1.   CORRECT   The decision-making level of an organization that is most concerned with daily operations is the:

     Your Answer: operational level.

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2.   CORRECT   The decision-making level of an organization that is most concerned with long-term strategy is the:

     Your Answer: executive level.

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3.   CORRECT   The decision-making level of an organization that is most concerned with optimizing organizational efficiency is the:

     Your Answer: operational level.

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4.   CORRECT   An information system that captures and records fundamental business events is a(n):

     Your Answer: transaction processing system.

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5.   CORRECT   Which of these applications is most likely to be implemented using an online transaction processing system?

     Your Answer: Airline reservations

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6.   CORRECT   The use of a scanner in a retail store operation typically represents which type of data entry?

     Your Answer: Semiautomated

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7.   CORRECT   A report that contains information about unusual situations is a(n):

     Your Answer: exception report.

---

8.   CORRECT   A report that contains information about continuing situations of particular interest is a(n):

     Your Answer: key indicator report.

9.

9. CORRECT   A report that is produced for an unexpected or unplanned need is a(n):

    Your Answer: ad hoc report.

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10. CORRECT   A drill-down capability is often included in a(n):

    Your Answer: executive information system.

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11. CORRECT   The decision-making environment of an executive level manager can be characterized as:

    Your Answer: unstructured.

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12. CORRECT   The decision-making environment of an operational level manager can be characterized as:

    Your Answer: structured.

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13. CORRECT   A decision support system uses _____ to manipulate data.

    Your Answer: models

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14. CORRECT   In an expert system, the process of matching a question to the information in the knowledge base is called:

    Your Answer: inferencing.

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15. CORRECT   In an expert system, the expertise is contained in a:

    Your Answer: knowledge base.

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16. CORRECT   The MacDonald's fast food chain is experiencing slow growth because of over saturation of MacDonald's outlets across North America. They are looking for ways to increase growth in their organization by diversifying into the hotel industry. This is an example of a decision that is _____.

    Your Answer: unstructured

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17. CORRECT   Susan woke up and went to the bank to take money out of the ATM. She then went Tim Horton's to buy a coffee and paid with her debit card. She finished off her day by going to

school and registered online for her computer class. Lisa has had multiple contacts with what kind of information systems throughout her day?

Your Answer: TPS

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18. **CORRECT** _____ are types of boundary-spanning systems.

Your Answer: All of the above.

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19. **CORRECT** Functional area information systems can be a(n) _____.

Your Answer: All of the above.

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20. **CORRECT** Firms such a Nestle can have multiple distinct types of Global information systems. One of these could be called a _____.

Your Answer: All of the above.