**Question 1**(1 point)

Question 1 Unsaved

Worldwide interoperability for microwave access (WiMAX) is a communications technology aimed at providing high-speed wireless data over metropolitan area networks.

Question 1 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

Save

**Question 2**(1 point)

Question 2 Unsaved

What is the physical view of information?

Question 2 options:

|  |  |
| --- | --- |
|  | Deals with the physical storage of information on a storage device such as a hard disk |
|  | Deals with the logical storage of information on a storage device such as a hard disk |
|  | Focuses on how users logically access information to meet their particular business needs |
|  | Focuses on how users physically access information to meet their particular business needs |

Save

**Question 3**(1 point)

Question 3 Unsaved

Computers in United States account for 1 percent of the total energy needs of the entire country. This is roughly equal to the total energy needs of \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Question 3 options:

|  |  |
| --- | --- |
|  | A country such as Russia |
|  | A company such as Microsoft |
|  | A vehicle such as a bus |
|  | A state such as Mississippi |

**Question 4**(1 point)

Question 4 Unsaved

What are the five elements that are needed to create a connected world or a network?

Question 4 options:

|  |  |
| --- | --- |
|  | Categories, programs, alternatives, people, and core philosophy |
|  | Program, providers, access, mechanics, and teachers |
|  | Categories, providers, access technologies, protocols, and convergence |
|  | LAN, WAN, MAN, PAN, and SAN |

Save

**Question 5**(1 point)

Question 5 Unsaved

WLANs that use wi-fi have a built-in security mechanism called wi-fi protected access (WPA), a wireless security protocol to protect wi-fi networks.

Question 5 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

Save

**Question 6**(1 point)

Question 6 Unsaved

Which of the following uses both GIS and GPS?

Question 6 options:

|  |  |
| --- | --- |
|  | Navigation |
|  | Wireless advertising |
|  | Vehicle location |
|  | All of these |

**Question 7**(1 point)

Question 7 Unsaved

What are rules that enforce basic and fundamental information-based constraints?

Question 7 options:

|  |  |
| --- | --- |
|  | Information integrity |
|  | Integrity constraint |
|  | Business-critical integrity constraint |
|  | Relational integrity constraint |

Save

**Question 8**(1 point)

Question 8 Unsaved

A domain name system (DNS) converts IP addresses into domains, or identifying labels, that use a variety of recognizable naming conventions.

Question 8 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

Save

**Question 9**(1 point)

Question 9 Unsaved

Fault tolerance is an exact copy of a system's information.

Question 9 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

**Question 10**(1 point)

Question 10 Unsaved

Maintainability means the system quickly transforms to support environmental changes.

Question 10 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

Save

**Question 11**(1 point)

Question 11 Unsaved

The Internet is a hierarchical structure linking different levels of service providers whose millions of devices supply all the interconnections. The three levels outlined in the book from the top down include \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Question 11 options:

|  |  |
| --- | --- |
|  | New system provider (NSP), current system provider (CSP), and order entry system provider (OSP) |
|  | National service provider (NSP), regional service provider (RSP), and Internet service provider (ISP) |
|  | Net server point (NSP), radio server point (RSP), and Internet server point (ISP) |
|  | None of these |

Save

**Question 12**(1 point)

Question 12 Unsaved

What is the primary problem with redundant data?

Question 12 options:

|  |  |
| --- | --- |
|  | It is difficult to determine which values are the most current. |
|  | It is often inconsistent. |
|  | It is difficult to determine which values are the most accurate. |
|  | All of these. |

**Question 13**(1 point)

Question 13 Unsaved

Apple understood the importance of usability when it designed its \_\_\_\_\_\_\_\_\_.

Question 13 options:

|  |  |
| --- | --- |
|  | PowerPoint software |
|  | Antivirus software |
|  | Fault tolerance system |
|  | iPod and iTunes system |

Save

**Question 14**(1 point)

Question 14 Unsaved

A data miner contains a subset of data warehouse information.

Question 14 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

Save

**Question 15**(1 point)

Question 15 Unsaved

The bandwidths associated with wi-fi are separated according to several wireless networking standards, known as \_\_\_\_\_\_\_\_\_\_\_, for carrying out wireless local area network communication.

Question 15 options:

|  |  |
| --- | --- |
|  | Bits |
|  | 802.11 |
|  | 80118091 |
|  | 91210 |

Save

**Question 16**(1 point)

Question 16 Unsaved

Within the data warehouse model, the internal databases could include marketing, sales, inventory, and billing.

Question 16 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

Save

**Question 17**(1 point)

Question 17 Unsaved

What are rules that help ensure the quality of information?

Question 17 options:

|  |  |
| --- | --- |
|  | Information integrity |
|  | Integrity constraints |
|  | Information quality |
|  | Information ethics |

Save

**Question 18**(1 point)

Question 18 Unsaved

What are the two different categories for information type?

Question 18 options:

|  |  |
| --- | --- |
|  | Analytical and productive |
|  | Analytical and analysis |
|  | Transactional and analytical |
|  | Transactional and analysis |

**Question 19**(1 point)

Question 19 Unsaved

Within the beginning stage of the data warehouse models process, which of the following are included in the internal databases?

Question 19 options:

|  |  |
| --- | --- |
|  | Marketing, sales, inventory, and billing |
|  | Data mart 1, data mart 2, data mart 3 |
|  | Competitor and industry information, mailing lists, and stock market analysis |
|  | Marketing information, and stock market analysis numbers |

Save

**Question 20**(1 point)

Question 20 Unsaved

What is the worldwide gap giving advantage to those with access to technology?

Question 20 options:

|  |  |
| --- | --- |
|  | Digital subscriber |
|  | Digital divide |
|  | Digital Darwinism |
|  | Digital era |

Save

**Question 21**(1 point)

Question 21 Unsaved

What type of website is an interactive website kept constantly updated and relevant to the needs of its customers using a database?

Question 21 options:

|  |  |
| --- | --- |
|  | Data-driven website |
|  | Interactive website |
|  | Database performing website |
|  | Data processing website |

### ****Question 1**** (1 point)

Question 1 Unsaved

What is a benefit of network convergence?

Question 1 options:

|  |  |
| --- | --- |
|  | The weaving together of voice, data, and video |
|  | Multiple services offered from a single vendor |
|  | Multiple devices supported by one provider |
|  | All of these |

Save

### ****Question 2**** (1 point)

Question 2 Unsaved

Gender can be referred to in many ways (Male, Female, M/F, 1/0) in a data warehouse. What is this an example of?

Question 2 options:

|  |  |
| --- | --- |
|  | Information scaling |
|  | Streamlining data points |
|  | Standardizing information |
|  | Standardizing protocols |

Save

### ****Question 3**** (1 point)

Question 3 Unsaved

Each year, businesses lose time and money because of system crashes and failures. Which of the following offers the best way to protect a system from crashes and failures?

Question 3 options:

|  |  |
| --- | --- |
|  | Backup and recovery plans |
|  | Fault tolerance |
|  | Failover |
|  | All of these |

### ****Question 4**** (1 point)

Question 4 Unsaved

There are three primary data models for organizing information: the hierarchical, network, and relational database models.

Question 4 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

Save

### ****Question 5**** (1 point)

Question 5 Unsaved

The speed of transmission of a network is determined by the speed of its smallest \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Question 5 options:

|  |  |
| --- | --- |
|  | Unit of time |
|  | Number of computers |
|  | Amount of bandwidth |
|  | Number of customers |

Save

### ****Question 6**** (1 point)

Question 6 Unsaved

What does reliability ensure?

Question 6 options:

|  |  |
| --- | --- |
|  | The system has the ability to operate in many different operating systems. |
|  | The system is easy to learn and efficient and satisfying to use. |
|  | The system is functioning correctly and providing accurate information. |
|  | The time frames when the system is operational. |

### ****Question 7**** (1 point)

Question 7 Unsaved

Most people request real-time information without understanding that continual \_\_\_\_\_\_\_\_\_\_ is one of its biggest pitfalls.

Question 7 options:

|  |  |
| --- | --- |
|  | Improvements |
|  | Change |
|  | Clustering |
|  | Cleansing |

Save

### ****Question 8**** (1 point)

Question 8 Unsaved

Extraction, transformation, and loading is a process that extracts information from internal databases, transforms the information using a common set of enterprise definitions, and loads the information into an external database.

Question 8 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

Save

### ****Question 9**** (1 point)

Question 9 Unsaved

Which of the following occurs when the same data element has different values?

Question 9 options:

|  |  |
| --- | --- |
|  | Data modeling issue |
|  | Data mining issue |
|  | Data governance issue |
|  | Data inconsistency issue |

### ****Question 10**** (1 point)

Question 10 Unsaved

When does information cleansing occur in the data warehouse?

Question 10 options:

|  |  |
| --- | --- |
|  | During the ETL process |
|  | On the information, once it is in the data warehouse |
|  | During the ETL process and once it is in the data warehouse |
|  | During the ETL process and before it is in the data warehouse |

Save

### ****Question 11**** (1 point)

Question 11 Unsaved

What is the standard Internet protocol that provides the technical foundation for the public Internet?

Question 11 options:

|  |  |
| --- | --- |
|  | Data streaming and DSL protocols |
|  | Transmission control protocol/Internet protocol (TCP/IP) |
|  | Data streaming rules and regulations |
|  | Internet protocol/transmission control protocol (IP/TCP) |

Save

### ****Question 12**** (1 point)

Question 12 Unsaved

What are the rules that help ensure the quality of information?

Question 12 options:

|  |  |
| --- | --- |
|  | Information integrity |
|  | Integrity constraints |
|  | Relational integrity constraints |
|  | Business-critical integrity constraints |

### ****Question 13**** (1 point)

Question 13 Unsaved

Which of the following is a disadvantage of database-stored information?

Question 13 options:

|  |  |
| --- | --- |
|  | Increased flexibility |
|  | Increased performance |
|  | Increased data redundancy |
|  | Increased data integrity |

Save

### ****Question 14**** (1 point)

Question 14 Unsaved

What is a high-speed Internet connection that is always connected and has a bandwidth greater than 2 Mbps?

Question 14 options:

|  |  |
| --- | --- |
|  | Analog |
|  | Dial up |
|  | Broadband |
|  | None of these |

Save

### ****Question 15**** (1 point)

Question 15 Unsaved

The core component of any system, regardless of size, is a database and a database management system.

Question 15 options:

|  |  |
| --- | --- |
|  | True |
|  | False |

### ****Question 16**** (1 point)

Question 16 Unsaved

What analyzes unstructured data to find trends and patterns in words and sentences?

Question 16 options:

|  |  |
| --- | --- |
|  | Structured data |
|  | Unstructured data |
|  | Text mining |
|  | Web mining |

Save

### ****Question 17**** (1 point)

Question 17 Unsaved

What measures bandwidth in terms of numbers transferred or received per unit of time?

Question 17 options:

|  |  |
| --- | --- |
|  | Connection time |
|  | Broadband |
|  | Protocol |
|  | Bit rate |

Save

### ****Question 18**** (1 point)

Question 18 Unsaved

Which of the following is correct in reference to a database?

Question 18 options:

|  |  |
| --- | --- |
|  | A database can support only one logical view. |
|  | A database can support many physical views. |
|  | A database can support many logical views. |
|  | A database can support up to three logical views. |

### ****Question 19**** (1 point)

Question 19 Unsaved

What is a computer called that is dedicated to providing information in response to requests?

Question 19 options:

|  |  |
| --- | --- |
|  | Client |
|  | Hardware |
|  | Server |
|  | Software |

Save

### ****Question 20**** (1 point)

Question 20 Unsaved

Which characteristics support an information MIS infrastructure?

Question 20 options:

|  |  |
| --- | --- |
|  | Accessibility, availability, maintainability, portability, reliability, scalability, usability |
|  | Backup and recovery plan, disaster recovery plan, business continuity plan |
|  | Grid computing, cloud computing, and virtualization |
|  | All of these |

Save

### ****Question 21**** (1 point)

Question 21 Unsaved

What are the rules that enforce basic and fundamental information-based constraints?

Question 21 options:

|  |  |
| --- | --- |
|  | Responsibly integrity constraints |
|  | Quality constraints |
|  | Web integrity constraints |
|  | Relational integrity constraints |

Which of the following would not be considered part of the complete characteristic of high-quality information?

Is each transaction represented only once in the information?



Which of the following would not be considered part of the unique characteristic of high-quality information?

Is aggregate information in agreement with detailed information?



One of the primary goals of a database is to eliminate data redundancy by recording each piece of data in only one place in the database. What does the elimination of data redundancy do for a database?

-Reduces disk space requirements  
-Makes updating information easier  
-Improves information quality  
All of the above



Which of the following would not be considered part of the consistent characteristic of high-quality information?

Is the zip code missing in the address?



Which of the following represents the different information granularities?

Detail, summary, aggregate



Which of the following companies used analytical analysis to identify a correlation between storms and the increased sale of Pop-Tarts?

Walmart



What is the overall management of the availability, usability, integrity, and security of company data?

Data governance



Which of the following stores information about a person, place, thing, transaction, or event, and is usually referred to as a table?

Entity



What is it called when each transaction, entity, and event is represented only once in the information?

Uniqueness



What is the physical view of information?

Deals with the physical storage of information on a storage device such as a hard disk



Which of the following implies that information is current with respect to the business requirement?

Timeliness



Which of the following are examples of analytical information?

Future growth analysis, sales projections, and product statistics



What is the role of a foreign key?

It is a primary key of one table that appears as an attribute in another table and acts to provide a logical relationship between the two tables



Which of the following would not be considered part of the accurate characteristic of high-quality information?

Is aggregate information in agreement with detailed information?



What encompasses all of the information contained within a single business process or unit of work and its primary purpose is to support the performing of daily operational tasks?

Transactional information



What are the two different categories for information type?

Transactional and analytical



Ben works at a top accounting firm in Salt Lake City and his responsibilities include developing individual and departmental goals, and generating financial analysis across departments and the enterprise as a whole for the executive team to review. Ben's duties provide value-added to his company and would be categorized as occurring at the different \_\_\_\_\_\_\_\_\_\_\_\_.

Information levels



What is one of the biggest pitfalls associated with real-time information?

it continually changes



What is a primary key?

A field (or group of fields) that uniquely identifies a given entity in a table



Which of the following would not be considered part of the consistent characteristic of high-quality information?

Is the two digit state code missing in the information?



Information Granularity

the extent of detail within the information (fine and detailed or coarse and abstract)



Data inconsistency

same data element has different values



data integrity issues

a system produces incorrect inconsistent or duplicate data



5 Common Characteristics of High Quality Information

Accurate  
Complete  
Consistent  
Timely  
Unique



Accurate

is there inncorrect value in information?



Complete

is a value missing from the information



Consistent

is aggregate summary info in agreement with detailed information



Timely

is the info current with respect to business needs



Unique

is each transaction and event represented only once in the information (no duplicates)



Entity

aka a table stores info about a person place thing transaction or event example: track



Attribute

data elements associated with an entity such as track number, track title



Scrubbing

a process that weeds out and fixes or discards inconsistent incorrect or incomplete information



What is it called when a manager has so much data and information that they cannot make a decision?

Data rich, information poor



Standardizing of data elements allows for \_\_\_\_\_\_\_\_\_\_\_\_\_.

Greater accuracy, completeness, and consistency



What is data mining?

Process of analyzing data to extract information not offered by the raw data alone



Which of the following is the common term for the representation of multidimensional information?

Cube



When does information cleansing occur in the data warehouse?

During the ETL process and once it is in the data warehouse



What analyzes unstructured data to find trends and patterns in words and sentences?

Text mining



A data warehouse is a \_\_\_\_\_\_\_\_\_ collection of information, gathered from many different \_\_\_\_\_\_\_\_\_\_\_ databases, that supports business analysis activities and decision-making tasks.

Logical, operational



Which of the following describes ETL?

Data-mining tools



The primary purpose of a data warehouse is to \_\_\_\_\_\_\_\_\_\_\_\_.

Combine strategic information



Which of the following occurs during data cleansing?

Clean missing records  
Clean redundant records  
Clean inaccurate data  
All of the above



What are the primary differences between a data warehouse and a data mart?

Data warehouses have a more organization-wide focus, data marts have functional focus



What is web mining?

Unstructured data associated with websites to identify consumer behavior and website navigation



What is another term for information cleansing?

Information scrubbing



Which of the below questions can be answered using business intelligence?

Where has the business been?  
Where is the business now?  
Where is the business going?  
All of the above.



Which of the following fall in the category of external databases in the data warehouse model?

Competitor and industry information, mailing lists, and stock market analysis



Which of the following is not a common form of data mining?

Division organization  
(classification, estimation and clustering are)



Gender can be referred to in many ways (Male, Female, M/F, 1/0) in a data warehouse. What is this an example of?

Standardizing information



Which of the below represents a reason why data warehouses were created?

-Numbers and types of operational databases increased as businesses grew  
-Many companies had information scattered across multiple systems with different formats  
-Completing reporting requests from numerous operational systems took days or weeks  
All of the above



What does extraction, transformation, and loading mean?

It is a process that extracts information from internal and external databases, transforms it using a common set of enterprise definitions, and loads it into a data warehouse

#### Step 1: Choose mode

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 Alphabetize

 Flip terms and definitions

#### Step 2: Open the file

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#### Step 3: Print it!

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|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. | **7. A wireless MAN is a metropolitan area network that uses \_\_\_\_\_\_ to transmit and receive data.** | |  | Radio signals | |
| 2. | **7. A wireless WAN is a wide area network that uses radio signals to transmit and receive data and can be divided into which two categories?** | |  | Cellular and satellite communications systems | |
| 3. | **7. How do TCP and IP differ?** | |  | TCP verifies the correct delivery of data in case it is corrupted, where IP verifies the data are sent to the correct IP address. | |
| 4. | **7. LANs, WANs, and MANs, all provide users with an accessible and reliable network infrastructure. Which of the below are the most important network differentiating dimensions?** | |  | Cost and performance | |
| 5. | **7. The potential for contracting viruses on mobile devices is increasing; what is it?** | |  | Cabir | |
| 6. | **7. The speed of transmission of a network is determined by the speed of its smallest \_\_\_\_\_.** | |  | Amount of bandwidth | |
| 7. | **7. What are the five elements that are needed to create a connected world or a network?** | |  | Categories, providers, access technologies, protocols, and convergence | |
| 8. | **7. What are the three levels outlined in the book from the top down include\_\_\_?** | |  | National service provider. regional service provider, and internet service provider | |
| 9. | **7. What are the two main methods for encrypting network traffic on the Web?** | |  | SSL and SHTTP | |
| 10. | **7. What is a benefit of network convergence?** | |  | the weaving together of voice, data, and video, multiple services offered from a single vendor, multiple devices supported by one provider | |
| 11. | **7. What is a disadvantage of networking or performing business in a connected world?** | |  | Increases resources threats | |
| 12. | **7. What is a feature of IPTV?** | | |  | uses low bandwidth, offers personalization, supports multiple devices |
| 13. | **7. What is the major challenge of networking or performing business in a connected world?** | | |  | Security issues |
| 14. | **7. What uses both GIS and GPS?** | | |  | Navigation, Wireless advertising, and vehicle locatoin |
| 15. | **7. Which benefits of a connected world makes all applications, equipment, and data available to anyone on the network, without regard to the physical location of the resource or the user?** | | |  | Sharing resoures |
| 16. | **7. Which of the below statements is not accurate in reference to mobile and wireless computing?** | | |  | Wireless technology is any type of operation accomplished with the use of a hard-wired connection |
| 17. | **7. Which of the following is a measure being considered to address privacy concerns with RFIDs and LBSs?** | | |  | Clearly labeled RFID tags on products, kill codes, RSA blocker tags |
| 18. | **7. Which of the following is not a primary use of GIS?** | | |  | Ensuring safety equipment is on an airplane before a flight |
| 19. | **8. A contact center is one of the best assets a customer driven organization can have. Why?** | | |  | Maintaining a high level of customer support is critical to obtaining and retaining customers |
| 20. | **8. As the business world increasingly shifts from product focus to customer focus, why are most organizations treating existing customers better than in the past?** | | |  | Existing customers are the best source of profitable and sustainable revenue growth |
| 21. | **8. In which industry area will CRM remain a major strategic focus for years to come?** | | |  | Product is difficult to differentiate |
| 22. | **8. What are current CRM trends?** |  | Partner relationship management, supplier relationship management, employee relationship, etc | | |
| 23. | **8. What are ways that CRM system can collect information?** |  | accounting system, order fulfillment, system, inventory system | | |
| 24. | **8. What can analytical CRM modeling tools discover?** |  | identify opportunities for for expanding customer relationships, identify opportunities for cross-selling, identify opportunities for up-selling | | |
| 25. | **8. What can effective and efficient supply chain management systems enable an organization to accomplish?** |  | Increase its supplier power | | |
| 26. | **8. What is enterprise resource planning?** |  | Integrates all departments and functions throughout an organization into a single IT system so that employees can make decisions by viewing enterprise wide information on all business operations | | |
| 27. | **8. What is it called when distorted product-demand information ripples from one partner to the next throughout the supply chain?** |  | Bullwhip Effect | | |
| 28. | **8. What is the primary difference between contact management and opportunity management?** |  | Contact management deals with existing customers, opportunity management deals with new customers | | |
| 29. | **8. What made-to-order views can analytical CRM tools slice-and-dice customer information into?** |  | Customer value, customer spending, customer segmentation | | |
| 30. | **8. Where would you find the customers' customer in a typically supply chain?** |  | Downstream | | |
| 31. | **8. Where would you find the manufacturer and distributor in a typical supply chain?** |  | Upstream | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 32. | **8. Which extended ERP component collects information used throughout an organization, organizes it, and applies analytical tools to asset managers with decisions?** | |  | Business intelligence |
| 33. | **8. Which industries will want to keep using CRM as a major strategic focus in the future?** | |  | Industries whose products are difficult to differentiate |
| 34. | **8. Which of the following is a common marketing CRM metric?** | |  | Cost per interaction by marketing campaign |
| 35. | **8. Which of the following is a common sales CRM metric?** | |  | Number of new customers |
| 36. | **8. Which of the following is a component ERP vendors offer to differentiate themselves in the marketplace?** | |  | CRM |
| 37. | **8. Which of the following is considered a feature in a contact center?** | |  | automatic call distribution, interactive voice response, predictive dialing |
| 38. | **8. Which of the following is where customer service representatives answer customer inquiries and respond to problems through a number of different customer touch points?** | |  | contact center |
| 39. | **8. Which question below represents a CRM analyzing technology question?** | |  | Why did sales not meet forecasts? |
| 40. | **8. Which question below represents a CRM predicting technology question?** | |  | What customers are at risk of leaving? |
| 41. | **8. Which question below represents a CRM reporting technology example?** | |  | What is the total revenue by customer? |
| 42. | **8. Why is CRM one of the most valuable assets a company can acquire?** | |  | CRM has proven to increase customer loyalty and retention and an organization's profitability |
| 43. | **9. An organization must identify how it is going to do it. What does the "how" mean?** | |  | analysis of project risks, list of dates |
| 44. | **9. An organization must identify what it wants to do. What does the "what" mean?** |  | Justification of the project, definition of the project, and expected results of the project | |
| 45. | **9. Most important part of the project plan?** |  | Communication | |
| 46. | **9. What agile methodology cannot continue on to the next phase until the first phase is complete?** |  | Extreme programming | |
| 47. | **9. What are characteristics of a successful project?** |  | Delivered on time, within budget, and meets the business' requirements | |
| 48. | **9. What are common reasons why change occurs?** |  | misunderstanding, shift in technology, omission in defining initial scope | |
| 49. | **9. What are primary form of agile methodology?** |  | RAD, RUP, SCRUM, and Extreme Programming | |
| 50. | **9. What are project constraints?** |  | specific factors that can limit options | |
| 51. | **9. What are the four gates of RUP?** |  | Inception, elaboration, construction, transition | |
| 52. | **9. What are the phases in the SDLC?** |  | Plan, analysis, design, develop, test, implement, maintain | |
| 53. | **9. What is a business requirement?** |  | The specific business requests the system must meet to be successful | |
| 54. | **9. What is a project manager?** |  | An individual who is an expert in project planning and management | |
| 55. | **9. What is a technique for choosing strategic projects?** |  | Categorize, perform a financial analysis, focus on organizational groups | |
| 56. | **9. What is an issue related to the waterfall methodology?** |  | flaws in accurately defining and articulating the business problem, managing costs, resources, and time, and business requirements | |
| 57. | **9. What is the closest location with customer control?** |  | onshore outsourcing | |
| 58. | **9. What is the critical path?** |  | The path from start to finish that passes through all the tasks that are critical to completing the project in the shortest amount of time | |
| 59. | **9. What is the least common reason to outsource?** |  | Better manage the costs of internal processes. | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 60. | **9. What is the most remote location and indirect customer control?** |  | offshore outsourcing | |
| 61. | **9. What is the primary reason companies outsource?** |  | Tap outside sources of expertise | |
| 62. | **9. What methodology ends each day or begins with a stand-up meeting to monitor and control the development effort?** |  | SCRUM | |
| 63. | **9. Why do projects fall behind schedule or fail?** |  | Poor planning or poor project management | |
| 64. | **9.What is a business-related consequence of failing software?** |  | Decrease productivity, damage to brand reputation, increased liabilites | |
| 65. | **9.What is a business-related consequence of successful software?** |  | Increased revenues, repair brand reputation, decreased liabilities and expenses | |
| 66. | **9.What is the fundamental of the RAD methodology?** |  | Focus initially on creating. actively involve systems, accelerate collecting business | |
| 67. | **9.What phase of the SDLC gathers business requirements?** |  | Analysis | |
| 68. | **A1. The Access assignment requires the creation of \_\_\_\_\_ data entry forms.** |  | Zero | |
| 69. | **A1. The Access assignment requires the creation, running, and fully documenting of \_\_\_\_\_ queries.** |  | Ten | |
| 70. | **A1. The Access assignment requires the creations and printing of \_\_\_ reports.** |  | One | |
| 71. | **A1. The Access assignment starter file consists of \_\_\_\_\_\_\_ tables.** |  | Five | |
| 72. | **A1. What would be the entry on the "Criteria" line of the query design grid for "Last Name" to cause the display the records of only those individuals with last names starting with the letter "P"?** | |  | Like "P\*" |
| 73. | **A1. Which of the following entries would be made on the 'Field' line of the query design grid to cause the table field name 'Name' to be displayed in query results as 'Customer'?** | |  | Customer: Name |
| 74. | **A1. Which of the following entries would be made on the "Field" line of the query design grid to cause the concatenation of table field names "First" and "Last" separated by a space to be displayed in query results as "Name"** | |  | Name: [First] & " " & [Last] |
| 75. | **A2. Access reports can display data from \_\_\_\_\_.** | |  | a query involving two or more related tables. |
| 76. | **A2. If you must sort the query results based on the values in multiple fields, the sort order is executed \_\_\_\_.** | |  | by use of a SortOrder criteron |
| 77. | **A2. If you want each specific value of a specific field to only appear once in the query results, you would use the \_\_\_\_ operator on the "Total" line of the query grid.** | |  | GroupBy |
| 78. | **A2. What would you enter on the "Criteria" line for the currency field "Fringe Benefits" of the query grid so that only records whose values are $10,000 or less are displayed in the query results?** | |  | <= 10000 |
| 79. | **A2. When executing a query, all fields used in the design grid \_\_\_\_ be displayed in the query results.** | |  | on which selection criterion are specified must |
| 80. | **A2. Which of the following is not available as an aggregate function in Access?** | |  | most occurring value (mode) |
| 81. | **A2. You need to create a calculated field labeled "Profit" that calculates the difference between numeric fields "Revenue" and "Expenses". What would you enter on the "Field" line of the query grid?** | |  | Profit: [Revenue]-[Expenses] |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 82. | **A3. Which Access table field properties would you use to limit data entry to five (5) characters and ensure that an entry is made?** | |  | Field size and required |
| 83. | **A3. Which Access table fields are commonly defined with an input mask?** | |  | Social security number, zip code |
| 84. | **A3. Which of the following will always print on each and every page of a multi-page, grouped Access report?** | |  | Detail line |
| 85. | **A3. Which of the following will be accepted by Access as valid during data entry?** | |  | entering numbers in a field of data type text |
| 86. | **A3. While in Access table data sheet view )records showing, a temporary sub=set of selected records can be created and viewed by defining a \_\_\_.** | |  | Filter |
| 87. | **A3. While in Access table design view (records not showing), fields upon which their values may have mathematical calculations performed can not be of data type\_\_\_\_.** | |  | Date/Time |
| 88. | **B. How many layers does the OSI model contain?** | |  | 7: Physical, Data Link, Network, Transport, Session, Presentation, Application |
| 89. | **B. What allows files containing text, programs, graphics, numerical data, and so on to be downloaded off or uploaded onto a network?** | |  | File transfer protocol |
| 90. | **B. What allows the management of networked nodes to be managed from a single point?** | |  | Simple network management protocol |
| 91. | **B. What allows Web browsers and servers to send and receive Web pages?** | |  | Hypertext transfer protocol |
| 92. | **B. What are the commonly used type of guided media?** | |  | Twisted-pair cable, coaxial cable, fiber-optic cable |
| 93. | **B. What are the network topology?** | |  | Bus, Ring, Star, Hybrid, and Wireless |
| 94. | **B. What is a client?** |  | A computer that is designed to request information from a server. | |
| 95. | **B. What is a client/server network?** |  | A model for applications in which the bulk of the back-end processing, such as performing a physical search of a database, takes place on a server, which the front-end processing, which involves communicating with the users | |
| 96. | **B. What is a peer-to-peer network?** |  | Any network without a central file server and in which all computers have access to the public files located on all other workstations. | |
| 97. | **B. What is a protocol?** |  | A standard that specifics the format of data as feel as the rules to be followed during g transmission. | |
| 98. | **B. What is a router?** |  | An intelligent connecting device that examines each packet of data it receives and then decides which way to send it onward its destination | |
| 99. | **B. What is designed to connect a group of computers in close proximity to each other such as in an office building, a school, or a home?** |  | Local area network | |
| 100. | **B. What is interoperability?** |  | The capability of two or more computer systems to share data and resources, even though they are made by different manufacturers | |
| 101. | **B. What is network topology?** |  | Refers to the geometric arrangement of the actual physical organization of the computers and other network devices in a network | |
| 102. | **B. What is packet-switching?** |  | Occurs when the sending computer divides a message into a number of efficiently sized units called packets | |
| 103. | **B. What is TCP/IP's own messaging system for email?** |  | Simple mail transfer protocol | |
| 104. | **B. What is the bus topology?** |  | All devices are connected to a central cable or backbone. | |
| 105. | **B. What is the ring topology?** |  | All devices are connected to one another in the shape of a closed loop | |

|  |  |  |  |
| --- | --- | --- | --- |
| 106. | **B. What spans a large geographic area, such as a state, province, or country?** |  | Wide Area Network |
| 107. | **B. What the TCP/IP four-layer reference model?** |  | application, transport, internet, network interfaces |
| 108. | **B. Which of the following is not one of the differentiating factors of a network?** |  | Telecommunication system |
| 109. | **B.What runs a network, steering information between computers and managing security and users?** |  | Network Operating System |

Mode: CARDS LIST Approximately 2 pages PRINT EXIT

Local area network (LAN)

Connects a group of computers in close proximity, such as in an office building, school, or home

Wide area network (WAN) Spans a large geographic area such as a state, province, or country

National service providers (NSPs) Private companies that own and maintain the worldwide backbone that supports the Internet

Metropolitan area network (MAN) A large computer network usually spanning a city

Network access points (NAPs) Traffic exchange points in the routing hierarchy of the Internet that connects NSPs

Regional service providers (RSPs) Offer Internet service by connecting to NSPs, but they also can connect directly to each other

Bandwidth The maximum amount of data that can pass from one point to another in a unit of time

Bit The smallest element of data and has a value of either 0 or 1

Bit Rate The number of bits transferred or received per unit of time

Modem A device that enables a computer to transmit and receive data

Broadband A high-speed Internet connection that is always connected

Digital subscriber line (DSL) Allows high-speed digital data transmission over standard telephone lines

Internet cable connection Provide Internet access using a cable television company's infrastructure and a special cable modem; everyone in certain radius shares bandwidth

T1 lines A type of data connection able to transmit a digital signal of 1.544 Mpbs; Most reliable connection line; 24 channels

Protocol A standard that specifies the format of data as well as the rules to be followed during transmission

Transmission control protocol/Internet protocol (TCP/IP) Provides the technical foundation for the public Internet as well as for large numbers of private networks

TCP: Ensures the correct delivery of data

IP: Verifies the data are sent to the correct IP address (complexity of IP addresses are the one flaw of TCP/IP)

Domain name system (DNS) Converts IP addresses into domains

Network convergence The efficient coexistence of telephone, video, and data communication within a single network, offering convenience and flexibility not possible with separate infrastructures

Unified communication (UC) The integration of communication channels into a single service

Peer-to-peer (P2P) A computer network that relies on the computing power and bandwidth of the participants in the network rather than a centralized server

Ex: Skype

Voice over IP (VoIP) Uses IP technology to transmit telephone calls

Protocol TV (IPTV) Distributes digital video content using IP across the Internet and private IP networks

Features:

- Support multiple devices

- Interactivity with users

- Low bandwidth

- Personalization

Advantages/Benefits offered by Networks for Businesses

Sharing resources

Providing opportunities

Reducing travel

Intranet Sharing Resource

A restricted network that relies on Internet technologies to provide an Internet-like environment within the company for information sharing, communications, Web publishing, and the support of business processes

Extranet Sharing Resource

An extension of an intranet that is available only to authorized outsiders, such as customers, partners, and suppliers

- Easy & fast

- Customizable

- Collaboration

Virtual Private Network (VPN)

Sharing Resource

Private, secure Internet access ("private tunnel" within the Internet)

Challenges created by Networks

Security

Social, ethical, and political issues

Secure Sockets Layer (SSL) A standard security technology for establishing an encrypted link between a Web server and a browser ensuring that all data passed between then remain private

SSL Certificate An electronic document that confirms the identity of a website or server and verifies that a public key belongs to a trustworthy individual or company

Secure hypertext transfer protocol (SHTTP or HTTPS) A combination of HTTP and SSL to provide encryption and secure identification of an Internet server

Digital divide A worldwide gap giving advantage to those with access to technology

Personal area networks (PAN) Provide communication over a short distance that is intended for use with devices that are owned and operated by a single user

EX: Bluetooth

Bluetooth Wireless PAN technology that transmits signals over short distances between cell phones, computers, and other devices

Wireless LAN (WLAN) A local area network that uses radio signals to transmit and receive data over distances of a few hundred feet

Wireless fidelity (Wi-Fi) A means by which portable devices can connect wirelessly to a local area network, using access points that send and receive data via radio waves

802.11 The bandwidths associated with Wi-Fi are separated according to several wireless networking standards, known as \_\_\_\_\_\_\_\_\_\_, for carrying out wireless local area network communication.

Wireless MAN (WMAN) A metropolitan area network that uses radio signals to transmit and receive data

Worldwide Interoperability for Microwave Access (WiMAX) A communications technology aimed at providing high-speed wireless data over metropolitan area networks

Used for Iron Man.

Wireless WAN (WWAN) A wide area network that uses radio signals to transmit and receive data

cellular communication systems

satellite communication systems

3G A service that brings wireless broadband to mobile phones

Smart Phone Offer more advanced computing ability and connectivity than basic cell phones

Streaming A method of sending audio and video files over the Internetn

Satellite A space station that orbits the Earth receiving and transmitting signals from Earth-based stations over a wide area

Radio Frequency Identification (RFID) Uses electronic tags and labels to identify objects wirelessly over short distances

Global Positioning System (GPS)

Geographic Information System (GIS)

Location Based Services (LBS) Applications that use location information to provide a service

Benefits of Business Mobility

Enhance mobility

Provides immediate data access

Increases location and monitoring capability

Improves work flow

Provides mobile business opportunities

Provides alternative to wiring

Challenges of Business Mobility

Protecting against theft

Protecting wireless connections

Preventing viruses on a mobile device

### Where is Organizational Information stored?

In data bases

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### DBMS

The computer program used to manage and query a database is known as a "Database Management System."

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### How is it called when a database has a structural description of the type of facts held in that database?

This description is known as a schema.

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### Schema

Describes the objects that are represented in the database and the relationship between them.

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### Database

maintains information about various types of objects (Inventory), events (transactions), people (employees), and places (warehouses).

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### Hierarchical database model

information is organized into a tree-like structure that allows repeating information using parent/child relationship in such away that it cannot have too many relationships. Due to their restrictions, hierarchical structures often cannot be used to relate to structures that exist in the real world

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### The network Model

Is a flexible way of representing objects and their relationships. the network model allows each record have multiple parent and child records, forming a lattice structure, not like the hierarchical model that only allows one parent and many children.

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### Relational database Model

Is a type of database that stores information in the form of logically related-dimesional tables. and is the most commonly used. This model represents all information in the form of multiple related tables each consisting of rows and columns.

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### What are the primary concepts of the relational databases model?

Entities, entity classes, Attributes, keys, and relationships.

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### Entity (Relational database model)

Is a person, place, thing, transaction, or event about which information is stored. A table in the relational database model is a collection of similar entities.

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### entity class

The collection of similar entities. is stored in a different two-dimensional table

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### Attributes

Also called fields or columns, are characteristics or properties of an entity class. Each specific entity in a entity class occupies one row in its respective table. the columns in the table contain the attributes.

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### Primary key

Is a field (or group of fields) that uniquely identifies a giving entity in a table. they are important because they provide a way of distinguishing each entity in a table.

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### Foreign key

In the Relational Database Model is a primary key of one table that appears as an attribute in another table and acts to provide a logical relationship between the two tables.

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### What are the advantages of database information?

Increased flexibility, Scalability and performance, information integrity (quality), and information security . Reduced information redundancy.

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### Physical View

view of information deals with the physical storage of information on a storage device such as hard drive.

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### Logical View

Focuses on how users logically access information to meet their particular business needs.

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### Scalability

Refers to how well a system can adapt to increase demands.

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### Performance

Measures how quickly a system performs a certain process or transactions.

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### Redundancy

Is the duplication of information, or storing the same information in multiple places.

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### By eliminating information redundancy we...

save space, make performing information updates easier, and improve information quality.

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### Information Integrity

Is a measure of the quality of information.

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### Within a database environment, integrity constraints...

are rules that help ensure the quality of information

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### What are the 2 types of integrity constraints?

Relational integrity constraints and business critical integrity constraints

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### Relational Integrity Constraints

are rules that enforce basic and fundamental information-based constraints. For example, an operational integrity constraints would not allow someone to create an order for a nonexistent customer.

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### Business-Critical Integrity Constraints

Enforce business rules vital to an organization's success and often require more insight and knowledge than relational integrity constraints.

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### HTS

Ford built the Homologation Timing System, based on relational database, to help it track and analyze these standards.

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### DBMS

Database Management System is used to access information from a database. Is a software through which users and application programs interact with a database.

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### Data-driven website business

Is an interactive website kept constantly updated and relevant to the needs of its customers through the use of a database.

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### Data-driven website business advantages

Development,Content management, future expandability, minimizing human error, cutting production and update costs, more efficient, improved stability.

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### Static website

one that a developer can update on an as -need basis, perhaps a few times a year. this type of website is less expensive to produce and typically meets business needs.

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### Integration

Allows separate systems to communicate directly with each other.

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### without Integrations...

An organization will (1) spend considerable time entering the same information in multiple systems and (2) suffer from the low quality and inconsistency typically embedded in redundant information.

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### Forward integration

takes information entered into a given system and sends it automatically to all downstream systems and processes.

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### Backward integration

takes information entered into a given system and sends it automatically to all upstream systems and processes.

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### what would be the ideal integration?

Ideally, an organization wants to build both forward and upward integrations, which provide the flexibility to create, update, and delete information in any of the systems.

What enables computers to run multiple operating systems and multiple software applications at the same time and creates multiple 'virtual' machines all on a single computing device?

Virtualization

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Grid computing, cloud computing, and virtualization are all elements of a \_\_\_\_\_\_\_\_ MIS infrastructure.

Sustainable

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Which of the following sustainable infrastructure components is a collection of computers, often geographically dispersed, that are coordinated to solve a  
common problem?

Grid computing

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What means that people with disabilities including visual, auditory, physical, speech, cognitive, and neurological disabilities can use the Web?

Web accessibilty

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Which of the following agile MIS infrastructure characteristics refers to how quickly a system can transform to support environmental changes?

Maintainability

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What determines future environmental infrastructure requirements that ensure high-quality system performance?

Capacity planning

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The information MIS infrastructure supports the day-to-day business operations and plans for \_\_\_\_\_\_\_\_\_\_\_.

All of these:  
  
Security breaches  
Floods and earthquakes  
Malicious internet attacks

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What is the ability to get a system up and running in the event of a system crash or failure that includes restoring the information backup?

Recovery

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The \_\_\_\_\_\_\_\_\_\_\_\_ MIS infrastructure includes the hardware, software, and telecommunications equipment that, when combined, provides the underlying foundation.

Agile

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What service delivers hardware networking capabilities, including the use of servers, networking, and storage over the cloud using a pay-per-use revenue model?

Infrastructure as a Service (IaaS)

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Sustainable MIS is a critical part of \_\_\_\_\_\_\_\_\_\_\_\_ within a company.

Corporate social responsibility

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Which of the following agile MIS infrastructure characteristics refers to the ability of an application to operate on different devices or software platforms, such as different operating systems?

Portability

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Which of the below represents the primary elements in an information MIS infrastructure?

Backup, recovery, disaster recovery, and business continuity planning

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What occurs when a primary machine recovers and resumes operations, taking over from a secondary server?

Failback

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Which of the following reflects Moore's law?

The computer chip performance per dollar doubles every 6  
months

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What is a computer dedicated to providing information in response to requests?

Server

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DreamWorks Animation Company used which sustainable infrastructure component to complete many of its films including Shrek, Madagascar and Antz?

Grid computing

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Each year businesses lose time and money because of system crashes and failures. Which of the following offers the best way to protect a system from crashes and failures?

All of these:  
  
Backup and recovery plans  
Fault tolerance  
Failover

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What occurs when a redundant storage server offers an exact replica of the real-time data, and if the primary server crashes, the users are automatically directed to a secondary server?

Failover

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Grid computing takes advantage of the available 75% of unused processing power of a computer and links thousands of individual computers around the world creating a \_\_\_\_\_\_\_ that can process intensive tasks.

Virtual supercomputer

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What is usability?

The system is easy to learn and efficient and satisfying to  
use

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Which cloud computing model offers applications on a pay-per-use basis?

Software as a Service

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What describes the production, management, use, and disposal of technology in a way that minimizes damage to the environment?

Sustainability or green MIS

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What is a more comprehensive and all-encompassing plan that details how a company recovers and restores critical business operations and systems after a disaster or extended disruption?

Business continuity planning

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Why is estimating future growth a challenge for most companies?

All of these:  
  
Growth can occur because the company acquires new  
markets  
  
Growth can occur because the company acquires new  
customers  
  
Growth can occur because the company acquires new  
products

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What in the cloud means that a single instance of a system serves multiple customers?

Multi-tenancy

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The most popular IaaS operation today is Amazon's Elastic Compute Cloud (EC2). The benefits when using Amazon as an IaaS includes \_\_\_\_\_\_\_\_\_\_\_.

All of these:  
  
Customers can load and run their own applications  
Customers can control their own operating environment  
Customers can create, run, and stop services as needed

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A disaster recovery plan contains a \_\_\_\_\_\_\_\_\_\_\_\_\_ that outlines the costs to support the plan.

Disaster recovery cost curve

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Which term refers to the time frames when the system is operational?

Availability

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What has the ability to recover information or systems in the event of catastrophic disasters?

Disaster recovery

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What uses resources and applications hosted remotely on the Internet?

Cloud computing

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With grid computing a problem is broken into pieces and distributed to many machines, allowing \_\_\_\_\_\_\_\_\_ processing than could occur with a single system.

Faster

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The \_\_\_\_\_\_\_\_\_\_ MIS infrastructure identifies ways that a company can grow in terms of computing resources while simultaneously becoming less dependent on hardware and energy consumption.

Sustainable

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What is the difference between hardware and software?

Hardware is the physical devices associated with a computer  
system, where software is the instructions the hardware executes to carry out tasks

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Which of the following is a benefit of a solid MIS infrastructure?

All of these:  
  
Reduces costs  
Improves productivity  
Optimizes business operations

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What is the difference between unavailable and high availability?

Unavailable is when the system is not operating and can't be  
used, where high availability is when a system is continuously operating at all times

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To combat disasters a company can create a \_\_\_\_\_\_\_\_\_ that would detail the process for recovering information or a system in the event of a catastrophic disaster.

Disaster recovery plan

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The optimal disaster recovery plan in terms of cost and time is where on the disaster recovery cost curve?

Where the two cost effects intersect

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Which of the below offers a low-speed and low-cost backup method?

All of these:  
  
DVD  
Thumb drive  
External hard drive

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What is a challenge for cloud computing that could cause employee performance to decrease?

Required Internet connectivity

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Which of the following describes the difference between a backup plan and a recovery plan?

Backup is an exact copy of a system's information, where  
recovery is the ability to get a system up and running in the  
event of a system crash or failure

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Within the sites that support disaster recovery, \_\_\_\_\_\_\_\_\_\_\_ is a separate and fully equipped facility where the company can move immediately after a disaster and resume business.

Hot site

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The increased demand in technology devices has caused an increase in discarded devices, a phenomenon known as \_\_\_\_\_\_\_.

Ewaste

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What is a facility used to house management information systems and associated components, such as telecommunications and storage systems?

Data center

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Apple understood the importance of usability when it designed its \_\_\_\_\_\_\_\_.

iPod and iTunes sustem

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What is a Platform as a Service (PaaS)?

Supports the deployment of entire systems including hardware, networking, and applications using pay-per-use revenue model

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Currently, what percent of ewaste in the United States is not recycled?

80%

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What are the three business functions an MIS infrastructure supports?

Supports operations, change, and the environment or sustainability

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What is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction?

Cloud computing

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Francis works in the human resources division of a large oil and gas company in Texas. Francis' tasks include maintaining payroll and vacation records, employment histories, and benefit information along with ensuring the security of all sensitive employee information. Which MIS infrastructure is most important to Francis?

Information MIS infrastructure

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Who is a person who is grounded in technology, fluent in business, and able to provide the important bridge between MIS and the business?

Enterprise architect

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What is a widely held but difficult to achieve standard of availability for a system?

"Five 9s" availability

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Which term refers to the varying levels that define what a user can access, view, or perform when operating a system?

Accessibility

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What question below would a company need to answer when first establishing a backup and recovery plan?

All of these:  
  
What types of storage mechanism will meet the needs of the  
company?  
  
How often does the company need to backup its  
information?  
  
What types of recovery systems does the company  
infrastructure need?

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Enterprise architects require \_\_\_\_\_\_\_\_\_\_\_\_ so they can perform such functions as resetting passwords or deleting accounts.

Administrator access

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What measures how quickly a system performs a process or transaction?

Performance

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What are the ramifications of improper electronic recycling, when analyzing the example of a single desktop computer?

All of these:  
  
One computer contains more than 700 chemicals that can  
be toxic to the environment  
  
Computers in landfills can leak these toxic chemicals into our  
land, water and air  
  
Computers contain high levels of mercury, lead and  
cadmium-harmful toxins

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The \_\_\_\_\_\_\_\_\_\_ MIS infrastructure identifies where and how important information, such as customer records, is maintained and secured.

Information

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What occurs when the ability of a company to operate is impaired because of a hardware, software, or data outage?

Technology failure

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Which of the following is an effect a company could experience because of a disaster such as a fire, flood, or hurricane?

All of these:  
  
Disrupting communications  
Damaging physical infrastructures  
Halting transportation

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John works for Internal Computer Specialists, which focuses on helping small business owners resolve MIS infrastructure issues. John's tasks include cleaning and replacing motherboards, cables, and internal components such as DVDs and hard drives. What does John's role at  
Internal Computer Specialists focus on fixing?

Hardware

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What represents the maximum throughput a system can deliver, for example the capacity of a hard drive represents the size or volume?

Capacity

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What does reliability ensure?

The system is functioning correctly and providing accurate  
information

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What is an infrastructure built for notifying people in the event of an emergency?

Emergency notification service

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What does a business continuity plan typically include?

Which systems and business processes are critical and the  
maximum amount of time the company can continue to operate without functioning systems

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What are the three pressures driving sustainable MIS infrastructures?

Increases in electronic waste, energy waste, and carbon  
emissions

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When building a scalable system that can support new company developments what are the key factors to consider?

Anticipating expected and unexpected growth

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Which of the following describes how well a system can scale up, or adapt to the increased demands or growth?

Scalability

reliability reliability reliability reliability Addressing privacy concerns with RFID and LBS Bottom of Form

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