

Experiencing MIS, 9e (Kroenke)

Chapter 11 Information Systems Management

1) _____ is a title given to the principal manager of an organization's IS department.

- A) Chief executive officer
- B) Chief technology officer
- C) Chief information officer
- D) Chief operating officer

Answer: C

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

2) Which of the following staff functions is at the top-most level of a typical senior-level reporting relationship?

- A) chief information officer (CIO)
- B) chief operating officer (COO)
- C) chief technology officer (CTO)
- D) chief financial officer (CFO)

Answer: B

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

3) In an organization, the IS department's principal manager is called the _____.

- A) chief information officer
- B) chief executive officer
- C) chief technology officer
- D) chief operating officer

Answer: A

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

4) In organizations where primary information systems support only accounting activities, a reporting arrangement wherein the chief information officer reports to the _____ is practical.

- A) chief executive officer
- B) chief operating officer
- C) chief financial officer
- D) chief technology officer

Answer: C

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

5) In organizations that operate significant nonaccounting information systems, such as manufacturers, a reporting arrangement wherein the chief information officer reports to the _____ is more common and effective.

- A) chief technology officer
- B) chief financial officer
- C) chief security officer
- D) chief executive officer

Answer: D

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

6) An organization that wishes to leverage the power of social media and elastic cloud opportunities to help accomplish its goals and objectives should ideally turn to the _____ group within its IT department for information.

- A) operations
- B) development
- C) technology
- D) data administration

Answer: C

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

7) The _____ evaluates new technologies, new ideas, and new capabilities and identifies those that are most relevant to the organization.

- A) chief financial officer
- B) supply chain manager
- C) human resource manager
- D) chief technology officer

Answer: D

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

8) The _____ group investigates new information systems and determines how the organization can benefit from them.

- A) outsourcing relations
- B) development
- C) technology
- D) operations

Answer: C

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

9) The _____ group manages the computing infrastructure, including individual computers, in-house server farms, networks, and communications media.

- A) technology
- B) operations
- C) development
- D) outsourcing relations

Answer: B

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

10) The _____ group within the information systems (IS) department manages the process of creating new information systems as well as maintaining existing information systems.

- A) technology
- B) operations
- C) development
- D) data administration

Answer: C

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

11) Which of the following statements is TRUE of the development group of a company's information systems (IS) department?

- A) The size and structure of the group depends on whether programs are developed in-house or outsourced.
- B) An important function of this group is to monitor user experience and respond to user problems.
- C) This group plays a major role in organizations that have negotiated outsourcing agreements with other companies to provide equipment, applications, or other services.
- D) The purpose of this group is to protect data and information assets by establishing data standards and data management practices and policies.

Answer: A

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

12) If a company's information systems (IS) related programs are not developed in-house, then the development group of the IS department will be staffed primarily by _____.

- A) test engineers
- B) systems analysts
- C) technical writers
- D) programmers

Answer: B

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

13) Which of the following is TRUE if the development group of a company's information systems (IS) department is staffed primarily by programmers, test engineers, technical writers, and other development personnel?

- A) The company develops programs in-house.
- B) The company has a separate department for data warehousing.
- C) The company has security issues with the department.
- D) The company contracts work to other companies.

Answer: A

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

14) The _____ group's purpose is to protect information assets by establishing standards and management practices and policies.

- A) outsourcing relations
- B) operations
- C) development
- D) data administration

Answer: D

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

15) Which of the following is a responsibility of a systems analyst?

- A) advising the chief information officer on emerging technologies
- B) determining system requirements
- C) monitoring and fixing computer networks
- D) managing the IT department

Answer: B

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

16) A _____ designs and writes computer codes.

- A) technical writer
- B) systems analyst
- C) programmer
- D) business analyst

Answer: C

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

17) A _____ monitors, maintains, fixes, and tunes computer networks.

- A) technical writer
- B) network programmer
- C) PQA test engineer
- D) network administrator

Answer: D

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

18) A _____ performs a wide range of activities such as programming, testing, database design, communications and networks, project management, and is required to have an entrepreneurial attitude.

- A) systems analyst
- B) consultant
- C) small-scale project manager
- D) database administrator

Answer: B

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

- 19) Which of the following is a responsibility of a small-scale project manager?
- A) initiate, plan, manage, monitor, and close down projects
 - B) develop test plans, design and write automated test scripts, and perform testing
 - C) advise the chief information officer, executive group, and project managers on emerging technologies
 - D) help users solve problems and provide training

Answer: A

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

- 20) Protection of information assets is a major function of an information systems (IS) department.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

- 21) The structure of an information systems (IS) department typically remains unchanged among organizations.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

- 22) The responsibilities of a chief information officer are the same as those of a chief technology officer.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

23) It is a chief technology officer's responsibility to identify new technologies relevant to an organization.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

24) An operations group within an IT department may include programmers, test engineers, and technical writers.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

25) An information systems (IS) department is responsible for adapting infrastructure and systems for new business goals.

Answer: TRUE

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

26) An important function of the development group of a company's information systems (IS) department is to monitor user experience and respond to user problems.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

27) The purpose of an outsourcing relations department is to negotiate agreements with other companies to provide equipment, applications, or other services.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

28) In the context of information systems, maintenance means fixing problems or adapting existing information systems to support new features and functions.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

29) Information technology concerns products, techniques, procedures, and designs of computer-based technology.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

30) Information technology must be placed into the structure of the information systems (IS) before an organization can use it.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

31) A technical writer writes program documentation, help-text, procedures, job descriptions, and training materials.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

32) Large-scale project managers require deeper project management knowledge than small-scale managers.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

33) A user support representative installs software and repairs computer equipment.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

34) A systems analyst monitors, fixes, and tunes computer networks.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

35) A salesperson's responsibility is to design and write computer programs.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

36) A database administrator's responsibility is to design and write automated test scripts.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

37) What are the major functions of an information systems (IS) department?

Answer: The major functions of an information systems department are to:

- plan the use of information systems (IS) to accomplish organizational goals and strategy
- manage outsourcing relationships
- protect information assets
- develop, operate, and maintain the organization's computing infrastructure
- develop, operate, and maintain applications

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

38) Compare the role of a chief information officer (CIO) and the role of a chief technology officer (CTO).

Answer: A chief information officer (CIO) is generally the title of the principal manager of an organization's information systems (IS) department. Like other senior executives, the CIO reports to the chief executive officer (CEO), although sometimes these executives report to the chief operating officer (COO), who in turn reports to the CEO. In some companies, the CIO reports to the chief financial officer (CFO). The CIO has the responsibility of managing the IT department, communicating with executive staff on IT- and IS-related matters. The CIO is also a member of the executive group.

A chief technology officer (CTO) often heads the technology group within the IT department. The CTO evaluates new technologies, new ideas, and new capabilities and identifies those that are most relevant to the organization. The CTO's job requires deep knowledge of information technology and the ability to envision and innovate applications for the organization. The CTO's responsibility is to advise the CIO, executive group, and project managers on emerging technologies.

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

39) What is the typical structure of an organization's information systems (IS) department?

Answer: A typical information systems (IS) department consists of four groups and a data administration staff function. Most IS departments include a technology office that investigates new information systems technologies and determines how an organization can benefit from them. The next group, the operations group, manages the computing infrastructure, including individual computers, in-house server farms, networks, and communications media. The third group in the IS department is development. A development group manages the process of creating new information systems as well as maintaining existing information systems. The last IS department group is outsourcing relations. This group exists in organizations that have negotiated outsourcing agreements with other companies to provide equipment, applications, or other services. The data administration staff function protects data and information assets by establishing data standards and data management practices and policies. However, there are many variations in the structure of the IS department. In larger organizations, the operations group may itself consist of several different departments. Sometimes, there is a separate group for data warehousing and data marts.

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

40) What are the responsibilities of the technology office of a firm's information systems (IS) department?

Answer: Most information systems (IS) departments include a technology office that investigates new information systems technologies and determines how the organization can benefit from them. For example, today many organizations are investigating social media and elastic cloud opportunities and planning how they can use those capabilities to best accomplish their goals and objectives. An individual called the chief technology officer (CTO) often heads the technology group. The CTO sorts through new ideas and products to identify those that are most relevant to the organization. The CTO's job requires deep knowledge of information technology and the ability to envision and innovate applications for the organization.

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

41) Explain the functions of the development group of a firm's information systems (IS) department.

Answer: The development group of a firm's information systems (IS) department manages the process of creating new information systems as well as maintaining existing information systems. The size and structure of the development group depends on whether programs are developed in-house. If not, this department will be staffed primarily by business and systems analysts who work with users, operations, and vendors to acquire and install licensed software and to set up the system components around that software. If the organization develops programs in-house, then this department will also include programmers, test engineers, technical writers, and other development personnel.

AACSB: Analytical Thinking

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

42) Describe the responsibilities of a systems analyst, a computer technician, and a network administrator.

Answer: A systems analyst works with users to determine system requirements, designs and develops job descriptions and procedures, and helps determine system test plans. A computer technician installs software and repairs computer equipment and networks. A network administrator monitors, maintains, fixes, and tunes computer networks.

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

43) In order to accomplish organizational goals and objectives, an organization's information systems (IS) must be aligned with its _____.

- A) reporting structure
- B) culture
- C) competitive strategy
- D) departments

Answer: C

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

44) Which of the following is TRUE of the alignment between information systems and organizational strategies?

- A) Information systems must evolve with changes made in organizational strategies.
- B) The infrastructure of information systems can be easily influenced by strategic changes.
- C) Integrating different information systems applications with organizational strategies is inexpensive.
- D) Maintaining the alignment between information systems and strategies is a final process.

Answer: A

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

45) A(n) _____ committee is a group of senior managers from the major business functions that works with the chief information officer to set information systems (IS) priorities and decide major IS projects and alternatives.

- A) enforcement
- B) disciplinary
- C) administrative
- D) steering

Answer: D

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

46) The purpose of an information system is to help an organization accomplish its goals and objectives.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

47) Information Systems (IS) infrastructure is known to be very malleable.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

48) New information systems must be consistent with an organization's goals and objectives.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

49) The membership of a steering committee is determined by the CEO and other members of the executive staff.

Answer: TRUE

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

50) What are the different functions in planning the use of information systems?

Answer: The information systems (IS) planning functions include:

- aligning information systems with organizational strategy and maintain alignment as organization changes,
- communicating IS/IT issues to executive group,
- developing or enforcing IS priorities within the IS department,
- sponsoring steering committee.

AACSB: Analytical Thinking

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

51) _____ is the process of hiring another organization to perform a service.

- A) Insourcing
- B) Outsourcing
- C) Crowdsourcing
- D) Open sourcing

Answer: B

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

52) Which of the following is an advantage of outsourcing information systems?

- A) An outsourcing company is typically in complete control of the process.
- B) It is a cheaper short-term solution to achieve long-term benefits.
- C) It can be an easy way to gain expertise otherwise not known.
- D) The vendors can be easily and cheaply changed if performance is below par.

Answer: C

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

53) Which of the following is a risk of outsourcing information systems?

- A) Vendors can gain access to critical knowledge of the outsourcing company.
- B) Vendors are not subject to a contractual agreement with the outsourcing company.
- C) The long-term costs of information systems are outweighed by their benefits.
- D) Organizations opting for outsourcing cannot gain economies of scale.

Answer: A

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

54) _____ refers to the leasing of hardware with preinstalled operating systems.

- A) Software as a service (SaaS)
- B) Outsourcing licensed software
- C) Platform as a service (PaaS)
- D) IaaS cloud hosting

Answer: C

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

55) In _____, hardware and both operating system and application software are leased.

- A) software as a service (SaaS)
- B) outsourcing licensed software
- C) platform as a service (PaaS)
- D) infrastructure as a service (IaaS)

Answer: A

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

56) Organizations outsource projects to engage its management team in their free time.

Answer: FALSE

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

57) Gaining economies of scale is an advantage of outsourcing.

Answer: TRUE

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

58) Implementation risk is increased by outsourcing information systems (IS) services.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

59) Acquiring licensed software is a form of outsourcing.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

60) It is impossible to outsource an entire business function.

Answer: FALSE

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

61) Microsoft's Azure is an example of SaaS.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

62) Outsourcing has made in-house information systems (IS)/IT functions obsolete.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

63) In service-oriented outsourcing, a vendor is in the driver's seat.

Answer: TRUE

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

64) Each outsource vendor has its own methods and procedures for its services.

Answer: TRUE

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

65) An outsource vendor can choose the technology that it wants to implement, unless a contract requires otherwise.

Answer: TRUE

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

66) The potential loss of intellectual capital is a concern related to outsourcing.

Answer: TRUE

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

67) When a company outsources a system, it has complete control over prioritizing software fixes.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

68) Parting business with an outsource vendor is exceedingly risky.

Answer: TRUE

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

69) Explain the advantages of management in outsourcing information systems.

Answer: First, outsourcing can be an easy way to gain expertise. Another reason for outsourcing is to avoid management problems. Some companies choose to outsource to save management time and attention.

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

70) Which of the following is a right of a user of information systems (IS)?

A) expecting hand-holding for basic operations

B) making hardware modifications to your computer as you see fit

C) contributing to requirements for new system features and functions

D) receiving repetitive training and support for the same issues

Answer: C

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

71) Which of the following is a responsibility of an information systems (IS) user?

A) providing hand-holding for basic operations

B) giving repetitive support for the same issue

C) authorizing hardware modifications

D) following security and backup procedures

Answer: D

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

72) As a user of information systems (IS), an employee has a responsibility to avoid _____.

- A) unauthorized hardware modifications
- B) changing system passwords frequently
- C) backup procedures
- D) applying software patches

Answer: A

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

73) A user has the right to obtain necessary computing resources to perform his or her work efficiently.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

74) The rights of an information systems user depend on the purpose of a system's usage.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

75) In the context of right to reliable network and Internet services, reliable means that one can use it without problems almost all the time.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

76) Information systems (IS) users have the right to receive effective training in a format convenient to a user.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

77) It is a user's responsibility to install patches and fixes when asked to do so.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

78) The knowledge of responsibilities and duties of an information systems (IS) department helps one become a better consumer of the IS department's services.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

79) Explain the rights of information systems users.

Answer: In relation to the IS department, users have a right to:

- have computing resources that allow them to perform their jobs proficiently, reliable network, and Internet services;
- a secure computing environment. The organization should protect user's computer and its files, and a user should not normally even need to think about security;
- participate in requirements meetings for new applications; and
- reliable systems development and maintenance; prompt attention to problems, concerns, and complaints about information services; properly prioritized problem fixes and resolutions; and effective training to use systems to perform their jobs.

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

80) Explain the responsibilities of information systems users.

Answer: Information systems (IS) users have a responsibility to:

- learn basic computer skills;
- learn standard techniques and procedures for the applications you use;
- follow security and backup procedures;
- protect your password(s);
- use computers and mobile devices according to your employer's computer use policy;
- make no unauthorized hardware modifications;
- install only authorized programs;
- apply software patches and fixes when directed to do so;
- when asked, devote the time required to respond carefully and completely to requests for requirements for new system features and functions; and
- avoid reporting trivial problems.

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

81) In organizations the _____ is responsible for all of the organization's assets.

- A) chief executive officer
- B) chief operating officer
- C) chief security officer
- D) chief technology officer

Answer: C

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

82) Bake a lot, Inc has decided they need someone to manage the security for organization's information systems and information. They decide to hire a _____ to handle this task.

- A) chief information security officer
- B) chief operating officer
- C) chief security officer
- D) chief technology officer

Answer: A

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

83) The chief information security officer (CISO) reports to the _____.

- A) chief information officer
- B) chief operating officer
- C) chief security officer
- D) chief technology officer

Answer: A

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

84) The CIO and IS department must be vigilant to align IS with whatever competitive strategy an organization chooses.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

85) The CIO sets up the steering committee's schedule and agenda.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

86) Jack and Jill, Inc. decides to outsource their accounting functions because of the company's expertise. The company is experiencing the _____ side of outsourcing advantages.

- A) cost reduction
- B) risk reduction
- C) management advantages
- D) quality improvement

Answer: C

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

87) Organizations developing innovative products always have the necessary expertise to get the products produced.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

88) Outsourcing helps companies avoid management problems?

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

89) Training should be something you understand. That is your right as a user.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

90) One form of professional behavior is to _____ so that you avoid reporting trivial problems.

A) learn basic computer skills

B) know how to program

C) become certified in computer technology

D) understand all aspects of computing

Answer: A

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept

91) Who is the senior-level executive at the top of the organization?

- A) chief executive officer
- B) chief technology officer
- C) chief information officer
- D) chief operating officer

Answer: D

AACSB: Analytical Thinking

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.1: What Are the Functions and Organization of the IS Department?

Classification: Concept

92) The CIO must ensure that priorities consistent with the overall organizational strategy are developed and then communicated to the IS department.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Discuss the role of information systems in supporting business processes.

Learning Obj: LO 11.2: How Do Organizations Plan the Use of IS?

Classification: Concept

93) JZB Corp, Inc wants to implement a new system. Josh, the owner, realizes he does not know much about databases. What would be the best reason for him to outsource the task of creating a database?

- A) To improve quality.
- B) To gain economies of scale.
- C) To obtain expertise.
- D) To free up management time.

Answer: C

AACSB: Information Technology

Difficulty: 3: Challenging

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.3: What Are the Advantages and Disadvantages of Outsourcing?

Classification: Concept

94) As a user you have the right to participate in requirements meetings for new applications that you will use.

Answer: TRUE

AACSB: Information Technology

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 11.4: What Are Your User Rights and Responsibilities?

Classification: Concept