Package Title: Chapter 1, Testbank

Course Title: Rainer, IS 8e

Chapter Number: 1

Question type: Multiple Choice

1) Online advertising has caused newspapers to \_\_\_\_\_\_\_\_\_ subscription prices and \_\_\_\_\_\_\_\_\_ advertising rates.

a) increase, increase

b) increase, decrease

c) decrease, increase

d) decrease, decrease

Answer: b

Difficulty: Medium

Section Reference 1: Opening Case

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

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

2) A \_\_\_\_\_\_\_\_\_ is a type of software designed to gather articles from newsgroups or from news websites.

a) blog

b) newsbot

c) clickbait

d) pay wall

Answer: b

Difficulty: Easy

Section Reference 1: Opening Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

3) Which of the is not a digital initiative offered by the New York Times Beta Group?

a) A health and fitness blog titled Well

b) A real-estate app

c) A gadget review site

d) An app consolidating restaurant reviews

e) An email newsletter focusing on race and ethnicity in America

Answer: d

Difficulty: Easy

Section Reference 1: Opening Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

4) The New York Times has partnered with all but which of the following companies to create digital solutions?

a) Google

b) Craigslist

c) Facebook

d) All of the choices are partners.

Answer: b

Difficulty: Easy

Section Reference 1: Opening Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

5) In 2018 the New York Times reported \_\_\_\_\_\_\_\_\_digital advertising, \_\_\_\_\_\_\_\_\_ print advertising and an \_\_\_\_\_\_\_\_ in staff.

a) increased, increased, decrease

b) increased, decreased, increase

c) decreased, increased, increase

d) decreased, decreased, decrease

Answer: b

Difficulty: Medium

Section Reference 1: Opening Case

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

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

6) According to the text, Wendy’s invested in technology in all of the following ways except \_\_\_\_\_\_\_\_\_\_. using self-ordering kiosks developing mobile apps utilizing scanning equipment creating online social communities Answer: d

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

7) The connected golf course will include all of the following except\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) 5G technology

b) instant messaging

c) location sensors

d) underground fiber

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

8) Freightos allows shippers to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) track shipments

b) manage employees

c) receive bids from freight forwarders

d) All of the choices are correct.

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

9) Yachting teams use \_\_\_\_\_\_ to chase boats in real time.

a) social media

b) virtual reality

c) sensor data

d) All of the choices are correct.

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) *Conectums*

b) *Conexus*

c) *Technologus*

d) *Techies*

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) CEO

b) CFO

c) CIO

d) COO

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) decreasingly; within the IS department

b) decreasingly; other business units

c) increasingly; within the IS department

d) increasingly; other business units

Answer: d

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) applications development manager

b) CIO

c) information center manager

d) IS Director

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) business analyst

b) emerging technologies manager

c) systems analyst

d) systems programmer

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

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

b) Business people are customers of the IT department.

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

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

Answer: d

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Creating business alliances with business partners

b) Educating the MIS staff about the business

c) Managing systems development

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

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Initiating and designing specific strategic IS

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

c) Partnering with business-unit executives

d) Staffing, training, and developing IS skills

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Educating the MIS staff about the business

b) Initiating and designing specific strategic IS

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

d) Providing technical services

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Creating business alliances with business partners

b) Educating the MIS staff about the business

c) Initiating and designing specific strategic IS

d) Managing computer operations, including the computer center

Answer: d

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Infrastructure planning, development, and control

b) Initiating and designing specific strategic IS

c) Managing outsourcing

d) Partnering with business-unit executives

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Infrastructure planning, development, and control

b) Managing computer operations including the computer center

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

d) Staffing, training, and developing IS skills

Answer: c

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Educating the non-MIS managers about IT

b) Infrastructure planning, development, and control

c) Managing systems development

d) Providing technical services

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Infrastructure planning, development, and control

b) Partnering with business-unit executives

c) Providing technical services

d) Staffing, training, and developing IS skills

Answer: b

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Creating business alliances with business partners

b) Infrastructure planning, development, and control

c) Managing computer operations, including the computer center

d) Managing systems development

Answer: a

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Data

b) Information

c) Knowledge

d) Wisdom

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Data

b) Information

c) Knowledge

d) Wisdom

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Data

b) Information

c) Knowledge

d) Wisdom

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) data

b) information

c) knowledge

d) wisdom

Answer: a

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) data

b) information

c) knowledge

d) wisdom

Answer: b

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) data

b) information

c) knowledge

d) wisdom

Answer: c

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) Data, information, knowledge

b) Data, knowledge, information

c) Information, data, knowledge

d) Information, knowledge, data

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) A database

b) A network

c) Hardware

d) Software

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) A database

b) A network

c) Hardware

d) Software

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) A database

b) A network

c) Hardware

d) Software

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) A database

b) A network

c) Hardware

d) Software

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Databases

b) Networks

c) People

d) Procedures

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Databases

b) Networks

c) People

d) Procedures

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) ERP system

b) IT infrastructure

c) IT platform

d) TPS

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) components

b) infrastructure

c) personnel

d) services

Answer: a

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) DBS

b) ERP

c) FAIS

d) TPS

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) analysis; APS

b) analysis; TPS

c) transaction; APS

d) transaction; TPS

Answer: d

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) ERP system

b) human resources system

c) supply chain system

d) TPS

Answer: c

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) E-commerce system

b) human resources system

c) portal

d) supply chain system

Answer: b

Difficulty: Hard

Section Reference 1: 1.2

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

Bloomcode: Evaluation

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Evaluation

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

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: a

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: d

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Clerical workers

b) Knowledge workers

c) Lower-level managers

d) Middle managers

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) clerical worker

b) knowledge worker

c) lower-level manager

d) middle manager

Answer: b

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Application

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

a) clerical workers

b) factory workers

c) lower-level managers

d) middle managers

Answer: d

Difficulty: Hard

Section Reference 1: 1.2

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

Bloomcode: Knowledge, Evaluation

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) BI

b) Dashboards

c) ES

d) Supply chain systems

Answer: c

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) BI

b) Dashboards

c) ES

d) Supply chain systems

Answer: b

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

58) According to IT’s About Business 1.2, which of the following companies is not a competitor of opendoor.com?

a) knock.com

b) offerpad.com

c) realtor.com

d) All of the companies listed are competitors of opendoor.com

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

59) Opendoor uses \_\_\_\_\_\_\_\_\_ to determine which price to offer sellers.

a) census data

b) a proprietary algorithm

c) satellite pictures

d) social media

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) $1,000; $150,000

b) $100,000; $100,000

c) $150,000; $1,000

d) $500,000, $1

Answer: a

Difficulty: Easy

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

61) Which of the following is TRUE?

a) Computerization reduces our level of isolation.

b) IT increases the number of middle managers.

c) Managers have more time to make decisions.

d) Remote supervision will probably become a norm.

Answer: d

Difficulty: Easy

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Carpal tunnel syndrome

b) Ergonomics

c) Job stress

d) Repetitive strain injuries

Answer: b

Difficulty: Easy

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Amazon

b) Google

c) McGraw-Hill

d) Wiley

Answer: a

Difficulty: Hard

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) less; decreases

b) less; increases

c) more; decreases

d) more; increases

Answer: d

Difficulty: Medium

Section Reference 1: 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

65) Law enforcement uses drones for what purpose?

a) search and rescue

b) active shooter scenarios

c) crime scene analysis

d) All of the choices are correct.

Answer: d

Difficulty: Medium

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

66) Wineries use drones equipped with sensors to detect.

a) thieves trying to steal the grapes

b) insects

c) moisture

d) None of the choices are correct.

Answer: c

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

67) Which of the following statements about drones is NOT true/

a) Drones are more effective monitoring tools than fixed security cameras.b) Drones are less cost effective when compared to police helicopters.

c) There has been a 500 percent increase in law enforcement drone use since 2016

d) Law enforcement has used drones internationally.

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

68) Winemakers have turned to drones to combat \_\_\_\_\_\_\_\_\_\_\_.

a) drinking age regulations

b) global warming

c) thieves stealing grapes

d) illegal migration

Answer: b

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

69) Which of the following is an obstacle towards law enforcement agencies increasing their reliance on drones.

a) Companies cannot produce the drones fast enough.

b) Drone capability is very limited.

c) There are many government regulations associated with using drones.

d) Citizens are uneasy with drone usage by law enforcement agencies.

Answer: d

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Accessibility

b) Flexibility

c) Quality of leisure time

d) Quantity of leisure time

Answer: d

Difficulty: Medium

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: a

Difficulty: Medium

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Ford

b) Google

c) Tesla

d) Volvo

Answer: d

Difficulty: Hard

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Ford

b) Google

c) Tesla

d) Volvo

Answer: c

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: d

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

a) Baxter

b) LoweBot

c) MyBot

d) Watson

Answer: d

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

76) Which of the following is a negative consequence associated with John Deere’s digital transformation?

a) The company has been losing revenue.

b) Consumers have stopped buying tractors.

c) Consumers are unable to have their equipment serviced.

d) The company has had to increase its advertising drastically.

Answer: c

Difficulty: Easy

Section Reference 1: Closing Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

77) Much of the unlicensed alternative software independent machinery repair shops buy comes from \_\_\_\_\_\_\_\_ .

a) Ukraine

b) Mexico

c) China

d) The United States

Answer: a

Difficulty: Medium

Section Reference 1: Closing Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

78) The John Deere Operations center is a \_\_\_\_\_\_\_ platform. USPS’s IMB system is a type of \_\_\_\_\_\_\_\_.

a) social media

b) drone

c) inventory management

d) cloud computing

Answer: d

Difficulty: Easy

Section Reference 1: Closing Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

Question type: True/False

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

Answer: False

Difficulty: Easy

Section Reference 1: Opening Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

80) The New York Times continues to loose revenue in print advertising.

Answer: True

Difficulty: Easy

Section Reference 1: Opening Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

81) According to the Chapter 1 Opening Case, residents of New York cannot play daily fantasy sports on FanDuel and DraftKings. A paywall requires users to pay to subscribe to the New York Times website in order to access content.

Answer: True

Difficulty: Easy

Section Reference 1: Opening Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

82) On NYTimes.com, mobile subscriptions are most popular.

Answer: False

Difficulty: Easy

Section Reference 1: Opening Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

83) The New York Times entered into a partnership with Amazon to create a virtual reality experience.

Answer: False

Difficulty: Medium

Section Reference 1: Opening Case

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

Bloomcode: Analysis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Analysis

84) Wendy’s was one of the first companies in the fast food industry to utilize self-serve kiosks.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

85) Amazon is entering the freight forwarding business.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: False

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Analysis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Analysis

87) Only computer science majors can become CIOs.

Answer: False

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: False

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Comprehension, Analysis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension, Analysis

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

Answer: True

Difficulty: Hard

Section Reference 1: 1.1

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

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

91) Data is more elementary than information and knowledge.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

94) Data and information are synonyms.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

95) The IT components make up the IT platform.

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

96) The IT infrastructure and IT platform are synonyms.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

100) TPS typically collect data in batches.

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: False

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

102) Nearly all TPSs are ERP systems.

Answer: False

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

103) Nearly all ERP systems are also TPSs.

Answer: True

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

104) Opendoor.com currently has no competitors in the market.

Answer: False

Difficulty: Easy

Section Reference 1: IT’s About Business 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

105) Opendoor makes its money by charging home buyers a commission.

Answer: False

Difficulty: Medium

Section Reference 1: IT’s About Business 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Hard

Section Reference 1: 1.3

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

Bloomcode: Synthesis

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Synthesis

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

Answer: False

Difficulty: Medium

Section Reference 1: 1.3

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

Bloomcode: Comprehension

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Comprehension

108) Law enforcement’s usage of drones has increased dramatically in the last 4 years.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

109) California wineries are employing both technological and nontechnological methods to combat climate change.

Answer: True

Difficulty: Easy

Section Reference 1: IT’s About Business 1.3

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

111) Watson is a cognitive computing system.

Answer: True

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

112) Companies like John Deere and Apple oppose right-to-repair legislation.

Answer: True

Difficulty: Easy

Section Reference 1: Closing Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

113) John Deere embeds GPS receivers into their farm equipment.

Answer: True

Difficulty: Easy

Section Reference 1: Closing Case

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

Question type: Text Entry

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

Answer: informed user

Difficulty: Easy

Section Reference 1: 1.1

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: computer

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: information systems (or information technology)

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Data items

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Information

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Knowledge

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Hardware

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Software

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: database

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: network

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: Procedures

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: People

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer 1: transaction processing system

Answer 2: TPS

Difficulty: Easy

Section Reference 1: 1.2

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

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

Answer: drone

Difficulty: Easy

Section Reference 1: 1.4

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

Bloomcode: Knowledge

Standard 1 : AACSB || Technology

Standard 2 : Blooms || Knowledge

Question type: Essay

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

Answer:

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

Want to be = get more value from systems being used

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

Difficulty: Medium

Section Reference 1: 1.1

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

Bloomcode: Application

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

Standard 2 : Blooms || Application

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

Answer:

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



Difficulty: Hard

Section Reference 1: 1.1

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

Bloomcode: Evaluation

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

Standard 2 : Blooms || Evaluation

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

Answer:

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

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

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

Data = 65

Information = 65 mph

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

Difficulty: Medium

Section Reference 1: 1.2

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

Bloomcode: Application

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

Standard 2 : Blooms || Application

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

Answer:

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

Difficulty: Hard

Section Reference 1: 1.3

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

Bloomcode: Synthesis

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

Standard 2 : Blooms || Synthesis

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

Answer:

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

Positives –

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

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

More career opportunities

Better customer service

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

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

Health and safety improvements

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

Robots to do our chores

Negatives –

We can’t really get away and relax

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

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

Dangerous (phones while driving)

Drone dilemmas (spying, etc.)

Difficulty: Medium

Section Reference 1: 1.3, 1.4

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

Bloomcode: Application, Evaluation

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

Standard 2 : Blooms || Application, Evaluation