SECTIONA

1. Due to the emergence of the global economy, firms need to be able to use IT to
   i. Control far-flung global corporations
   ii. Create and distribute new knowledge and information
   iii. Deliver mass-customized products and services
   IV Operate 24 hours a day in different national environments.

   a. I and II only
   b. I and IV only
   c. II and IV only
   d. III and IV only —
   e. I only

2. Systems components responsible for further transformations of inputs or outputs at systems boundaries are called _____.
   a. System Outputs
   b. System Boundaries
   c. System Inputs
   d. Interfaces__
   e. Feedback

3. A system that records bank deposits from automatic teller machines or one that tracks the number of hours worked each day by employees in a factory is an example of a _____ level system.
   a. Operational__
   b. Knowledge
   c. Management
   d. Strategic
   e. Decision

4. What is the interactive, computer-based information system that collects data on transactions and operations?
   a. Transaction processing system__
   b. Decision support system
   c. Executive information system
   d. Expert system
   e. Management Information Systems

5. _____ is a measure of actual output against desired output.

   a. Equifinality
   b. Efficiency
   c. Effectiveness__
   d. Standard operating procedures
   e. Workflow management

6. The nesting of systems within systems is known as _____.
a. Systems structure
b. Systems hierarchy__
c. Holism
d. Supra system
e. System decomposition

7. _____ are primarily a recipient of data from lower-level systems.
a. MIS
b. DSS
c. KWS
d. ESS__
e. OAS

8. Match quality of information and how it is ensured using the following list
QUALITY HOW ENSURED (I)Reliable (iv) Can be used for a variety of purposes (ii)Relevant (v) Not overly complex to cause information overload (iii)Simple (vi) Understands user needs
a. (ii) and (vi)
b. (i) and (iv)
c. (iii) and (v)__
d. (ii) and (iv)
e. (iii) and (vi)

9. Which of these are features of flatter organizations?
i. Employees no longer work in an office.
ii. Senior managers are given greater decision-making authority than in the past.
iii. Employees work in teams.
iv. A manager's span of control is broadened.

a. I & II only
b. II & III only
c. III & IV only
d. I, II & III only
e. I, III & IV only

10. A critical feature of the existence of organizations is their capability to adapt in markets, etc. This is because organization are _____ systems.
a. Deterministic
b. Probabilistic
c. Dynamic
d. Continuous
e. Open

11. The entire set of relationships that shows the interactions between the various sub-systems and components of a system is referred to as the _____ of the system.
a. Organization

b. Hierarchy
c. Emergent properties
d. Behaviour
e. Structure

12. _____ level systems frequently require new data from outside the organisation, as well as from inside that cannot be drawn from existing operational-level systems.
a. Strategic
b. Knowledge
c. Management
d. Operational
e. Decision

13. The features which define and delineate a system constitute its _____.
a. interface
b. boundaries
c. environment
d. black box

14. Strategic information is needed for:
a. Day to day operations
b. Meeting government requirements
c. Long range planning
d. Short range planning
e. Internal control purposes

15. Interfaces take the form of:
a. inputs
b. outputs
c. operating systems
d. methods

16. A subsystem at the lowest level which has its inputs and outputs defined but not how the inputs are transformed to outputs is termed as a _____.
a. black box
b. module
c. suprasystem
d. units
e. grey box

17. The principal concern of _____ level systems is matching changes in the external environment with existing organisational capability.
a. Operational
b. Knowledge
c. Management
d. Strategic
e. Decision

18. An inventory system is an example of a _____ system.
I. probabilistic
II. deterministic
III. closed
IV. artificial

a. I and II only
b. I and III only
c. I and IV only
d. II and IV only
e. I, III and IV only

19. Information systems are _____ systems.
i. artificial
ii. open
iii. natural
iv. dynamic
a. i, ii, and iii only
b. i, ii and iv only
c. ii, iii and iv only
d. i and iv only
e. ii only

20. _____ is a measure of the extent to which a system achieves its goals.
a. Effectiveness
b. Efficiency
c. Standard operating procedure
d. Entropy
e. Holism

21. Which of the following is/are reason(s) that managers need IT support?
i. The number of alternatives is increasing
ii. Managers need to access remote information resources
iii. Decision makers are often in different locations
iv. Information technology is a fast changing field
a. i, ii & iii only
b. i, ii & iv only
c. ii, iii & iv only
d. ii & iii only
e. iii & iv only

22. By _____ large organisations can use information technology to achieve some of the agility and responsiveness of small organisations.
i. using inexpensive computer-aided design (CAD) software, and computer controlled machine tools

ii. using custom manufacturing systems that allow large factories to offer customized products in small quantities
iii. performing coordinating activities such as keeping track of inventory with very few clerks and managers
a. I & II only
b. I & III only
c. I only
d. II only
e. III only

23. _____ are decisions that must be made in situations where it is impossible to specify in advance most of the decision procedures to follow.
a. Structured decisions
b. Unstructured decisions
c. Rule-based decisions
d. Frames
e. Class decisions

24. Each organization has a fundamental set of assumption, values, and ways of doing things, that has been accepted by most of its members. This is called its _____.
a. Information Systems
b. Networks
c. Organizational cultures
d. Standard operating procedures
e. Organizational structures

25. A management information system is one which
a. is required by all managers of an organization
b. processes data to yield information of value in tactical management
c. provides operational information
d. allows better management of organizations
e. enables management to know how well the company is doing compared to their competitors.

26. The coarsest possible description of a system is called the _____ view of the system.
a. black box
b. module
c. Suprasystem
d. units
e. grey box

27. The 'round trip' of using output signals to modify input when there is a deviation from the expected signals is called a _____ loop.
a. Boundary
b. feedback

c. Negative feedback
d. Positive feedback
e. Delay

28. If system behaviour needs to be altered (reversed) in order for its output to move closer to the desired state, then we have a _____ loop.
a. Boundary
b. feedback
c. Negative feedback
d. Positive feedback
e. Delay

29. The slight delay before output can be "interpreted", consequent control changes effected and the system behaviour adjusted is called the _____.
a. lag
b. feedback
c. cybernetics
d. Positive feedback
e. Delay

30. Components of a system which can be regarded as smaller systems in their own right are called _____.
a. Mini-systems
b. Supra-systems
c. Sub-systems
d. Miniature-system
e. Siblings

31. The new type of business
i. is a flexible arrangement of specialists
ii. is less hierarchical
iii. delivers mass-produced products (or services)
iv. is decentralized

a. i and ii only
b. i and iv only
c. ii and iv only
d. iii and iv only

32. Which of these may be considered characteristics of Decision Support Systems?
i. Information requirements are known and stable
ii. They use sophisticated analysis and modeling tools.
iii. They allow users to initiate and control the input and output.

a. I & II only
b. I & III only
c. II & III only

d. I only
e. II only

33. Which of these types of applications will serve the operations personnel?
i. Graphics workstation
ii. Annual budgeting
iii. Order processing

a. I & II only
b. II & III only
c. I & III only
d. II only
e. III only

34. Which of these is/are not part of the main components of a CBIS?
i. Telecommunications
ii. Systems operations
iii. IT Administrators

a. I & II only
b. II & III only
c. I only
d. III only
e. None of the above

35. The general principle in decomposition which says that components are considered to be part of the same subsystem if they perform or are related to the same function is _____.
a. simplification
b. functional cohesion
c. Decoupling
d. simplification
e. factorization

36. The purpose of decision support systems is to:
a. Replace a manager's judgment during the decision-making process
b. Provide a predefined sequence of analysis during the process of problem solving
c. Provide interactive assistance during the process of problem solving
d. Automate a manager's decision-making process
e. None of the above

37. Groupware systems allows groups of people to work together on documents and also schedule meetings.
II. route electronic forms
III. develop shared databases
IV. create a collaborative meeting atmosphere

a. I and II only
b. I, III and IV only
c. II and III only
d. I, II and III only
e. I, II, III and IV

38. A typical _____ systems handle and manage documents, scheduling, and communication.
a. Transaction processing
b. Knowledge work
c. Office automation
d. Decision support
e. Management information

39. Information required by decision makers at the operational level of management have the following characteristics
I. Prespecified
II. Detailed
III. Wide Scope
IV. Internal

a. I and II only
b. II and III only
c. II, III and IV only
d. I, II and III only
e. I, II and IV only

40. The contemporary manager
I. relies on informal commitments and networks to establish goal
II. relies on a flexible arrangement of teams and individuals working in task forces
III. relies on a rigid division on labour
IV. appeals to loyalty to ensure the proper operation of a firm.

a. I & II only
b. I & II only
c. II & IV only
d. IV only
e. II only

41. Match quality of information and how it is ensured using the following list
QUALITY HOW ENSURED
(i) Accurate (iv) Include all data
(ii) Complete (v) Use correct input and processing rules
(iii) Timely (vi) Include all data up to present time

a. (i) and (v)
b. (ii) and (vi)

c. (iii) and (vi)
d. (i) and (iv)
e. (ii) and (v)

42. Contemporary business firms are to a large extent,
I. hierarchical
II. decentralized
III. flexible
IV. deliver mass-produced products and services
V. made up of generalists—

a. I, II, & III only
b. I, II & V only
c. I, III & V only
d. II, III & IV only
e. III, IV & V only

43. Information systems that monitor elementary day-to-day activities of the organization are known as _____ level systems.
a. Strategic
b. Knowledge
c. Management
d. Operational
e. Technical

44. _____ type of systems often produce as output, decision analysis and responses to queries.
a. ESS
b. DSS
c. MIS
d. KWS
e. TPS

45. A students' registration application system used during students' registration at the beginning of the semester in a university is a _____ system.
a. TPS
b. OAS
c. MIS
d. KWS

46. Which of these types of information systems use compressed transaction data from TPS and usually presents long reports that are produced on a regular basis?
a. TPS
b. OAS
c. MIS
d. KWS
e. ESS

47. _____ provide support for decisions and problems whose solutions cannot be specified in advance.
a. MIS
b. OAS
c. DSS
d. ESS
e. TPS

48. The purpose of _____ system is to help the business firm integrate new ideas into the business and to help the organization control the flow of paper work.
a. Operations level
b. Knowledge level
c. Managerial level
d. Strategic level

49. Which of these is/are likely to be Knowledge Work System(s)?
i. An engineering workstation
ii. An employee work attendance record system
iii. A 5-year sales trend forecasting
a. I & II only
b. I & III only
c. II & III only
d. I, II & III only
e. I only —

50. The new manager
i. relies on informal commitments and networks to establish goals –
ii. relies on a flexible arrangement of teams and individuals working in task forces
i. appeals to loyalty to ensure the proper operation of a firm.
a. I & II only —
b. I & III only
c. II & III only
d. II only
e. I, II & III

51. In a motor car manufacturing company the following type of information may be provided by an operational level system
a. Decision on introducing a new model
b. Scheduling production
c. Assessing competitor car
d. Computing sales tax collected —
e. Determining the fastest selling car models

52. Management Information Systems
i. Have an internal rather than an external orientation
ii. Have little analytical power

iii. Use sophisticated analysis and modeling tools
iv. Allows users to initiate and control the input and output

53. The measure for disorder or energy degradation.
a. Entropy
b. Emergent properties
c. Holism
d. Structure
e. Functional cohesion

54. The perspective which claims that many aspects of a system can be understood only in terms of its entirety, and not necessarily be reduced to the characteristics of its components, is called _____.
a. Holism
b. Reductionism
c. Systems theory
d. Emergent properties
e. System cohesion.

55. The principal function of a _____ level system is to answer routine questions and to track the flow of transaction through the organisation.
a. Operational
b. Knowledge
c. Management
d. Strategic
e. Decision

56. The level of detail with which you study a given system is called the _____.
a. Black box
b. Subsystem
c. Granularity
d. Cohesiveness
e. Lag

57. The fastest-growing applications in business today are workstations and office systems which are _____ level systems.

Knowledge-level systems

58. The interconnections and interactions between subsystems are termed _____.
a. boundaries
b. interfaces
c. data
d. feedback
e. links

59. Systems operate in a predictable manner.

a. Open
b. Close
c. Probabilistic
d. Deterministic
e. Dynamic

60. A system that designs promotional displays for a firm's products is definitely a(n) _____ level system of the sales function.
a. Strategic
b. Operational
c. Decision
d. Knowledge
e. Management

61. The traditional systems lifecycle

I. has a very formal division of labor between end-users and information systems specialists.

II. is suitable for applications that need a rigorous and formal requirements analysis.

III. discourages freezing of specifications early in the development.

a. I and II only

b. I and III only

c. II and III only

d. I only

62. The _____ stage of the system lifecycle determines whether or not the organization has a problem and whether or not the problem can be solved by launching a system project.

a. design

b. project definition

c. installation

d. system study

e. post implementation

63. The system lifecycle is

I. iterative

II. time-consuming

III. inflexible

IV. costly

a. I & II only

b. I & III only

c. I, II & III only

d. II, III & IV only

e. III & IV only

64. A prototype

I. is most useful when there is some uncertainty about requirements or design solutions

II. replaces unplanned work with planned iteration

III. is especially valuable for the design of end-user interfaces

IV. discourages end-user participation

a. I & II only

b. I, III & IV only

c. II & III only

d. III & IV only

e. I, II & III only

65. Some of the disadvantages of prototyping are

I. It may lack adequate testing

II. It may not easily accommodate large quantities of data in a production environment

III. Applications with extensive procedural logic and updating requirements cannot be handled

IV. It is likely that it may lack adequate requirements determination

a. I & II only

b. II & III only

c. II, III & IV only

d. I, II, III & IV

e. I, II & III only

66. _____ encourages intense end-user involvement throughout the system development lifecycle.

I. Traditional System lifecycle

II. End-user computing

III. Outsourcing

IV. Prototyping

a. I, III & IV only

b. II, III & IV only

c. I & III only

d. II & IV only

e. I & IV only

67. Application software packages are

I. for small desktop microcomputer systems

II. pre-designed, pre-tested and pre-maintained

III. supported by vendors

a. I & II only

b. I & III only

c. I only

d. III only

e. I, II & III

68. With _____ system building, user requirements may have to be molded to the features of the software.

a. outsourcing

b. end-user

c. prototyping

d. traditional systems lifecycle

e. application software package

69. A detailed list of questions submitted to vendors of packaged software to enable them evaluate the available packages in order to made a selection is known as _____.

a. Evaluation criteria

b. Package evaluation

c. Evaluation list

d. Request for evaluation

e. Request for proposal

70. Information centers that provide support for end-users

i. prevent the creation of redundant applications

ii. establish and enforce standards for hardware and software

iii. contract computer center operations or applications development to external vendors

iii. promote data sharing and minimize integrity problems

a. ii, iii & iv only

b. i, ii & iv only

c. i & iii only

d. ii & iv only

e. i & iv only

71. Which of the following system development approaches can lead to a proliferation of uncontrolled information systems?

a. outsourcing

b. prototyping

c. traditional systems lifecycle

d. application software package

e. end-user development

72. Which of the following system development approaches can lead to the loss of control over the information systems function?

a. outsourcing

b. prototyping

c. traditional systems lifecycle

d. application software package

e. end-user development

73. The entire set of relationships between various sub-systems which contribute to the overall behavior of the system is referred to as the _____ of the system.

a. relationships

b. interfaces

c. hierachy

d. structure

e. emergent properties

74. _____ is often expressed in the saying that "a system is more than the sum of its parts"

a. Efficiency

b. Effectiveness

c. Systems view

d. Holism

e. Reductionism

75. _____ is the measure for disorder or energy degradation.

a. Feedback

b. Entropy

c. Holism

d. Reductionism

e. Equifinality

76. When information systems development for applications is measured by adherence to budget and development standards, this is a measure of _____.

a. Control

b. Standards

c. Project management

d. Effectiveness

e. Efficiency

77. Which level of managerial decision making are made up of business professionals in self-directed teams as well as business unit managers who develop short and medium-range plans, schedules, and budgets?

a. Operational management

b. Tactical management

c. Knowledge management

d. Strategic management

e. Executive management

78. If you can check information to make sure that it is correct, perhaps by checking many different sources for the same information, then it is _____.

a. Secure

b. Accurate

c. Reliable

d. Complete

e. Verifiable

79. Which of these is most closely associated with system control?

a. boundary

b. environment

c. feedback

d. interface

e. outputs

80. Which of these is the most personalized?

a. data-processing systems

b. decision support systems

c. expert systems

d. management information systems

e. office automation systems

81. Which of these systems allows management to think about strategic problems?

a. group decision support systems.

b. expert systems.

c. management information systems.

d. executive support systems.

e. decision support systems

82. When groups need to work together to make semistructured or unstructured decisions, a solution is to use a(n):

a. executive support system.

b. group decision support system.

c. expert system.

d. knowledge work system.

e. Neural nets

83. The nesting of systems within systems and within systems is referred to as system _____.

a. emergent properties

b. interfaces

c. hierachy

d. structure

e. design

84. Which of these focuses primarily on supporting information and knowledge work?

I. Artificial intelligence systems

II. Office automation systems

III. Data mining systems

a. I only

b. I and II only

c. II and III only

d. I and III only

e. I, II & III

85. Which of these are not considered part of office automation system?

I. document creation and processing

II. codified knowledge

III. high speed digital communication service

IV. powerful workstation

a. I and II only

b. II and III only

c. III and IV only

d. II and IV only

e. IV only

86. A document imaging system may include _____.

I. High resolution scanners

II. Workstations and disk

III. Index servers

IV. Optical disk drivers

a. I and II only

b. I and III only

c. II and III only

d. I, II and III

e. I, II, III and IV

87. Knowledge workers perform the following roles.

I. Serve as internal consultants on the areas of their knowledge

II. Manage documents including document creation, storage, retrieval and dissemination

III. Keep the organizations up-to-date in knowledge as it develops in the external world.

IV. Acts as change agents - evaluating, initiating and promoting change projects

a. I and II only

b. I and III only

c. II and III only

d. III and IV only

e. I, III and IV

88. Which of these is true of DSS? It _____.

I. makes use of sophisticated analytical models

II. supports group organizational decision-making

III. can support semi-structured decision making

IV. is used to organize and evaluate ideas.

a. I & II only

b. I & III only

c. I, II & III only

d. I, II, & IV only

e. I, II, III & IV only

89. Groupware systems allows groups of people to work together on documents and also schedule meetings

II. route electronic forms

III. develop shared databases

IV. create and provide a collaborative meeting atmosphere

a. I and II only

b. II and III only

c. I and IV only

d. I, II and III only

e. I, III and IV only

90. Existing artificial intelligence systems

I. are based on human expertise and knowledge

II. do come up with new and novel solutions to problems.

III. lack the common sense and generality of human beings

IV. lack the ability to create metaphors and analogies

a. I and II only

b. II and IV only

c. III and IV only

d. I, II and III only

e. I, III and IV only

91. The most important factors in DSS success are

I. Its use of sophisticated IT

II. Novelty of application

III. User training and involvement in its development

a. I and II only

b. I and III only

c. II and III only

d. I, II and III only

e. III only

92. For a good quality and effective meeting, one can turn to _____:

I. Executive Support Systems

II. Decision Support Systems

III. Group Decision Support Systems

IV. Groupware

a. I and II only

b. II and III only

c. III and IV only

d. II and IV only

e. III only

93. An electronic meeting system will have

I. Workstations

II. File Server

III. Overhead projectors

a. I and II only

b. I and III only

c. II and III only

d. I, II and III

e. III only

94. Which models ask 'What if' questions repeatedly to determine the impact of changes in one or more factors or outcomes?

a. Statistical models

b. Optimization models

c. Forecast models

d. Sensitivity analysis models

d. None of the above

95. Which of these GDSS tools aid meeting organizers in pre-meeting planning?

I. Group Dictionaries

II. Electronic brainstorming tools

III. Electronic questionnaires

a. I only

b. II only

c. III only

d. I and II only

e. II and III only

96. Which of these GDSS software tools allows individuals to simultaneously and anonymously contribute ideas on the topic of a meeting?

I. Electronic questionnaires

II. Electronic brainstorming tools

III. Idea organizers

a. I only

b. II only

c. III only

d. I and II only

e. II and III only

97. When a feedback loop reinforces the current behaviour of a system, this is referred to as _____.

a. feedback

b. feedback control

c. cybernetics

d. negative feedback

e. positive feedback

98. Which of the following is not a characteristic of a TPS?

a. Small amounts of data are processed

b. Sources of data are mainly internal

c. There is low computational complexity

d. There is high level of accuracy, data integrity, and security

e. There is high level of detail

99. Which of the following is not a characteristic of a structured decision?

a. Its routine

b. Structured solution exists

c. Human intuition is involved

d. Known algorithms provide solution

e. Its repetitive

100. A system that exhibits more activity is said to be _____.

a. Open

b. Artificial

c. Continuous

d. Deterministic

e. Dynamic

101. The general principle in decomposition which assumes that components are considered to be part of the same subsystem if they perform or are related to the same function is _____.

a. simplification

b. functional cohesion.

c. Decoupling

d. suboptimization

e. factorization

102. The following are examples of business intelligence tools.

I. Enterprise Resource Planning

II. Knowledge management systems

III. Transaction Processing Systems

IV. Online Analytical Processing

a. I & II only

b. I & III only

c. II & III only

d. III & IV only

e. II & IV only

103. "Flatter organizations"

I. Is synonymous with virtual organizations

II. Have lower-level employee being given greater decision making authority

III. Have automated work processes and procedures

a. I & II only

b. I & III only

c. II & III only

d. II only

e. I, II & III

104. Which of the following characteristics do data in Transaction Processing Systems have? They are:

I. processed in distributed fashion

II. routine and recur often

III. processed only in batch mode

IV. organized to provide quick answers to user queries

a. I & II only

b. I & III only

c. II & III only

d. II & IV only

e. III & IV only

105. _____ refers to the ability to look at the database from different viewpoints.

a. Consolidation

b. Slicing and dicing

c. Data mining

d. Knowledge discovery

e. Drill-down

106. The following are all examples of TPS except _____

a. Hotel Reservation Systems

b. Inventory Control Systems

c. Shipping

d. Employee Record Keeping

e. Sales order entry

107. Which of these types of Information Systems is used by middle managers?

i. MIS

ii. DSS

iii. KWS

iv. ESS

a. I and II only

b. I and III only

c. I and IV only

d. II only

e. IV only

108. Which of these types of information systems use compressed transaction data from TPS and usually presents long reports that are produced on a regular basis?

a. TPS

b. OAS

c. MIS

d. KWS

e. ESS

109. _____ provide support for decisions and problems whose solutions cannot be specified in advance.

a. MIS

b. OAS

c. DSS

d. ESS

e. GDSS

110. Data mining is used to aid in

a. operational management

b. analyzing past decision made by managers

c. detecting patterns in operational data

d. retrieving archival data

e. providing fast access to massive amounts of data

111. _____ is the distribution of processed information to the people or activities where it will be used.

a. Networks

b. Groupware

c. Output

d. Feedback

e. Interface

112. Which of these is true of Management level systems?

I. Some tend to focus on less structured decisions for which information requirements are not clear.

II. They provide periodic reports rather than instant information on operations

III. They match changes in the external environment with existing organizational capabilities.

a. I and II only

b. I and III only

c. II and III only

d. I only

e. II only

113. The purpose of _____ system is to help the business firm integrate new ideas into the business and to help the organization control the flow of paper work.

a. Operations level

b. Knowledge level

c. Managerial level

d. Strategic level

e. Transaction level

114. Information systems may be considered as _____ systems.

I. Open

II. Artificial

III. Deterministic

IV. Static

a. I, II, and III only

b. I, II and III, IV

c. II, III and IV only

d. I and III only

e. I and II only

115. The interconnections and interactions between subsystems are termed _____.

a. boundaries

b. interfaces

c. data

d. feedback

e. input/output

116. The features which define and delineate a system form it's _____.

a. interface

b. boundaries

c. environment

d. black box

e. process

117. A subsystem at the lowest level which has its inputs and outputs defined but not how the inputs are transformed to outputs are termed as a _____.

a. black box

b. module

c. suprasystem

d. units

e. components

118. A system that designs promotional display for a firm's product should be a _____ level system under the sales function.

a. Operational

b. Strategic

c. Management

d. Knowledge

e. Transaction

119. Which of these are considered as knowledge assets?

I. Knowledge-intensive technology

II. Financial assets

III. Core competencies

a. I & II only

b. I & III only

c. II & III only

d. I, II, & III only

e. I only

120. The fastest-growing Information Systems applications for over a decade has been

I. Transaction processing systems

II. Office automation systems

III. Professional work systems

a. I & II only

b. I & III only

c. II & III only

d. I, II, & III only

e. II only

121. Compared to data workers, knowledge workers

I. routinely exercise independent judgment.

II. process data into information for research

III. are members of professional organizations

IV. are responsible for office activities.

a. I & II only

b. II & III only

c. III & IV only

d. I & III only

e. I & IV only

122. Knowledge work systems require

I. quick and easy access to external databases

II. great computing power to rapidly handle complex calculations and sophisticated graphics

III. expert systems

IV. user-friendly interface

a. I, II & III only

b. I, II & IV only

c. II, III & IV only

d. I, & II only

e. II & IV only

123. _____ systems automate the creation and revision of design, using computers and sophisticated graphics software.

a. CAD

b. CAM

c. Virtual reality

d. Expert

e. Desktop publishing

124. The basic components of a DSS include

I. a model base

II. a database

III. a inference engine

IV. an intranet

a. I & II only

b. II & III only

c. II, III & IV only

d. I, II, & III only

e. III only

125. Which of these models of DSS would use linear programming to determine the best resources allocated to maximize or minimize specific variables such as cost or time?

a. sensitivity analysis models

b. forecasting models

c. decision models

d. regression analysis models

e. optimization models

126. Specific GDSS software tools include the following

I. Digital imaging tools

II. Electronic brainstorming tools

III. Group dictionaries

a. I & II only

b. I & III only

c. II & III only

d. I, II, & III only

e. I only

127. The new manager relies on

I. informal commitments and networks to establish goals

II. a flexible arrangement of teams and individuals working in task forces

III. nearly instant information.

a. I & II only

b. I & III only

c. II & III only

d. II only

e. I, II & III

128. The managers' conventional responsibilities include

I. perceiving business challenges in the environment

II. Setting the organizational strategy for responding to challenges,

III. creating new products and services

a. I & II only

b. I & III only

c. II & III only

d. III only

e. I, II & III

129. For a large organisations to achieve some of the agility and responsiveness of small organisations information technology can be use to

I. analyzing massive databases of customers purchasing records to know their customers' needs and preferences as easily as local merchants

II. control tools that provide the precision, speed and quality of giant manufacturers.

III. keeping track of inventory with very few clerks and managers

a. I & II only

b. I & III only

c. II & III only

d. I only

e. I, II & III

130. Interorganisational systems that provide services to multiple organisations by linking together many buyers and sellers create an electronic market that provide lowered cost for typical market transactions such as

I. advertising

II. establishing prices

III. ordering goods

IV. selecting suppliers

a. I & III only

b. II & IV only

c. I, II & III only

d. II, III & IV only

e. I, II, III & IV