

The senior management level of a firm is primarily concerned with _____ decision-making.

- ☐ structured
- ☐ semi-structured
- ☒ unstructured

Determining the reason for a drop in order fulfillment at a specific distribution center is an example of a/an _____ decision.

- ☐ Structured
- ☒ semi-structured
- ☐ unstructured

Which of the following is not one of the four stages in decision making?

- ☐ Intelligence
- ☐ Implementation
- ☒ Collaboration

Operational managers tend to make more _____ decisions.

- ☒ Structured
- ☐ Unstructured
- ☐ Semi-structured

_____ models ask what if questions to determine the impact on outcomes of changes in one or more factors.

- ☐ Forecasting
- ☐ Statistical
- ☒ Sensitivity analysis

A newsgroup discussing a product or services is an example of a:

- ☐ GDSS
- ☐ eDSS
- ☒ CDSS

The managerial role of handling disturbances within the organization is classified as a type of _____ role.

- ☐ Interpersonal
- ☐ Decisional
- ☒ Informational

No. The correct answer is decisional.

Modeling that helps establish relationships, such as relating product, sales to differences in age, income, or other factors between communities, is referred to as _____ modeling.

- ☐ Forecasting
- ☐ Sensitivity
- ☒ Statistical

An important requirement for ESS is a capability for:

- ☐ Environmental scanning
- ☒ Classification
- ☐ Sequencing

No. The correct answer is environmental scanning.

CRM applications, data mining, and enterprise resource planning are all types of business intelligence systems.

- ☐ True
- ☒ False

It is possible to place monetary values on improved decision-making at all levels of the firm.

- ☐ True
- ☒ False

While an MIS can support managers with all types of decision-making, a DSS specifically supports the analysis of routine flows of data.

- ☒ True
- ☐ False

The statement is false

Optimization models and forecasting models are examples of models used in a DSS.

- ☒ True
- ☐ False

While a GIS can display geographically referenced information, they have limited modeling capabilities.

- ☒ True
- ☐ False

False

GDSS is a type of web-based groupware designed for use by ad-hoc groups of employees.

- ☒ True
- ☐ False

False

While DSS use modeling and analysis tools for fairly narrow ranges of decision-making, ESS use them primarily to provide status information about organizational performance.

- ☒ True
- ☐ False

Model-driven DSS often use on-line analytical processing (OLAP) to analyze the data.

- ☒ True
- ☐ False

No. The statement is false.

GDSS electronic meeting rooms are designed so that participants' input can be kept confidential.

☒ True

☐ False

Executive Support Systems combine data from both internal and external sources.

☒ True

☐ False

_____ are targeted systems that combine analytical models and tools with operational data for supporting semi-structured decisions.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is decision support systems.

Management _____ is a term that describes management bias and selective attention.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is filters.

There are two basic types of DSS, model-driven and _____.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is data-driven.

_____ models of management state that the actual behavior of managers appears to be less systematic and more informal than the classical model would have us believe.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is behavioral.

The DSS _____ is a collection of current or historical data from a number of applications or groups.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is database.

ESS can be configured to summarize key performance indicators in the form of a(n) _____.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is digital dashboard or executive dashboard.

In an ESS, a/an _____ model supplements traditional financial metrics such as ROI with measurements from additional perspectives, such as customers and internal business processes.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is balanced scorecard.

The three basic components of GDSS are hardware, software, and _____.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is people.

ESS have a capability to _____ so that managers can move from summary data to lower and lower levels of detail.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is drill down.

The GDSS software tool for documenting the definition of words and terms used by a project is the _____.

► Type your entry here and click on Check

Check Answer

No. The answer is group dictionary.

Which AI technology would you use to create an application that automatically sends you information via the Internet on the lowest available hotel prices in Los Angeles?

- ☐ Fuzzy logic
- ☐ Neural network
- ☒ Intelligent agent

Which of the following is NOT an important dimension of knowledge?

- ☐ Has different forms
- ☒ Has a location
- ☐ Represents a tangible asset

No. The correct answer is represents a tangible firm asset.

Which AI technology would you use to create an application to automatically adjust the heat in a house to the most comfortable temperature?

- ☒ Genetic algorithm
- ☐ Neural network
- ☐ Fuzzy logic

No. The correct answer is fuzzy logic.

Which technology is most useful for reducing design time and expensive engineering changes?

- ☐ Groupware
- ☒ CAD
- ☐ Investment workstations

Using interactive graphics software, virtual reality systems create computer-generated _____.

- ☐ Videos
- ☒ Simulations
- ☐ Documents

Which AI technology is most successful at automating lower-level clerical functions?

- ☐ Expert systems
- ☐ Neural networks
- ☒ Genetic algorithms

No. The correct answer is expert systems.

The major way of represent human knowledge and expertise in an expert system is by using _____.

- ☒ Rules
- ☐ Strategies
- ☐ Hypotheses

If a company wanted show its entire sales staff how its most high-performing sales representatives attracted and retain clients, it would be publicizing _____.

- ☐ Best practices
- ☒ Knowledge objects
- ☐ Knowledge maps

No. The correct answer is best practices.

The strategy to search through the rule base in an expert system is called a(n) _____.

- ☒ Inference engine
- ☐ Case-based reasoning
- ☐ Fuzzy logic

In neural networks the physical machine emulates a(n) _____.

- ☒ Human brain
- ☐ Evolutionary process
- ☐ Central nervous system

Communities of practice are not an important source of organizational expertise.

- ☒ True
- ☐ False

No. The statement is false.

Knowledge networks do not deal with tacit knowledge.

- ☒ **True**
- ☐ **False**

No. Knowledge networks deal with tacit knowledge.

Explicit knowledge is knowledge that has been codified and documented.

- ☒ **True**
- ☐ **False**

Expert systems and fuzzy logic technologies cannot be integrated in the same application.

- ☐ True
- ☒ False

Genetic algorithms use an iterative process to refine an initial solution into more successful solutions.

- ☒ True
- ☐ False

Structured knowledge systems store graphics and video.

- ☒ True
- ☐ False

No. Semistructured knowledge systems store graphics and video.

Expert systems perform very limited tasks that can be performed by professionals in a few minutes or hours.

- ☒ True
- ☐ False

The four main steps in the knowledge business value chain are knowledge acquisition, knowledge dissemination, knowledge application, and knowledge feedback.

- ☒ True
- ☐ False

No. The statement is false.

Case-base reasoning involves storing past experiences of human experts represented by cases on a database.

- ☒ True
- ☐ False

Document management systems are large databases.

- ☐ True
- ☒ False

No. The statement is true.

A(n) _____ is a single location where organizations can efficiently manage and make use of their knowledge.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is knowledge repository or knowledge network.

A(n) _____ is a classification scheme for knowledge to make it easier to access.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is taxonomy.

A system that provides tools for the management of employee training is called a(n) _____

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is Learning management system.

Using a(n) _____ system, architects can design a home and allow the users to walk through and experience the feel of each room.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is virtual reality.

Data mining and _____ are knowledge discovery tools that discover underlying patterns in large data sets.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is neural networks.

A systems analyst with expertise in eliciting information and expertise from other professionals is called a(n)

_____.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is knowledge engineer.

A(n) _____ strategy searches the rule base in an expert system by beginning with a hypothesis and seeking out more information until the hypothesis is either proved or disproved.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is backward chaining.

_____ are specialized systems built for engineers, scientists, and other knowledge workers charged with discovering and creating new knowledge for a firm.

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is Knowledge work systems.

The senior executive in charge of an organization's knowledge management programs is called the _____

► Type your entry here and click on Check

Check Answer

Next Question

No. The answer is chief knowledge officer.

The three major categories of knowledge management systems are enterprise-wide knowledge management systems, knowledge work systems, and _____.

► Type your entry here and click on Check

Check Answer

No. The answer is intelligent techniques.

The tendency to gloss over the important development steps in analysis, documentation and testing is a disadvantage associated with:

- ☐ Outsourcing
- ☐ Application software package
- ☒ Prototyping