

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| 99. Describe the impact of Internet growth in the future.   |  |  | | --- | --- | | *ANSWER:* | Internet growth will continue, which will put small and large organizations on the same footing, regardless of their financial status. Internet growth will also make e-collaboration easier, despite geographical distances. | |

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| 100. Explain personal digital assistants (PDAs).   |  |  | | --- | --- | | *ANSWER:* | Many workers are now telecommuters who perform their jobs at home, and others often use their personal digital assistants (PDAs) to conduct business while on the go. The most common PDA is a smartphone (such as an iPhone, Droid, or a Blackberry). A typical PDA includes a calendar, address book, and task-list programs; more advanced PDAs often allow for wireless connection to the Internet and have built-in MP3 players. | |

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| 101. Explain what a knowledge worker should know in understanding the role of information in generating and using business intelligence.   |  |  | | --- | --- | | *ANSWER:* | Knowledge workers should know the following: a. Internal and external sources of data b. How data is collected c. Why data is collected d. What type of data should be collected e. How data is converted to information and eventually to business intelligence f. How data should be indexed and updated g. How data and information should be used to gain a competitive advantage | |

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| 102. What is a database? What role does a database play in an information system?   |  |  | | --- | --- | | *ANSWER:* | A database, the heart of an information system, is a collection of all relevant data organized in a series of integrated files. A comprehensive database is essential for the success of any information system. To create, organize, and manage databases, a database management system (DBMS) is used, such as Microsoft Access or FileMaker Pro for home or small-office use. In a large organization, a DBMS, such as Oracle or IBM DB2, might be used.  Databases are also important for reducing personnel time needed to gather, process, and interpret data manually. With a computerized database and a DBMS, data can be treated as a common resource that’s easy to access and use. | |

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| 103. Describe the factors affecting the usefulness of information.   |  |  | | --- | --- | | *ANSWER:* | To be useful, information must have the following qualities: a. Timeliness b. Integration with other data and information c. Consistency and accuracy d. Relevance If information lacks any of these qualities, the results are incorrect decisions, misallocation of resources, and overlooked windows of opportunity. If the system cannot give users a minimum level of confidence in its reliability, it will not be used or users might dismiss the reports it generates. Information must provide either a base for users to explore different options or insight into tasks.  Another factor affecting the usefulness of information is the information system’s user interface. Because this interface must be flexible and easy to use, most information systems make use of graphical user interfaces (GUIs), with features such as menus and buttons. To be useful, information systems should also produce information in different formats, including graphics (e.g., pie charts and bar graphs), tables, and exception reports, which highlight information that is outside a specified range. Supplying information in a variety of formats increases the likelihood of users understanding and being able to use the information. | |

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| 104. Describe the threat of substitute products or services and how organizations fight this threat.   |  |  | | --- | --- | | *ANSWER:* | The threat of customers choosing substitute products or services is high when many alternatives to an organization’s products or services are available. Some organizations add services—such as Amazon.com’s personalized recommendations—to make their positions in the marketplace more distinctive. Other organizations use fees to discourage customers from switching to a competitor, such as cell phone companies adding charges for switching to another provider before the customer contract is up. | |