Experiencing MIS, 9e **(Kroenke)**
Chapter Extension 15 International MIS

1) Which of the following statements is TRUE of the international business scenario?
A) After the dot-com bust, optical fiber was extremely scarce and expensive.
B) After the fall of the Soviet Union, the economies of Russia and Western Europe closed their markets to the world.
C) With the popularity of the Internet, the economies of North America and Europe became less integrated.
D) With the popularity of the Internet, the Chinese economy became more open to the world.
Answer: D
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

2) How has the global economy changed the competitive environment?
A) Suppliers are not required to reach a wide range of customers.
B) Customers now have less access to information about substitutes.
C) It has intensified rivalry by increasing product and vendor choices.
D) It has made it easier for new market entrants in all fields to penetrate the market.
Answer: C
AACSB: Analytical Thinking
Difficulty: 2: Moderate
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

3) In the current age, global economy changes competitive strategies because it _____.
A) enables unprecedented product differentiation
B) makes communication between a company and its customer one-sided
C) reduces the risk that a company has to bear
D) eliminates the need for localizing products
Answer: A
AACSB: Analytical Thinking
Difficulty: 2: Moderate
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

4) How does the global economy change value chains and business processes?
A) World time differences enable global virtual companies to operate 24/7.
B) Overseas outsourcing is no longer an attractive option.
C) It makes it difficult for an international company to conduct sales and marketing efforts locally.
D) It makes it mandatory for the manufacturing activities to be carried out from the home country.
Answer: A
AACSB: Diverse and Multicultural Work Environments
Difficulty: 2: Moderate
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

5) With the fall of the Soviet Union, the economies of Russia and Eastern Europe became alienated from the rest of the world market.
Answer: FALSE
AACSB: Analytical Thinking
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

6) The global economy has intensified rivalry by increasing product and vendor choices and by accelerating the flow of information about price, product, availability, and service.
Answer: TRUE
AACSB: Analytical Thinking
Difficulty: 1: Easy
Course LO: Discuss the key issues involved in managing the components of IT infrastructure.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

7) The size of the world economy, combined with the Internet, limits product differentiation.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

8) Due to information systems, any value chain activity can be performed from anywhere in the world.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Explain how IS can be used to gain and sustain competitive advantage.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

9) World time differences restrict global virtual companies from operating 24/7.
Answer: FALSE
AACSB: Analytical Thinking
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

10) How does the global economy change competitive strategy?
Answer: The emerging global economy changes thinking about competitive strategies in two major ways. First, the sheer size and complexity of the global economy means that any organization that chooses a strategy allowing it to compete industry-wide is taking a very big risk. Competing in many different countries, with products localized to the language and culture of those countries, is an enormous and expensive task.
The second major way today's world economy changes competitive strategies is that its size, combined with the Internet, enables unprecedented product differentiation.
AACSB: Analytical Thinking
Difficulty: 2: Moderate
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

11) The emergence of _____ technologies has made it easier for companies all over the world to obtain the latest in server technology.
A) international cloud
B) big data
C) data mining
D) distributed database
Answer: A
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

12) Joe's company has set up a new branch in a small town in Spain. He is working on translating Microsoft Outlook into Spanish to help the new recruits from the town learn how to use the program. Joe is involved in the process of _____.
A) differentiating
B) stringing
C) localizing
D) optimizing
Answer: C
AACSB: Reflective Thinking
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Application

13) Which of the following statements is TRUE about the issues to be addressed when localizing a computer program?
A) When translating a user interface for a program, the entire user interface, except the icons, will need to be changed.
B) Programming techniques can be used to simplify and reduce the cost of localization.
C) Forms and reports should be localized in a manner that does not necessitate redesigning an entire document.
D) The help text should always be maintained in English.
Answer: B
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the key issues involved in managing the components of IT infrastructure.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

14) Which of the following statements is TRUE of localizing?
A) Translating documents is less expensive, but more time consuming than localizing computer programs.
B) Localizing computer programs primarily involves translating documents from one language to another.
C) Localization of computer programs should be planned from the beginning.
D) Localizing computer programs is easier than translating documents.
Answer: C
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

15) Which of the following is an issue related to global databases?
A) Data transmission speeds are often too slow to process data from a single geographic location.
B) A single database increases data integrity problems.
C) A single database is ideal for companies that use multiple languages.
D) With a single database, it is not possible to have an integrated view of a customer or an organization's operations.
Answer: A
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

16) SPZ Imports, a multinational company, has offices located in five countries. Each office processes a single database that resides at each location. Which of the following types of databases does SPZ use?
A) clustered database
B) distributed database
C) external database
D) hypermedia database
Answer: B
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Application

17) PL Constructions Inc. uses the distributed database processing system in all its international locations. If the databases in all the locations contain copies of the same data, it can be said that PL Constructions uses a _____.
A) mirrored database
B) redundant database
C) replicated database
D) partitioned database
Answer: C
AACSB: Reflective Thinking
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Application

18) If a distributed database divides the database into nonoverlapping segments, it is called a(n) _____ database.
A) mirrored
B) replicated
C) independent
D) partitioned
Answer: D
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

19) Which of the following is an advantage of functional systems?
A) They facilitate the integration of data across various business functions.
B) Two order-processing functional systems located in two different countries need not accommodate language and culture differences in a single system.
C) They ensure that organizations do not suffer from islands of automation.
D) They solve the problems of data isolation by integrating data into a database that provides a comprehensive and organization-wide view.
Answer: B
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

20) Which of the following statements is TRUE of inherent processes?
A) Creating an accurate as-is international process management model is inexpensive and easy.
B) Determining the criteria to be used for evaluating the alternative international processes takes little time.
C) Each software product assumes that the software will be used by people filling particular roles and performing their actions in a certain way.
D) It is likely that international business processes will be developed more like intra-department business processes.
Answer: C
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

21) The human components, such as procedures and people, are affected by language and culture.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

22) Information systems procedures, unlike business processes, need not reflect local cultural values and norms.
Answer: FALSE
AACSB: Diverse and Multicultural Work Environments
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

23) To localize a computer program, all you need to do is hire a translator to convert it from one language to another.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

24) International companies that have a single database must declare a single language for the company.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

25) Cross-functional, integrated systems, such as Enterprise Resource Planning (ERP), add to the problems of data isolation.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the key issues involved in managing the components of IT infrastructure.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

26) Differences in language, culture, norms, and expectations compound the difficulties of international process management.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the key issues involved in managing the components of IT infrastructure.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

27) What are the issues that have to be addressed when localizing a computer program?
Answer: The process of making a computer program work in a second language is called localizing.
The following issues have to be addressed while localizing a computer program:
a. The user interface, including menu bars and commands, has to be translated.
b. The labels in forms, reports, and query prompts have to be translated and possibly redesigned.
c. All documentation and help text have to be translated.
d. All the diagrams and examples in the help text have to be redrawn and translated.
e. All the error messages have to be translated.
f. The text in all message boxes has to be translated.
g. Sorting order for the different character sets has to be adjusted.
h. Special problems in Asian character sets and in languages that read and write from right to left have to be fixed.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the key issues involved in managing the components of IT infrastructure.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

28) What are the problems of inherent processes?
Answer: Each software product assumes that the software will be used by people filling particular roles and performing their actions in a certain way. ERP vendors justify this standardization by saying that their procedures are based on industry-wide best practices and that the organization will benefit by following these standard processes. This statement may be true, but some inherent processes may conflict with cultural norms. If they do, it becomes difficult for the management to convince the employees in such cultures to follow those inherent processes. Differences in language, culture, norms, and expectations compound the difficulties of international process management. Just creating an accurate as-is model is difficult and expensive in itself; developing alternative international processes and evaluating them becomes incredibly challenging. With cultural differences, it becomes difficult to determine what criteria should be used for evaluating the alternatives and also for performing the evaluation.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the key issues involved in managing the components of IT infrastructure.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Concept

29) Which of the following was a consequence of Henry Ford's unprecedented move of increasing his workers' pay?
A) The workers left Ford's company in search of better standards of living.
B) The price of the automobiles increased dramatically.
C) The demand for Ford's automobiles increased.
D) Ford's company suffered a huge loss due to the increased expenses.
Answer: C
AACSB: Analytical Thinking
Difficulty: 2: Moderate
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

30) Because of the _____ effect, a dollar spent will contribute two or three dollars of activity to the economy.
A) distribution
B) bullwhip
C) butterfly
D) accelerator
Answer: D
AACSB: Analytical Thinking
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

31) Information systems increase inventories.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

32) Information systems are used to reduce or eliminate the bullwhip effect, hence, saving costs.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the key issues involved in managing the components of IT infrastructure.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

33) Information systems support just-in-time (JIT) inventory techniques.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

34) The accelerator effect can increase the demand for a product.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

35) How do global information systems affect supply chain profitability?
Answer: Global information systems increase supply chain profitability. Supply chain performance is driven by four factors: facilities, inventories, transportation, and information. Every one of these drivers is positively affected by global information systems. Because of global information systems, facilities can be located anywhere in the world.
Information systems reduce inventories and hence save costs. They can be used to reduce or eliminate the bullwhip effect. They also support just-in-time (JIT) inventory techniques worldwide. Information systems allow businesses to choose the delivery option that optimizes the value they generate. Finally, global information systems produce comprehensive, accurate, and timely information.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

36) Operating information systems (IS) internationally can be problematic because of different physical environments.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-4: What Are the Security Challenges of International IS?
Classification: Concept

37) Which of the following is TRUE of the challenges of international information systems (IS) management?
A) Standardizing business processes is a good method to overcome the challenges posed by international IS management.
B) Running hardware using the cloud in different countries poses a problem.
C) The procedures for using a customer relationship management system remain the same irrespective of the country where it is used.
D) The purpose and the scope of a system are determined in the requirement analysis stage of the software development life cycle.
Answer: A
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-5: What Are the Challenges of International IS Management?
Classification: Concept

38) The purpose and scope of a system are determined in the systems definition stage of the Systems Development Life Cycle (SDLC).
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-5: What Are the Challenges of International IS Management?
Classification: Concept

39) In the context of combatting the challenges of international information systems (IS) management, defining a set of standard business processes requires conversion of the organization to different work processes.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-5: What Are the Challenges of International IS Management?
Classification: Concept

40) The development rate of international information systems varies among countries and cultures.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-5: What Are the Challenges of International IS Management?
Classification: Concept

41) What are the challenges of international information systems (IS) management?
Answer: Managing a global information systems development project is difficult because of project size and complexity.
Project integration is difficult because international development projects require the complex integration of results from distributed workgroups. Also, task dependencies can span teams working in different countries, increasing the difficulty of task management.
Time management becomes difficult because teams in different cultures and countries work at different rates. Some cultures have a 35-hour work week, and some have a 60-hour work week. Some cultures expect 6-week vacations, and some expect 2 weeks. Some cultures thrive on efficiency of labor, and others thrive on considerate working relationships. Thus, there is no standard rate of development for an international project.
In terms of cost, different countries and cultures pay vastly different labor rates. Using critical path analysis, managers may choose to move a task from one team to another. Doing so, however, may substantially increase costs. Thus, management may choose to accept a delay rather than move work to an available but more expensive team. The complex trade-offs that exist between time and cost become even more complex for international projects.
Quality and human resources are also more complicated for international projects. Quality standards vary among countries. Thus, the integration of programs of varying quality results in an inconsistent system.
Worker expectations vary among cultures and nations. Compensation, rewards, and worker conditions vary, and these differences can lead to misunderstandings, poor morale, and project delays.
Because of these factors, effective team communication is exceedingly important for international projects, but because of language and culture differences and geographic separation, such communication is difficult. Effective communication is also more expensive.
Finally, project procurement is complicated by the normal challenges of international commerce.
AACSB: Information Technology
Difficulty: 3: Challenging
Course LO: Discuss the key issues involved in managing the components of IT infrastructure.
Learning Obj: LO CE15-5: What Are the Challenges of International IS Management?
Classification: Concept

42) To compete in a global economy, companies must adopt the English language.
Answer: FALSE
AACSB: Analytical Thinking
Difficulty: 1: Easy
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

43) The _____ has enabled new market entrants.
A) supply chain
B) use of globalization
C) Internet
D) economy
Answer: C
AACSB: Analytical Thinking
Difficulty: 1: Easy
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

44) Which of the following has allowed global virtual companies to operate 24/7?
A) world time differences
B) customization
C) the Internet
D) low-cost, well educated professionals
Answer: A
AACSB: Analytical Thinking
Difficulty: 2: Moderate
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

45) Which of the following is NOT a factor when addressing localizing of a computer program?
A) document translation
B) fix special problems in Asian character sets
C) Is the machine a PC or MAC?
D) redraw examples in help text
Answer: C
AACSB: Reflective Thinking
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Application

46) A single database is not possible if a company uses multiple languages.
Answer: TRUE
AACSB: Reflective Thinking
Difficulty: 1: Easy
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Application

47) Peter has decided that the lack of integrating functional systems is advantageous to his global company because _____.
A) it is cheaper to have separate systems
B) the company does not have to deal with foreign contractors
C) there is not away to share data anyway
D) the company won't have to deal with cultural differences
Answer: D
AACSB: Reflective Thinking
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Application

48) Information systems affect supply chain profitability by _____.
A) increasing inventories
B) checks and balances
C) eliminating the bullwhip effect
D) adding more vendors to the supply chain
Answer: C
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

49) Social media helps international businesses by allowing them to keep in touch with all of their customers.
Answer: FALSE
AACSB: Analytical Thinking
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

50) Information systems help supply management by making production instantaneous for a product.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

51) All of these are security challenges of international information systems (IS) EXCEPT
_____.
A) the legal environment
B) encryption
C) distribution of content
D) exchange currencies
Answer: D
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-4: What Are the Security Challenges of International IS?
Classification: Concept

52) Bribery is an unacceptable practice all over the world.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-4: What Are the Security Challenges of International IS?
Classification: Concept

53) List and provide at least one example dealing with security challenges of International IS
companies.
Answer: 1) Legal environment. There are differences in the legal environment of different
countries including areas such as encryption, distribution of content, and personal privacy. 2)
Physical security can include threats such as natural disaster, geopolitical risks, civil unrest, and
terrorist attacks. 3) Cultural norms are different in various countries. For example, in some
countries bribery is okay and there can be different management styles.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-4: What Are the Security Challenges of International IS?
Classification: Concept

54) Size and complexity make international IS management challenging.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-5: What Are the Challenges of International IS Management?
Classification: Concept

55) List the challenges for international IS project management?
Answer: Project integration, scope, time, cost, quality, human resources, communications, risk, and procurement.
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-5: What Are the Challenges of International IS Management?
Classification: Concept

56) All of the following are operational challenges in International IS operations EXCEPT _____.
A) integration of similar but different systems
B) different customer support systems
C) a lack of common language
D) outsourcing
Answer: B
AACSB: Information Technology
Difficulty: 2: Moderate
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-5: What Are the Challenges of International IS Management?
Classification: Concept

57) Mobile subscriptions far outweigh fixed subscriptions, especially in developing countries.
Answer: TRUE
AACSB: Analytical Thinking
Difficulty: 1: Easy
Course LO: Describe the effects of e-commerce on the modern business world.
Learning Obj: LO CE15-1: How Does the Global Economy Affect Organizations and Processes?
Classification: Concept

58) What is the latest language IBM artificial intelligence platform Watson is learning?
A) English
B) Spanish
C) Italian
D) Korean
Answer: D
AACSB: Reflective Thinking
Difficulty: 2: Moderate
Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.
Learning Obj: LO CE15-2: What Are the Characteristics of International IS Components?
Classification: Application

59) We currently do not have a comprehensive understanding how social media affects international business.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-3: How Do Inter-Enterprise IS Facilitate Globalization?
Classification: Concept

60) What is the Investigatory Powers Act 2016?
A) An agreement between Apple and the FBI for Apple to unlock suspicious iPhones.
B) The ability for a government to demand companies remove content.
C) The protection for citizens preventing them to be digitally searched.
D) An act that requires companies to remove encryption when asked by law enforcement.
Answer: D
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-4: What Are the Security Challenges of International IS?
Classification: Concept

61) In 2018, the EU passed a comprehensive privacy law named _____ that lets people request their online data and limits how businesses can use customer data.
A) Investigatory Powers Act
B) The End-to-End encryption Act
C) The Snooper's Charter Act
D) General Data Protection Regulation (GDPR)
Answer: D
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-4: What Are the Security Challenges of International IS?
Classification: Concept

62) All of the following are incidents that can occur to the physical environment internationally EXCEPT _____.
A) co-working office spaces creation
B) outright seizure
C) civil unrest
D) flooding
Answer: D
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-4: What Are the Security Challenges of International IS?
Classification: Concept

63) Because of differences in cultural norms, safeguards need to be chosen and evaluated on a culture-by-culture basis.
Answer: TRUE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-4: What Are the Security Challenges of International IS?
Classification: Concept

64) International IS project management costs are easy to calculate because each country has similar labor rates.
Answer: FALSE
AACSB: Information Technology
Difficulty: 1: Easy
Course LO: Discuss the role of information systems in supporting business processes.
Learning Obj: LO CE15-5: What Are the Challenges of International IS Management?
Classification: Concept