1. [Hint]

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

- ○ operational level.
- ○ managerial level.
- ○ executive level.
- ○ None of the above.

2. [Hint]

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

- ○ operational level.
- ○ managerial level.
- ○ executive level.
- ○ None of the above.

3. [Hint]

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

- ○ operational level.
- ○ managerial level.
- ○ executive level.
- ○ None of the above

4. [Hint]

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

- ○ transaction processing system.
- ○ executive information system
- ○ decision support system.
- ○ expert system.

5. [Hint]

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

- ○ Payroll processing
- ○ Airline reservations
- ○ Bank check processing
- ○ None of the above.

6.
[Hint]

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

○ Manual
○ Semiautomated
○ Fully automated
○ None of the above.

7.
[Hint]

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

○ scheduled report
○ key indicator report.
○ exception report.
○ ad hoc report.

8.
[Hint]

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

○ scheduled report.
○ key indicator report.
○ exception report.
○ ad hoc report.

9.
[Hint]

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

○ scheduled report.
○ key indicator report.
○ exception report.
○ ad hoc report.

10.
[Hint]

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

○ transaction processing system.
○ decision support system.
    executive information system.

○
○ All of the above.

11.
[Hint]

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

○ structured.
○ semistructured.
○ unstructured.
○ None of the above.

12.
[Hint]

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

○ structured.
○ semistructured.
○ unstructured.
○ None of the above.

13.
[Hint]

A decision support system uses _____ to manipulate data.

○ formulas
○ algorithms
○ models
○ heuristics

14.
[Hint]

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

○ deduction.
○ inferencing.
○ inclusion.
○ None of the above.

15.
[Hint]

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

○ database.

○ model base.

○ knowledge base.

○ All of the above.

16.
[Hint]

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 _____.

○ structured

○ semi-structured

○ unstructured

○ None of the above.

17.
[Hint]

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?

○ TPS

○ MIS

○ EIS

○ None of the above.

18.
[Hint]

_____ are types of boundary-spanning systems.

○ DSS and Expert systems

○ Office Automation and Collaboration systems

○ Functional area and Global Information systems

○ All of the above.

19.
[Hint]

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

○ TPS.

○ MIS.

○ EIS.

○ All of the above.

20.
[Hint]

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

○ Transnational information systems.

○ Multinational information systems.

○ Global information systems.

○ All of the above.