**Module 1 – Lesson1**

**1**. Which is NOT part of the group

**A**. Decision Support

**B.** Workgroup Support

**C**. Executive Support

**D**. Business Support

**2**. It refers to providing support for complex decision making processes  
 **A.** Business strategy

**B.** Organization Culture

**C.** Organization Structures

**D.** Management Processes

**3**. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ are strategic objectives that a company's management establishes to outline expected outcomes and guide employees' efforts.

**A.** Business strategy

**B.** Organization Goals

**C.** Organization Structures

**D.** Strategic Planning

**4.** The following are Strategic Planning Benefits, EXCEPT?

**A**. It brings a sense of humor

**B.** It outlines a clear path for your company

**C**. It improves your business’s self-awareness

**D**. It gives your employees something to work towards

**5.** \_\_\_\_\_\_\_\_\_\_\_ systems capture every interaction a company has with a customer, so that a more enriching experience is possible.

**A**. Data Management Systems

**B.** Management Information Systems

**C**. Customer Relationship Management

**D**. Communication between Employees, Suppliers and Customers

**Module 1 – Lesson2**

**1**. According to \_\_\_\_\_\_\_\_\_\_\_\_\_, strategy is the determination of long-term goals, the courses of action that facilitate achieving these goals as well as assigning the necessary resources.

**A**. Chandler (1961)

**B.** Chandler (1962)

**C**. Chandler (1963)

**D**. Chandler (1964)

**2**. It is the process of charting a course based on long-term goals and a longer term vision.  
 **A.** StrategicBusiness strategy

**B.** StrategicOrganization Culture

**C.** Strategic decision-making

**D.** StrategicManagement Processes

**3**. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is expressed in quantifiable milestones that give you the capacity to measure your success and your adherence to your vision.  
 **A.** Shorter term goal

**B.** Long term goal

**C.** Short term mission

**D.** Long term mission

**4**. An IT Strategy should answer the following questions, EXCEPT?

**A.** Can our strategy support current and past business needs?

**B**. Do we measure what is the real value to the organization derived from that technology?

**C**. Is our current Information Technology agile enough and flexible to continuously support a successful organization?

**D**. Is our Information Technology environment properly managed, maintained, secured, able to support the clients, and is it cost effective?

**5**. Arrange the following steps in creating an IT strategic plan.

1. Executive Summary/Abstract

2. Business Context

3. Scope/Situational Review

4. Review

5. Strategic Initiatives

A. 1,3,2,5,4 B. 1,2,3,5,4 C. 1,3,2,4,5 D. 1,4,2,3,5

Module 2 – Lesson 1

**1**. The international IT Governance standard is **\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**A**. ISO 38500

**B.** ISO 38501

**C**. ISO 38502

**D**. ISO 38503

**2**. Strategic management can be beneficial to a company, department or team in many ways, EXCEPT?

**A**. Identify strengths and opportunities.

**B.** Support long-term survival in a competitive marketplace.

**C**. Simplify complex situations and develop appropriate strategies.

**D**. Understand the changing environment and the presence of external threats.

**3**. It is an element of a strategic management process that makes prediction about futures situations based on the analysis of past and present data.

**A**. Internal factors

**B.** Finance

**C**. Forecasting

**D**. External factors

**4**. This type of strategic management mainly focuses on how a business organization should approach the marketplace

**A**. Business strategic management

**B.** Operational strategic management

**C**. Transformational strategic management

**D**. All of the above

**5**. Arrange the following steps on how to develop a strategic management process

1. Clarify your vision
2. Collect and analyze information
3. Devise a strategy
4. Execute your strategy
5. Evaluate and control

A. 1,2,3,4,5 B. 1,2,3,5,4 C. 1,3,2,4,5 D. 1,4,2,3,5

Module 2 – lesson 2

**1**. Which of the following SWOT elements are external factors for a business?

**A**. Strengths and Weaknesses

**B**. Opportunities and Threats

**C**. Strengths and Opportunites

**D**. Weaknesses and Threats

**2**. SWOT stands for?

**A**. Strengths, Wellbeing, Opportunities, Threat

**B**. Sudden Weaknesses, Outstanding Threats

**C**. Social Ways of Overcoming Threats

**D**. Strengths Weakness Opportunities Threats

**3**. A SWOT analysis looks at?

1. The Internal Factors only
2. The external factors only
3. Both internal and external Factors
4. None of the above

**4**. Looking at the following sentences can you identify which is a Weakness?

1. Overseas demand for product
2. Falling number of customers within specific age group
3. Making a profit
4. Poor quality goods

**5**. Looking at the following sentences can you identify which is a threat?

1. New market opened up
2. Poor staff training
3. Negative publicity
4. Expansion of business to overseas