1 \_\_\_ is one in which all the Business relationships with customers, suppliers, & employees are digitally enabled  
Enterprise firm  
Digital firm

Profitable firm

Process-oriented firm

2 \_\_\_ are accomplished through digital networks spanning the entire organization or linking multiple organizations.

Core business functions

Core business applications

Core business processes

None of the above

3 The core components of information system do not include

People

Profit making

Hardware and software

Policies and Procedures  
  
include: Computer hardware, Computer software, Telecommunications, Databases and data warehouses, Human resources and procedures

4 \_\_\_ refer to the set of logically related tasks and behaviors that organizations develop to produce business results

Business processes

Business applications

Business functions

Business integration

5 \_\_\_ describes how a company produces, delivers, and sells a product or service to create wealth.  
An E-commerce model

A profit model

An E-business model

A business model

6 Strategic business objectives of information systems do not include

Operational Excellence

Improved Decision Making

Customer and Supplier Intimacy

None of the choices

7 Set of interrelated components that collect, process, store, and distribute information to support decision-making is

Information Technology

Innovation Technology

Information System

Innovation system

8 Who makes long-range strategic decisions about products & services as well as ensures financial performance of the firm

Middle-level management

Operational level management

Senior level management

Low level management

9 Who carries out the programs and plans of senior management?

Middle-level management

Operational level management

Senior level management

None of the choices

10 Who is responsible for monitoring the daily activities of the business?

Middle-level management

Operational level management

Senior level management

All of the choices

11 \_\_\_ such as engineers, scientists, or architects, design products or services and create new knowledge for the firm

Data workers

Knowledge workers

Service workers

12 Each organization has a unique \_\_\_ values, and ways of doing things, that has been accepted by most of its members.

Culture

Methodology

Business process

Assumptions

13 Internal corporate networks based on Internet technology are called

Intranets

Internet

Extranets

All of the choices

14 Private intranets extended to authorized users outside the organization are called

Intranets

Internet

Extranets

All of the choices

15 The \_\_ provides the foundation, or platform, on which the firm can build its specific information systems.

IT networks

IT capabilities

IT Infrastructure

IT components

16 The \_\_ to information systems emphasizes mathematically based models to study information systems

Behavioural approach

Societal approach

Technical approach

All of the choices

17 CBIS stands for

Computer-Based innovation systems

Computer-Based information systems

Computer-Based integrated systems

Computer-Business information systems

18 Global Organization of Oriented Group Language of Earth relates to

GPS

Apple

Google

Microsoft

19 CEO and co-founder of Kaspi is  
Mikhail Jordon

Mikhail Lomtadze

None of the choices

20 \_\_\_ is a suite of integrated software modules and a common central database

Supply chain management (SCM)

Supplier relationship management (SRM)

Enterprise resource planning (ERP)

Customer relationship management(CRM)

21 \_\_\_ consists of the organizations and processes for distributing and delivering products to the final customers.

The downstream portion

The upstream portion

The horizontal portion

None of the choices

22 Information about demand for a product gets distorted as it passes from one entity to the next across the supply chain

Bluewipe effect

Bluewhip affect

Bullwipe affect

Bullwhip effect

23 Procuring raw materials, transforming into finished products, & distributing the finished products to customers is

Value chain

Supply chain

Supply chart

Value supply

24 In a \_\_\_, production master schedules are based on forecasts or best guesses of demand for products

A Pull-based model

Push-based model

PushPull-based model

None of the choices

25 \_\_ is a set of integrated software modules that enables data to be shared by many different business processes

Enterprise hierarchy

Enterprise systems

Enterprise network

None of the above

26 Personnel administration, time accounting, payroll, personnel planning and development, benefits accounting refers to

d accounting processes

g and production processes

Human resources processes

Sales and marketing processes

27 Order processing, quotations, contracts, product configuration, pricing, billing, crediting checking refers to

Sales and marketing processes

Human resources processes

Financial and accounting processes

Manufacturing and production processes

28 \_\_\_ provide value by increasing operational efficiency and by providing firmwide information to make better decisions.

Enterprise systems

29 \_\_\_ includes the company's suppliers, the suppliers' suppliers, and the processes for managing relationships with them.

The downstream portion

The upstream portion

The horizontal portion

None of the choices

30 \_\_\_ deals with employee issues, such as setting objectives, performance management, compensation and employee training

ERM

PRM

ERP

CRM

31 Components arrive at the moment they were needed and finished goods would be shipped as they left the assembly line.

Just-On-Time

Just-In-Time

Just-In-Transaction

Just-On-Transaction

32 \_\_\_ models its existing processes, generate demand forecasts, and develop optimal sourcing and manufacturing plans

Supply chain planning systems

33 \_\_\_ analyze customer data generated by operational CM applications to provide information for improving business

Operational CRM

Analytical CRM

Collaborative CRM

All of the choices

34 \_\_\_ in CRM provide information & tools to increase the efficiency of call centers, help desks, & customer support staff.

Customer service modules

Customer care modules

35 Which determines how much product a business needs to make to satisfy all of its customers' wants?

Supply planning

Customer planning

Demand Planning

Market planning

36 \_\_\_ is a demand-driven or build-to-order model, actual customer orders or purchases trigger events in the supply chain

Pull-based model

37 \_\_\_\_ is a method of interaction with the customer, such as telephone, e-mail, customer service desk, conventional mail

A touch point

A remote point

A point of contact

38 \_\_\_ uses many of same data, tools, & systems as CRM to enhance collaboration between a company and its selling partners

ERM

PRM

ERP

CRM

39 \_\_\_ measures the number of customers who stop using or purchasing products or services from a company.

Churn risk

Churn rate

Churn items

Churn products