Chapter 6 Data Communication Delivering Information Anywhere and Anytime

Systems Analysis & Design (Douglas College)

Scan to open on Studocu

Studocu is not sponsored or endorsed by any college or university

Chapter 6 - Data Communication: Delivering Information Anywhere and Anytime

True / False

1. Data communication systems increase inventory costs.

   a. True

   b. False

ANSWER:	False
RATIONALE:	Correct Data communication applications support just-in-time delivery of goods, which reduces inventory costs and improves the competitive edge. See 6-1: Defining Data Communication
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe major applications of a data communication system.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.01
TOPICS:	Data communication
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

2. Data communication technologies make Web and video conferencing easier, which can reduce the costs of business travel.

   a. True

   b. False

ANSWER:	True
RATIONALE:	Correct Data communication is the electronic transfer of data from one location to another. Data communication technologies make Web and video conferencing easier, which can reduce the costs of business travel. See 6-1: Defining Data Communication
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe major applications of a data communication system.
QUESTION TYPE:	True / False
HAS VARIABLES:	False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.01

TOPICS: Data communication

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

3. Narrowband is capable of transmitting a maximum of 60,000 bps.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
Narrowband is a voice-grade transmission channel capable of transmitting a maximum of 56,000 bps, so only a limited amount of information can be transferred in a specific period of time. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

4. Protocols are devices that connect users to the Internet.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
Protocols are rules that govern data communication, including error detection, message length, and transmission speed. Modems are devices that connect users to the Internet. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

5. Terrestrial microwave systems use Earth-based transmitters and receivers for transmitting data.
   a. True
   b. False

ANSWER: True

RATIONALE: Correct
Terrestrial microwave systems use Earth-based transmitters and receivers and are often used for point-to-point links between buildings. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:55 PM

6. In a centralized processing system, processing power is distributed among several locations.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct

	In a centralized processing system, all processing is done at one central computer, whereas in distributed processing, processing power is distributed among several locations. See 6-3: Processing Configurations
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the major types of processing configurations.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.03
TOPICS:	Processing configurations
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

7. Distributed processing maintains decentralized control and centralized operations.
   a. True
   b. False

ANSWER:	False
RATIONALE:	Correct Distributed processing maintains centralized control and decentralized operations. Processing power is distributed among several locations. See 6-3: Processing Configurations
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the major types of processing configurations.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.03
TOPICS:	Processing configurations
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

8. The data transfer speeds of local area networks (LANs) typically range from 100 Mbps to 10 Gbps.

a. True
b. False

ANSWER: True

RATIONALE: Correct
The data transfer speeds of LANs typically vary from 100 Mbps to 10 Gbps. Usually, a LAN covers a limited geographical area, such as a building or campus, and one company owns it. See 6-4: Types of Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the three types of networks.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.04

TOPICS: Network defined

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:55 PM

9. Ethernet is a standard communication protocol embedded in software and hardware devices used for building a local area network (LAN).

a. True
b. False

ANSWER: True

RATIONALE: Correct
Ethernet is a standard communication protocol embedded in software and hardware devices used for building a LAN. An Ethernet cable is used to connect computers, hubs, switches, and routers to a network. See 6-4: Types of Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the three types of networks.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.04

TOPICS: Network defined

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

10. A ring topology needs more cables to connect the nodes within a network than a star topology.

a. True

b. False

ANSWER: False

RATIONALE: Correct
A ring topology needs less cable than a star topology, but it is similar to a star topology in that it is better for handling heavy but short bursts of traffic. See 6-5: Network Topologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the main network topologies.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

11. The bus topology connects nodes along a network segment, with the ends connected in a manner similar to a ring topology.

a. True

b. False

ANSWER: False

RATIONALE: Correct
The bus topology connects nodes along a network segment, but the ends of the cable are not connected, as they are in a ring topology. A hardware device called a terminator is used at each end of the cable to absorb the signal. See 6-5: Network Topologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the main network topologies.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

12. Any packet-switching network can handle multimedia data.
    a. True
    b. False

ANSWER: True

RATIONALE: Correct
Any packet-switching network can handle multimedia data, such as text, graphics, audio, and video. Packets are transmitted along the best route available between sender and receiver. See 6-6: Major Networking Concepts

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.06

TOPICS: Routing

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

13. Wireless network traffic can be captured with sniffers.
    a. True
    b. False

ANSWER: True

RATIONALE: Correct
One of the drawbacks of mobile and wireless networks is that wireless network traffic can be captured with sniffers. See 6-7: Wireless and Mobile Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe wireless and mobile technologies and networks.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.07

TOPICS: Wireless networks
Mobile wireless Internet

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

14. An access point (AP) is the part of a wireless local area network (WLAN) that connects it to other networks.

a. True
b. False

ANSWER: True

RATIONALE: Correct
An AP is the part of a WLAN that connects it to other networks. Security is important in any type of network, but it is especially important in a wireless network, because anyone walking or driving within the range of an AP can use the network. See 6-8: Wireless Security

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss the importance of wireless security and the techniques used.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.08

TOPICS: Wireless network security

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

15. In the context of mobile networking, 3G networks have decreased the quality of Internet telephony or Voice over Internet Protocol (VoIP).

a. True
b. False

ANSWER:	False
RATIONALE:	Correct The 3G network has increased the rate of information transfer, its quality, video and broadband wireless data transfers, and the quality of Internet telephony or VoIP. See 6-9: Convergence of Voice, Video, and Data
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the convergence phenomenon and its applications for business and personal use.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.09
TOPICS:	Convergence
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

Multiple Choice

16. _____ is the electronic transfer of data from one location to another.

a. Data communication
b. Data interpretation
c. Data mining
d. Data exchange

ANSWER:	a
RATIONALE:	Correct. Data communication is the electronic transfer of data from one location to another. Because most organizations collect and transfer data across large geographic distances, an efficient data communication system is critical. See 6-1: Defining Data Communication
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe major applications of a data communication system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OB	MIS9.BIDG.19.06.01

JECTIVES:

TOPICS: Data communication

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

17. In the context of data communication, which of the following is true of e-collaboration?

    a. It promotes face-to-face interactions among individuals.

    b. It reduces decision makers' effectiveness.

    c. It increases the cost involved in data communication.

    d. It improves customer service.

ANSWER: d

RATIONALE: Correct. E-collaborations and virtual meetings are important applications of data communication systems for managers. These applications are cost effective and improve customer service. See 6-1: Defining Data Communication

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe major applications of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.01

TOPICS: Data communication

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:57 PM

18. _____ is the amount of data that can be transferred from one point to another in one second.

    a. Bandwidth

    b. Packet

    c. Latency

    d. Protocol

ANSWER: a

RATIONALE: Correct. Bandwidth is the amount of data that can be transferred from one point to another in a certain time period, usually one second. It is often expressed as bits per second (bps). See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

19. Bandwidth is often expressed as _____.

    a. meters per second
    b. bits per second
    c. amperes per second
    d. moles per second

ANSWER: b

RATIONALE: Correct. Bandwidth is often expressed as bits per second (bps). Other measurements include kilobits per second (Kbps), megabits per second (Mbps), and gigabits per second (Gbps). See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

20. In _____ data transmission, multiple pieces of data are sent simultaneously to increase the transmission rate.

    a. narrowband
    b. baseband

c. broadband
d. sideband

ANSWER: c

RATIONALE: Correct. In broadband data transmission, multiple pieces of data are sent simultaneously to increase the transmission rate. Smartphones are widening the broadband gap between seniors and young adults. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

21. Which statement is true of the different forms of sender and receiver devices?
    a. Thin clients have processing power.
    b. Smart terminals are full-featured computers.
    c. Workstations serve as stand-alone systems.
    d. Netbook computers are high-cost computers with disks.

ANSWER: c

RATIONALE: Correct. An intelligent terminal, a workstation, or a personal computer serves as an input/output devices or as a stand-alone system. Generally, an intelligent terminal is considered a step up from a smart terminal. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

22. Identify a true statement about the different forms of sender and receiver devices.
    a. Thin clients have no processing power.
    b. Smart terminals are full-featured computers.
    c. Workstations are the same as supercomputers.
    d. Netbook computers do not save data to servers.

ANSWER: a

RATIONALE: Correct. A thin client is used only for sending or receiving information; it has no processing power. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

23. A(n) _____ is a device that connects a user to the Internet.
    a. drafter
    b. modem
    c. cookie
    d. applet

ANSWER: b

RATIONALE: Correct. A modem (short for “modulator-demodulator”) is a device that connects a user to the Internet. Dial-up, digital subscriber line, and cable access require modems to connect. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

PE:	
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.02
TOPICS:	Data communication systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

24. _____ is a high-speed carrier service that uses ordinary phone circuits to send and receive data.
   a. An analog modem
   b. Digital subscriber line
   c. Code division multiple access
   d. A cable modem

ANSWER:	b
RATIONALE:	Correct. Digital subscriber line, a common carrier service, is a high-speed service that uses ordinary phone lines. The actual speed is determined by proximity to the provider's location. See 6-2: Basic Components of a Data Communication System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the major components of a data communication system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.02
TOPICS:	Data communication systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

25. _____ are conducted media that can be used for both data and voice transmissions.
   a. Terrestrial microwaves
   b. Broadcast radios
   c. Coaxial cables
   d. Satellite dishes

ANSWER:	c

RATIONALE: Correct. Coaxial cables are thick cables that can be used for both data and voice transmissions. They are used mainly for long-distance telephone transmissions and local area networks. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

26. _____ are glass tubes surrounded by concentric layers of glass, called “cladding,” to form a light path through wire cables.

a. Twisted pair cables

b. Copper line cables

c. Air-spaced coaxial cables

d. Fiber-optic cables

ANSWER: d

RATIONALE: Correct. Fiber-optic cables are glass tubes (half the diameter of a human hair) surrounded by concentric layers of glass, called “cladding,” to form a light path through wire cables. At the core is the central piece of glass that carries the light. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFI 7/23/2018 1:47 PM

ED:

27. _____ have the highest bandwidth of any communication medium.
    a. Coaxial cables
    b. Fiber-optic cables
    c. Twisted pair copper cables
    d. Ethernet cables

ANSWER:	b
RATIONALE:	Correct. Fiber-optic cables have a higher capacity, smaller size, lighter weight, lower attenuation, and higher security than other cable types; they also have the highest bandwidth of any communication medium. See 6-2: Basic Components of a Data Communication System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the major components of a data communication system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.02
TOPICS:	Data communication systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

28. In the context of data communication, which of the following media is based on “line of sight”?
    a. A terrestrial microwave
    b. A mechanical wave
    c. A coaxial cable
    d. A fiber-optic cable

ANSWER:	a
RATIONALE:	Correct. Radiated media use an antenna for transmitting data through air or water. Some of these media are based on “line of sight” (an open path between sending and receiving devices or antennas), including broadcast radio, terrestrial microwave, and satellite. See 6-2: Basic Components of a Data Communication System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the major components of a data communication system.
QUESTION TYPE:	Multiple Choice
HAS VARIABL	False

ES:	
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.02
TOPICS:	Data communication systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

29. In the context of data communication, a _____ is based on "line of sight."

a. twisted pair wire
b. satellite
c. coaxial cable
d. fiber-optic cable

ANSWER:	b
RATIONALE:	Correct. Some radiated media are based on "line of sight" (an open path between sending and receiving devices or antennas), including broadcast radio, terrestrial microwave, and satellite. See 6-2: Basic Components of a Data Communication System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the major components of a data communication system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.02
TOPICS:	Data communication systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

30. Transmission of data across satellites is an example of data communication through _____.

a. conducted media
b. radiated media
c. induced media
d. uprooted media

ANSWER:	b
RATIONALE:	Correct. Transmission of data across satellites is an example of data communication through radiated media. Radiated media use an antenna for transmitting data through air or water. Some of these media are based on "line

of sight" (an open path between sending and receiving devices or antennas), including broadcast radio, terrestrial microwave, and satellite. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

31. Identify an advantage of centralized processing.
    a. It helps in exercising tight control over system operations and applications.
    b. It is highly responsive to users' needs.
    c. It has the highest fault tolerance.
    d. It is highly compatible with organizational growth because workstations can be added easily.

ANSWER: a

RATIONALE: Correct. The main advantage of centralized processing is being able to exercise tight control over system operations and applications. The main disadvantage is lack of responsiveness to users' needs, because the system and its users could be located far apart from each other. See 6-3: Processing Configurations

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the major types of processing configurations.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.03

TOPICS: Processing configurations

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

32. In _____, each department has its own computer for performing processing tasks.
    a. centralized processing
    b. decentralized processing
    c. distributed processing
    d. modular processing

ANSWER: b

RATIONALE: Correct. In decentralized processing, each user, department, or division has its own computer (sometimes called an “organizational unit”) for performing processing tasks. A decentralized processing system is certainly more responsive to users than a centralized processing system. See 6-3: Processing Configurations

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the major types of processing configurations.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.03

TOPICS: Processing configurations

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

33. Which problem is resolved by distributed processing?
    a. Lack of coordination in centralized processing
    b. Lack of responsiveness in centralized processing
    c. Lack of security in decentralized processing
    d. Lack of individuality in decentralized processing

ANSWER: b

RATIONALE: Correct. Distributed processing solves two main problems-the lack of responsiveness in centralized processing and the lack of coordination in decentralized processing-by maintaining centralized control and decentralizing operations. See 6-3: Processing Configurations

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the major types of processing configurations.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.03

TOPICS: Processing configurations

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

34. The _____ layer of the Open Systems Interconnection (OSI) model provides services that support users’ tasks, such as file transfers, database access, and e-mail.

a. Application
b. Presentation
c. Network
d. Data Link

ANSWER: a

RATIONALE: Correct. The Application layer of the OSI model serves as the window through which applications or computer programs access network services. It performs different tasks, depending on the application, and provides services that support users’ tasks, such as file transfers, database access, and e-mail. See 6-3: Processing Configurations

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the major types of processing configurations.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.03

TOPICS: Processing configurations

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

35. Which layer of the Open Systems Interconnection (OSI) model formats message packets?

a. Session
b. Application
c. Presentation
d. Network

ANSWER: c

RATIONALE: Correct. The Presentation layer of the OSI model formats message packets.

See 6-3: Processing Configurations

POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the major types of processing configurations.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.03
TOPICS:	Processing configurations
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

36. The _____ of the Open Systems Interconnection (OSI) model generates the receiver’s address and ensures the integrity of messages by making sure packets are delivered without error, in sequence, and with no loss or duplication.

a. Application layer
b. Presentation layer
c. Session layer
d. Transport layer

ANSWER:	d
RATIONALE:	Correct. The Transport layer of the OSI model generates the receiver’s address and ensures the integrity of messages by making sure packets are delivered without error, in sequence, and with no loss or duplication. This layer provides methods for controlling data flow, ordering received data, and acknowledging received data. See 6-3: Processing Configurations
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the major types of processing configurations.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.03
TOPICS:	Processing configurations
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

37. Which layer of the Open Systems Interconnection (OSI) model specifies the electrical connections between computers and the transmission medium and is primarily concerned with transmitting binary data, or bits, over a communication network?

a. Application
b. Transport
c. Data Link
d. Physical

ANSWER: d

RATIONALE: Correct. The Physical layer of the OSI model specifies the electrical connections between computers and the transmission medium and defines the physical medium used for communication. This layer is primarily concerned with transmitting binary data, or bits, over a communication network. See 6-3: Processing Configurations

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the major types of processing configurations.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.03

TOPICS: Processing configurations

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

38. The computers in a local area network (LAN) are usually connected to the network via a hardware component called a(n) _____.

a. broadcast radio
b. adapter card
c. html address
d. network protocol

ANSWER: b

RATIONALE: Correct. In a LAN, computers are usually connected to the network via an adapter card, a hardware component that enables computers to communicate over a network. See 6-4: Types of Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the three types of networks.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OB MIS9.BIDG.19.06.04

JECTIVES:

TOPICS: Network defined
Networking

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

39. _____ is the physical link between a network and a workstation.
   a. The session layer
   b. An adapter card
   c. An html address
   d. A network topology

ANSWER: b

RATIONALE: Correct. A network interface card (NIC), also called an “adapter card,” is the physical link between a network and a workstation. See 6-4: Types of Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the three types of networks.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.04

TOPICS: Network defined
Networking

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

40. A network interface card (NIC) operates at the Open Systems Interconnection (OSI) model’s _____ layers.
   a. Presentation and Application
   b. Session and Presentation
   c. Network and Transport
   d. Physical and Data Link

ANSWER: d

RATIONALE: Correct. An NIC, also called an “adapter card,” is the physical link between a network and a workstation, so it operates at the OSI model’s Physical and Data Link layers. See 6-4: Types of Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES:	Explain the three types of networks.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.04
TOPICS:	Network defined Networking
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

41. Local area networks (LANs) are used to _____.
   a. integrate services to a single building or campus
   b. link computers that are geographically far apart
   c. connect various wide area networks in metropolitan areas
   d. provide communication services spanning several cities or states

ANSWER:	a
RATIONALE:	Correct. LANs connect workstations and peripheral devices that are in close proximity. Usually, a LAN covers a limited geographical area, such as a building or campus, and one company owns it. See 6-4: Types of Networks
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the three types of networks.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.04
TOPICS:	Network defined Networking
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

42. _____ are used to connect computers, hubs, switches, and routers to a network in a local area network (LAN).
   a. Fiber-optic cables
   b. Satellites

c. Ethernet cables
d. Terrestrial microwaves

ANSWER: c

RATIONALE: Correct. In a LAN environment, there are two basic terms to remember: Ethernet and Ethernet cable. An Ethernet cable is used to connect computers, hubs, switches, and routers to a network. See 6-4: Types of Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the three types of networks.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.04

TOPICS: Network defined
Networking

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 2:01 PM

43. The data transfer speed of a wide area network (WAN) depends on the speed of _____.
a. its interconnections
b. its application layers
c. the expansion of the data source
d. the expansion of the data sink

ANSWER: a

RATIONALE: Correct. The data transfer speed of a WAN depends on the speed of its interconnections. The speed can vary from 28.8 Kbps to 155 Mbps. See 6-4: Types of Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the three types of networks.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.04

TOPICS: Network defined
Networking

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

44. A network _____ represents a network's physical layout.

a. utility
b. packet
c. protocol
d. topology

ANSWER: d

RATIONALE: Correct. A network topology represents a network's physical layout, including the arrangement of computers and cables. See 6-5: Network Topologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the main network topologies.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

45. In a(n) _____ topology, if any link between nodes is severed, the entire network is affected, and failure of a single node disrupts the entire network.

a. star
b. ring
c. octagonal
d. mesh

ANSWER: b

RATIONALE: Correct. In a ring topology, if any link between nodes is severed, the entire network is affected, and failure of a single node disrupts the entire network. Transmission is in one direction, and nodes repeat a signal before passing it to the downstream neighbor. See 6-5: Network Topologies

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the main network topologies.

QUESTION TYPE: Multiple Choice

PE:

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

46. In the bus topology, a hardware device called _____ is used at each end of the cable to absorb the transmitted signal.
    a. emulator
    b. terminator
    c. stopper
    d. node

ANSWER: b

RATIONALE: Correct. In the bus topology, a hardware device called a terminator is used at each end of the cable to absorb the transmitted signal. Without a terminator, the signal would bounce back and forth along the length of the cable and prevent network communication. See 6-5: Network Topologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the main network topologies.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

47. Identify an advantage of the bus topology.
    a. It makes fault diagnosis easy.
    b. It detects problems easily due to its centralized control.
    c. It handles steady traffic well.
    d. It is effective even when network traffic is heavy.

ANSWER: c

RATIONALE: Correct. The bus topology handles steady (even) traffic well. In the bus topology, the wiring layout is simple and uses the least amount of cable of any topology, which keeps costs down. See 6-5: Network Topologies

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the main network topologies.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

48. A hierarchical topology is also called a _____ topology.
    a. layered
    b. mixed
    c. tree
    d. vertical

ANSWER: c

RATIONALE: Correct. A hierarchical topology (also called a “tree”) combines computers with different processing strengths in different organizational levels. For example, the bottom level might consist of workstations, with minicomputers in the middle and a server at the top. See 6-5: Network Topologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the main network topologies.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

49. Identify a topology used by traditional mainframe networks.
    a. A ring topology
    b. A star topology
    c. A mesh topology
    d. A hierarchical topology

ANSWER:	d
RATIONALE:	Correct. Traditional mainframe networks use a hierarchical topology. A hierarchical topology (also called a “tree”) combines computers with different processing strengths in different organizational levels. See 6-5: Network Topologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the main network topologies.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.05
TOPICS:	Network topologies
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

50. A _____ is a hardware device that allows several nodes to share one communication channel.
    a. multiplexer
    b. controller
    c. terminator
    d. router

ANSWER:	a
RATIONALE:	Correct. A multiplexer is a hardware device that allows several nodes to share one communication channel. In traditional mainframe networks, the mainframe computer is at the top, front-end processors are at the next level, controllers and multiplexers are at the next level, and terminals and workstations are at the bottom level. See 6-5: Network Topologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the main network topologies.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

51. Compared with a star topology, a hierarchical topology:
    a. allows network expansion more easily.
    b. has cable layouts that are easy to modify.
    c. offers a great deal of network control and lower cost.
    d. is more effective at handling heavy but short bursts of traffic.

ANSWER: c

RATIONALE: Correct. A hierarchical topology offers a great deal of network control and lower cost, compared with a star topology. Its disadvantages include that network expansion may pose a problem, and there could be traffic congestion at the root and higher-level nodes. See 6-5: Network Topologies

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the main network topologies.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

52. _____ allows the linking of devices running on many different platforms.
    a. Time Division Multiple Access
    b. Transmission Control Protocol/Internet Protocol
    c. A mobile telephone switching office
    d. A public switched telephone network

ANSWER: b

RATIONALE: Correct. Transmission Control Protocol/Internet Protocol's (TCP/IP's) main advantage is that it enables interoperability-in other words, it allows the linking of devices running on many different platforms. TCP/IP was originally intended for Internet communication, but because it addressed issues such as portability, it also became the standard protocol for UNIX network communication. See 6-

	6: Major Networking Concepts
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.06
TOPICS:	Networking protocols and standards
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

53. Transmission Control Protocol operates at the _____ of the Open Systems Interconnection (OSI) model.
   a. Network layer
   b. Physical layer
   c. Transport layer
   d. Data Link layer

ANSWER:	c
RATIONALE:	Correct. Two of the major protocols in the Transmission Control Protocol/Internet Protocol (TCP/IP) suite are Transmission Control Protocol (TCP), which operates at the OSI model's Transport layer, and Internet Protocol (IP), which operates at the OSI model's Network layer. See 6-6: Major Networking Concepts
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.06
TOPICS:	Networking protocols and standards
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

54. Internet Protocol (IP) operates at the _____ of the Open Systems Interconnection (OSI) model.

a. Transport layer
b. Physical layer
c. Data Link layer
d. Network layer

ANSWER: d

RATIONALE: Correct. Two of the major protocols in the Transmission Control Protocol/Internet Protocol (TCP/IP) suite are Transmission Control Protocol (TCP), which operates at the OSI model's Transport layer, and Internet Protocol (IP), which operates at the OSI model's Network layer. See 6-6: Major Networking Concepts

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.06

TOPICS: Networking protocols and standards

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

55. _____ is responsible for packet forwarding.

a. Internet Protocol
b. Transmission Control Protocol
c. User Datagram Protocol
d. Extensible Authentication Protocol

ANSWER: a

RATIONALE: Correct. Internet Protocol is responsible for packet forwarding. To perform this task, it must be aware of the available data link protocols and the optimum size of each packet. See 6-6: Major Networking Concepts

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.06

TOPICS: Networking protocols and standards

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

56. The process of deciding which path data takes on a network is called _____.

a. converging
b. diverging
c. roaming
d. routing

ANSWER: d

RATIONALE: Correct. The process of deciding which path data takes on a network is called routing. Routing is similar to the path you take from home to work. See 6-6: Major Networking Concepts

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.06

TOPICS: Routing

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

57. A routing table lists _____.

a. nodes on a network
b. the IP address of a router
c. the protocols that each node understands
d. packets to be sent

ANSWER: a

RATIONALE: Correct. A routing table lists nodes on a network and the path to each node, along with alternate routes and the speed of existing routes. In most cases, a routing table, generated automatically by software, is used to determine the best possible route for the packet. See 6-6: Major Networking Concepts

POINTS: 1

DIFFICULTY: Easy

REFERENCES:	Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.06
TOPICS:	Routing
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

58. A(n) _____ is a network connection device that can build tables that identify addresses on each network.
   a. switch
   b. adapter card
   c. dynamic router
   d. hub

ANSWER:	c
RATIONALE:	Correct. A router is a network connection device containing software that connects network systems and controls traffic flow between them. A dynamic router can build tables that identify addresses on each network. See 6-6: Major Networking Concepts
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.06
TOPICS:	Routing
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

59. Which event takes place in the most basic client/server configuration?
   a. The results of a query are sent to the server.
   b. The server sends a request to the client over a network.

c. The client receives and processes a query.
d. The user creates a query by running client software.

ANSWER:	d
RATIONALE:	Correct. In the most basic client/server configuration, the user runs client software to create a query. The main advantage of the client/server architecture is its scalability, meaning its ability to grow. See 6-6: Major Networking Concepts
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.06
TOPICS:	Network architectures
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

60. Horizontal scaling of a client/server architecture means _____.
a. migrating the network to decentralized servers
b. migrating the network to a faster communication media
c. adding more proxy servers
d. adding more workstations

ANSWER:	d
RATIONALE:	Correct. Client/server architectures can be scaled horizontally or vertically. Horizontal scaling means adding more workstations (clients), and vertical scaling means migrating the network to larger, faster servers. See 6-6: Major Networking Concepts
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.06
TOPICS:	Network architectures
KEYWORDS:	Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

61. In the two-tier architecture of the client/server model, _____.

  a. the presentation logic is always on the client
  b. the data management logic is always on the client
  c. the application logic is always on the server
  d. the application logic is always on the client

ANSWER: a

RATIONALE: Correct. In the two-tier architecture of the client/server model, the presentation logic is always on the client, and the data management logic is on the server. The application logic can be on the client, on the server, or split between them, although it is usually on the client side. See 6-6: Major Networking Concepts

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.06

TOPICS: Network architectures

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

62. Which statement is true of the types of client/server architectures?

  a. An n-tier architecture tests software easily.
  b. An n-tier architecture helps improve network performance.
  c. A two-tier architecture allows easy upgrades of applications.
  d. A two-tier architecture requires minor modifications in case of any changes in application logic.

ANSWER: b

RATIONALE: Correct. Improving network performance is a major advantage of the n-tier architecture. An n-tier architecture attempts to balance the workload between client and server by removing application processing from both the client and server and placing it on a middle-tier server. See 6-6: Major Networking Concepts

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.06

TOPICS: Network architectures

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

63. A _____ is a network operating on a radio frequency (RF), consisting of radio cells, each served by a fixed transmitter.
    a. dynamic network
    b. mobile network
    c. mesh network
    d. wired network

ANSWER: b

RATIONALE: Correct. A mobile network (also called a “cellular network”) is a network operating on an RF, consisting of radio cells, each served by a fixed transmitter, known as a “cell site” or “base station.” See 6-7: Wireless and Mobile Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe wireless and mobile technologies and networks.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.07

TOPICS: Mobile wireless Internet
Wireless networks

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

64. _____ refers to using a cellular phone outside of a carrier’s limited service area.
    a. Routing
    b. Teleprocessing
    c. Roaming

d. Surfing

ANSWER: c

RATIONALE: Correct. Roaming is using a cellular phone outside of a carrier's limited service area. By doing this, users are extending the connectivity service in a location that is different from the home location where the service was first registered. See 6-7: Wireless and Mobile Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe wireless and mobile technologies and networks.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.07

TOPICS: Mobile wireless Internet

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

65. In the context of the technologies developed to improve the efficiency and quality of digital communications, _____ divides each channel into six time slots.

a. Time Division Multiple Access
b. time of observation
c. statistical time division multiplexing
d. Time Slot Allocation

ANSWER: a

RATIONALE: Correct. Time Division Multiple Access divides each channel into six time slots. Each user is allocated two slots: one for transmission and one for reception. This method increases efficiency by 300 percent, as it allows carrying three calls on one channel. See 6-7: Wireless and Mobile Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe wireless and mobile technologies and networks.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.07

TOPICS: Mobile wireless Internet

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

66. In the context of security of wireless networks, which is true of Wired Equivalent Privacy (WEP)?

a. It is suitable for large networks with high bandwidths.
b. It is the most secure system for wireless networks.
c. In WEP, keys are dynamically generated based on the user’s ID and password.
d. In WEP, a key must be entered manually into the access point and the client computer.

ANSWER: d

RATIONALE: Correct. In WEP, a key must be entered manually into the access point and the client computer. The key encrypts the message before transmission. Because this manual process is complex and time consuming, the WEP technique is not suitable for large networks. See 6-8: Wireless Security

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Discuss the importance of wireless security and the techniques used.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.08

TOPICS: Wireless network security

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

67. The Wi-Fi Protected Access 2 (WPA2) uses _____ to obtain a master key, which is in turn used to negotiate for a key that will be used for a session.

a. Internet Protocol
b. Service Set Identifier
c. Wired Equivalent Privacy
d. Extensible Authentication Protocol

ANSWER: d

RATIONALE: Correct. The WPA2 uses Extensible Authentication Protocol to obtain a master key. With this master key, a user’s computer and the access point negotiate for a key that will be used for a session. After the session is terminated, the key is discarded. See 6-8: Wireless Security

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss the importance of wireless security and the techniques used.

QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.08
TOPICS:	Wireless network security
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

68. In data communication, _____ refers to integrating voice, video, and data so that multimedia information can be used for decision making.

a. immersion
b. convergence
c. telepresence
d. integration

ANSWER:	b
RATIONALE:	Correct. In data communication, convergence refers to integrating voice, video, and data so that multimedia information can be used for decision making. Convergence requires major network upgrades, because video requires much more bandwidth. See 6-9: Convergence of Voice, Video, and Data
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the convergence phenomenon and its applications for business and personal use.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.09
TOPICS:	Convergence
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

69. In data communication, the _____ is a packet-switching service that operates at 25 Mbps and 622 Mbps, with maximum speed of up to 10 Gbps.

a. 4G network
b. Asynchronous Transfer Mode
c. 3G network
d. IP multimedia subsystem

ANSWER:	b
RATIONALE:	Correct. The Asynchronous Transfer Mode is a packet-switching service that operates at 25 Mbps and 622 Mbps, with maximum speed of up to 10 Gbps. See 6-9: Convergence of Voice, Video, and Data
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the convergence phenomenon and its applications for business and personal use.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.09
TOPICS:	Convergence
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

70. In the context of data communication, which is true of convergence?

a. It changes the path that data takes each time a connection is made.
b. It allows the transmission of a limited amount of information in a specific period of time.
c. It requires major network upgrades, because video requires much more bandwidth.
d. It synchronizes devices before establishing a communication link.

ANSWER:	c
RATIONALE:	Correct. Convergence requires major network upgrades, because video requires much more bandwidth. This has changed, however, with the availability of high-speed technologies, such as Asynchronous Transfer Mode, Gigabit Ethernet, 3G and 4G networks, and more demand for applications using these technologies. See 6-9: Convergence of Voice, Video, and Data
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Summarize the convergence phenomenon and its applications for business and personal use.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.09
TOPICS:	Convergence
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 2:03 PM

71. _____ is the loss of power in a signal as it travels from the sending device to the receiving device.
    a. Attenuation
    b. Convergence
    c. Throughput
    d. Bandwidth

ANSWER: a
RATIONALE: Attenuation is the loss of power in a signal as it travels from the sending device to the receiving device. See 6-2: Basic Components of a Data Communication System
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain the major components of a data communication system.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.02
TOPICS: Data communication systems
KEYWORDS: Remember
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

72. _____ is a voice-grade transmission channel capable of transmitting a maximum of 56,000 bps.
    a. Narrowband
    b. Baseband
    c. Broadband
    d. Sideband

ANSWER: a
RATIONALE: Narrowband is a voice-grade transmission channel capable of transmitting a maximum of 56,000 bps, so only a limited amount of information can be transferred in a specific period of time. See 6-2: Basic Components of a Data Communication System
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain the major components of a data communication system.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

73. _____ is a set of rules that governs data communication, including error detection, message length, and transmission speed.

  a. Throughput
  b. Attenuation
  c. A topology
  d. A protocol

ANSWER: d

RATIONALE: Synchronization is handled with protocols, rules that govern data communication, including error detection, message length, and transmission speed. Protocols also help ensure compatibility between different manufacturers’ devices. See 6-2: Basic Components of a Data Communication System

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 2:04 PM

74. In the context of communication media, _____ media provide a physical path along which signals are transmitted, including twisted pair copper cable, coaxial cable, and fiber optics.

  a. radiated
  b. conducted
  c. wireless
  d. non-guided

ANSWER: b

RATIONALE: Conducted media provide a physical path along which signals are transmitted, including twisted pair copper cable, coaxial cable, and fiber optics.

Communication media, or channels, connect sender and receiver devices. They can be conducted (wired or guided) or radiated (wireless). See 6-2: Basic Components of a Data Communication System

POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the major components of a data communication system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.02
TOPICS:	Data communication systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

75. Communication media that use an antenna for transmitting data through air or water are called _____.
    a. radiated media
    b. conducted media
    c. wired media
    d. guided media

ANSWER:	a
RATIONALE:	Radiated media use an antenna for transmitting data through air or water. These media include broadcast radio, terrestrial microwave, and satellite. Some of these media are based on “line of sight” (an open path between sending and receiving devices or antennas). See 6-2: Basic Components of a Data Communication System
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the major components of a data communication system.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.02
TOPICS:	Data communication systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

76. In the early days of computer technology, which system was justified because data-processing personnel were in short supply, hardware and software were expensive, and only large organizations could afford computers?

a. Centralized processing
b. Decentralized processing
c. Distributed processing
d. Interconnected processing

ANSWER: a

RATIONALE: In the early days of computer technology, a centralized processing system was justified because data-processing personnel were in short supply, hardware and software were expensive, and only large organizations could afford computers. The main disadvantage is lack of responsiveness to users' needs, because the system and its users could be located far apart from each other. This configuration is not used much now. See 6-3: Processing Configurations

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the major types of processing configurations.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.03

TOPICS: Processing configurations

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

77. The _____ is a seven-layer architecture for defining how data is transmitted from computer to computer in a network.

a. Transmission Control Protocol model
b. client/server model
c. Open Systems Interconnection model
d. basic input/output model

ANSWER: c

RATIONALE: The Open Systems Interconnection (OSI) model is a seven-layer architecture for defining how data is transmitted from computer to computer in a network. OSI also standardizes interactions between network computers exchanging information. See 6-3: Processing Configurations

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the major types of processing configurations.

QUESTION TYPE: Multiple Choice

PE:

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.03

TOPICS: Processing configurations

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

78. A _____ is typically used to connect workstations and peripheral devices that are in close proximity.

a. controller area network
b. metropolitan area network
c. wide area network
d. local area network

ANSWER: d

RATIONALE: A local area network (LAN) connects workstations and peripheral devices that are in close proximity. Usually, a LAN covers a limited geographical area, such as a building or campus, and one company owns it. See 6-4: Types of Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the three types of networks.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.04

TOPICS: Network defined

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

79. A _____ is designed to handle data communication for multiple organizations in a city and sometimes nearby cities as well.

a. controller area network
b. metropolitan area network
c. wide area network
d. local area network

ANSWER: b

RATIONALE: A metropolitan area network (MAN) is designed to handle data communication for multiple organizations in a city and sometimes nearby cities as well. The data transfer speed varies from 34 Mbps to 155 Mbps. See 6-4: Types of Networks

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the three types of networks.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.04

TOPICS: Network defined

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

80. A _____ works well for companies that are geographically dispersed.

a. ring topology
b. star topology
c. mesh topology
d. hierarchical topology

ANSWER: d

RATIONALE: Companies that are geographically dispersed and organized hierarchically are good candidates for a hierarchical topology. A hierarchical topology (also called a “tree”) combines computers with different processing strengths in different organizational levels. See 6-5: Network Topologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the main network topologies.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.05

TOPICS: Network topologies

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFI 7/23/2018 1:47 PM

ED:

81. A _____ is a collection of binary digits, including message data and control characters for formatting and transmitting, sent from computer to computer over a network.

a. bandwidth
b. packet
c. topology
d. protocol

ANSWER: b
RATIONALE: A packet is a collection of binary digits-including message data and control characters for formatting and transmitting-sent from computer to computer over a network. Packets are transmitted along the best route available between sender and receiver. See 6-6: Major Networking Concepts
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.06
TOPICS: Routing
KEYWORDS: Remember
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

82. In _____ routing, one node is in charge of selecting the path for all packets.

a. centralized
b. decentralized
c. distributed
d. clashed

ANSWER: a
RATIONALE: In centralized routing, one node is in charge of selecting the path for all packets. This node, considered the network routing manager, stores the routing table, and any changes to a route must be made at this node. See 6-6: Major Networking Concepts
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE: Multiple Choice
HAS VARIABL False

ES:
LEARNING OBJECTIVES: MIS9.BIDG.19.06.06
TOPICS: Routing
KEYWORDS: Remember
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

83. In which architecture is the application logic usually on the client side?
    a. session tier
    b. two-tier
    c. middle-tier
    d. data tier

ANSWER: b
RATIONALE: In the two-tier architecture, the application logic can be on the client, on the server, or split between them, although it is usually on the client side. See 6-6: Major Networking Concepts
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.06
TOPICS: Network architectures
KEYWORDS: Remember
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

84. What do both Wireless LANs (WLANs) and Wireless WANs (WWANs) rely on as the communication medium?
    a. multiplexer
    b. CIA triangle
    c. controller
    d. radio frequency spectrum

ANSWER: d
RATIONALE: Both WLANs and WWANs rely on the radio frequency spectrum as the communication medium. In a wireless environment, portable computers use small antennas to communicate with radio towers in the surrounding area. See 6-7: Wireless and Mobile Networks

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Describe wireless and mobile technologies and networks.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.07
TOPICS: Wireless networks
KEYWORDS: Remember
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

85. _____ is a technique that combines the strongest features of Wired Equivalent Privacy (WEP) and Extensible Authentication Protocol (EAP) techniques and helps improve the security of wireless networks.

a. Service Set Identifier
b. Media access control
c. Code Division Multiple Access
d. Wi-Fi Protected Access

ANSWER: d
RATIONALE: Wi-Fi Protected Access (WPA) is a technique to improve the security of wireless networks, which combines the strongest features of WEP (Wired Equivalent Privacy) and EAP (Extensible Authentication Protocol) techniques. Keys are fixed, as in WEP, or dynamically changed, as in EAP. See 6-8: Wireless Security
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Discuss the importance of wireless security and the techniques used.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.08
TOPICS: Wireless network security
KEYWORDS: Remember
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

Essay

86. Why is an efficient data communication system critical to an information system?

ANSWER: Answers will vary. An information system’s effectiveness is measured in part by how efficiently it delivers information, and a data communication system is what enables an information system to carry out this function. In addition, because most organizations collect and transfer data across large geographic distances, an efficient data communication system is critical.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe major applications of a data communication system.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.01

TOPICS: Data communication

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

87. List the three main components of a typical data communication system.

ANSWER: Answers will vary. A typical data communication system includes the following components:
a. Sender and receiver devices
b. Modems or routers
c. Communication medium (channel)

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major components of a data communication system.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.02

TOPICS: Data communication systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

88. Describe an intelligent terminal.

ANSWER: Answers will vary. An intelligent terminal, a workstation, or a personal computer serves as an input/output device or as a stand-alone system. Using this type of device, a remote computer can perform certain processing tasks without the main computer’s support. Generally, an intelligent terminal is considered a step up from a smart terminal.

POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the major components of a data communication system.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.02
TOPICS:	Data communication systems
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

89. Describe a modem.

ANSWER:	Answers will vary. A modem (short for “modulator-demodulator”) is a device that connects a user to the Internet. Not all Internet connections require a modem; for example, wireless users connect via access points, and satellite users use a satellite dish. However, dial-up, digital subscriber line, and cable access require modems to connect.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the major components of a data communication system.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.02
TOPICS:	Data communication systems
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

90. Discuss the various forms of sender and receiver devices.

ANSWER:	Answers will vary. A sender and receiver device can take various forms: a. An input/output device, or “thin client,” is used only for sending or receiving information; it has no processing power. b. A smart terminal is an input/output device that can perform certain processing tasks but is not a full-featured computer. This type of device is often used on factory floors and assembly lines for collecting data and transmitting it to the main computer system.

c. An intelligent terminal, a workstation, or a personal computer serves as an input/output device or as a stand-alone system. Using this type of device, a remote computer can perform certain processing tasks without the main computer’s support. Generally, an intelligent terminal is considered a step up from a smart terminal.
d. A netbook computer is a low-cost, diskless computer used to connect to the Internet or a local area network. It runs software off servers and saves data to servers.
e. Minicomputers, mainframes, and supercomputers process data and send it to other devices or receive data that has been processed elsewhere, process it, then transmit it to other devices.
f. Smartphones are mobile phones with advanced capabilities, such as e-mail and Web-browsing, and most have a built-in keyboard or an external USB keyboard. A video game console is an electronic device for playing video games. It receives instructions from a game player and produces a video display signal on a monitor such as a television screen or a computer monitor.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the major components of a data communication system.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.02
TOPICS: Data communication systems
KEYWORDS: Understand
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

91. In the context of communication media, what is the difference between a point-to-point system and a multipoint system?

ANSWER: Answers will vary. In a point-to-point system, only one device at a time uses the medium. In a multipoint system, several devices share the same medium, and a transmission from one device can be sent to all other devices sharing the link.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the major components of a data communication system.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.02
TOPICS: Data communication systems

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

92. Explain the main advantage and disadvantage of a centralized processing system.

ANSWER: Answers will vary. The main advantage of a centralized processing system is being able to exercise tight control over system operations and applications. The main disadvantage is lack of responsiveness to users' needs, because the system and its users could be located far apart from each other.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the major types of processing configurations.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.03

TOPICS: Processing configurations

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

93. List few drawbacks of decentralized systems.

ANSWER: Answers will vary. Decentralized systems have some drawbacks, including lack of coordination among organizational units, the high cost of having many systems, and duplication of efforts.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the major types of processing configurations.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.03

TOPICS: Processing configurations

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFI 7/23/2018 1:47 PM

ED:

94. Explain the advantages of distributed processing.

ANSWER: Answers will vary. The advantages of distributed processing include the following:
a. Accessing unused processing power is possible.
b. Modular design means computer power can be added or removed, based on need.
c. Distance and location are not limiting.
d. It is more compatible with organizational growth because workstations can be added easily.
e. Fault tolerance is improved because of the availability of redundant resources.
f. Resources, such as high-quality laser printers, can be shared to reduce costs.
g. Reliability is improved because system failures can be limited to only one site.
h. The system is more responsive to user needs.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe the major types of processing configurations.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.03
TOPICS: Processing configurations
KEYWORDS: Understand
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

95. Describe the responsibilities of the Transport layer of the Open Systems Interconnection (OSI) model.

ANSWER: Answers will vary. The Transport layer generates the receiver’s address and ensures the integrity of messages by making sure packets are delivered without error, in sequence, and with no loss or duplication. This layer provides methods for controlling data flow, ordering received data, and acknowledging received data.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe the major types of processing configurations.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.03
TOPICS: Processing configurations
KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

96. What are the major types of networks?

ANSWER: Answers will vary. There are three major types of networks: local area networks (LANs), wide area networks (WANs), and metropolitan area networks (MANs). In all these networks, computers are usually connected to the network via a network interface card (NIC), a hardware component that enables computers to communicate over a network.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the three types of networks.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.04

TOPICS: Network defined

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED: 7/23/2018 1:47 PM

97. Briefly explain a wide area network (WAN).

ANSWER: Answers will vary. A WAN can span several cities, states, or even countries, and it is usually owned by several different parties. The data transfer speed depends on the speed of its interconnections (called “links”) and can vary from 28.8 Kbps to 155 Mbps.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the three types of networks.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.06.04

TOPICS: Network defined

KEYWORDS: Understand

DATE CREATED: 6/6/2018 3:59 PM

DATE MODIFIED:	7/23/2018 1:47 PM

98. Describe a star topology.

ANSWER:	Answers will vary. A star topology usually consists of a central computer (host computer, often a server) and a series of nodes (typically workstations or peripheral devices). The host computer supplies the main processing power. A node failing does not affect the network's operation, but if the host computer fails, the entire network goes down.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the main network topologies.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.05
TOPICS:	Network topologies
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

99. Describe a ring topology.

ANSWER:	Answers will vary. In a ring topology, no host computer is required because each computer manages its own connectivity. Computers and devices are arranged in a circle, so each node is connected to two other nodes: its upstream neighbor and its downstream neighbor. Transmission is in one direction, and nodes repeat a signal before passing it to the downstream neighbor. If any link between nodes is severed, the entire network is affected, and failure of a single node disrupts the entire network. A token ring is a common implementation of the ring topology. Modern ring topologies, such as Fiber Distributed Data Interface, are capable of bidirectional transmission (clockwise and counterclockwise), which prevents the problems caused by a single node failure.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the main network topologies.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.05

TOPICS: Network topologies
KEYWORDS: Understand
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

100. Describe a mesh topology and its advantages.

ANSWER: Answers will vary. In a mesh topology (also called “plex” or “interconnected”), every node (which can differ in size and configuration from the others) is connected to every other node. This topology is highly reliable. Failure of one or a few nodes does not usually cause a major problem in network operation, because many other nodes are available.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe the main network topologies.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.05
TOPICS: Network topologies
KEYWORDS: Understand
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

101. What are the disadvantages of centralized routing? Give an example.

ANSWER: Answers will vary. As with all centralized configurations, there are disadvantages to having control at one node. For example, if the network routing manager is at a point far from the network’s center, many links and paths that make up the network are far from the central node. Status information sent by other nodes to initiate changes to the routing table have to travel a long distance to the central node, causing a delay in routing some data and reducing network performance. In addition, if the controlling node fails, no routing information is available.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OB MIS9.BIDG.19.06.06

JECTIVES:
TOPICS: Routing
KEYWORDS: Understand
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

102. In the context of client/server architectures, describe a two-tier architecture.

ANSWER: Answers will vary. In the two-tier architecture, a client (tier one) communicates directly with the server (tier two). The presentation logic is always on the client, and the data management logic is on the server. The application logic can be on the client, on the server, or split between them, although it is usually on the client side.

This architecture is effective in small workgroups (that is, groups of 50 clients or less). Because application logic is usually on the client side, a two-tier architecture has the advantages of application development speed, simplicity, and power. On the downside, any changes in application logic, such as stored procedures and validation rules for databases, require major modifications of clients, resulting in upgrade and modification costs. However, this depends on the application.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain important networking concepts, such as bandwidth, routing, routers, and the client/server model.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.06.06
TOPICS: Network architectures
KEYWORDS: Understand
DATE CREATED: 6/6/2018 3:59 PM
DATE MODIFIED: 7/23/2018 1:47 PM

103. Describe the two categories of wireless technologies.

ANSWER: Answers will vary. The two categories of wireless technologies are the following:

Wireless LANs (WLANs): These networks are becoming an important alternative to wired local area networks (LANs) in many companies. Like their wired counterparts, WLANs are characterized by having one owner and covering a limited area.

Wireless WANs (WWANs): These networks cover a broader area than WLANs and include the following devices: cellular networks, cellular digital packet data, paging networks, personal communication systems, packet radio networks, broadband personal communications systems, microwave networks,

	and satellite networks.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe wireless and mobile technologies and networks.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.07
TOPICS:	Wireless networks
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

104. How is a Service Set Identifier (SSID) used to improve the security of a wireless network?

ANSWER:	Answers will vary. All client computers that try to access the access point (AP) are required to include an SSID in all their packets. A packet without an SSID is not processed by the AP. The major weakness of using an SSID is that it can be picked up by other devices within the range, given the right software.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss the importance of wireless security and the techniques used.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.08
TOPICS:	Wireless network security
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

105. List the common applications of convergence.

ANSWER:	Answers will vary. Common applications of convergence include the following: a. E-commerce b. More entertainment options as the number of TV channels substantially increases and movies and videos on demand become more available c. Increased availability and affordability of video and computer conferencing d. Consumer products and services, such as virtual classrooms, telecommuting, and virtual reality

POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Summarize the convergence phenomenon and its applications for business and personal use.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.06.09
TOPICS:	Convergence
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 3:59 PM
DATE MODIFIED:	7/23/2018 1:47 PM

studocu

Chapter 7 The Internet Intranets and Extranets

Systems Analysis & Design (Douglas College)

Scan to open on Studocu

Studocu is not sponsored or endorsed by any college or university

Chapter 7 - The Internet, Intranets, and Extranets

True / False

1. The Internet is owned by the Advanced Research Projects Agency Network (ARPANET).

   a. True

   b. False

ANSWER: False

RATIONALE: Correct
No one actually owns or runs the Internet, and each network is administered and funded locally. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:10 PM

DATE MODIFIED: 7/23/2018 2:08 PM

2. The World Wide Web changed the Internet by introducing a graphical interface to the largely text-based Internet.

   a. True

   b. False

ANSWER: True

RATIONALE: Correct
The World Wide Web (WWW, or “the Web”) changed the Internet in 1989 by introducing a graphical interface to the largely text-based Internet. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web

KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:10 PM
DATE MODIFIED: 7/23/2018 2:08 PM

3. Any computer that stores hypermedia documents and makes them available to other computers on the Internet is called a client.
   a. True
   b. False

ANSWER: False
RATIONALE: Correct
Any computer that stores hypermedia documents and makes them available to other computers on the Internet is called a server, and computers requesting these documents are called clients. See 7-1: The Internet and the World Wide Web
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.01
TOPICS: Internet infrastructure
KEYWORDS: Remember
DATE CREATED: 7/18/2018 12:10 PM
DATE MODIFIED: 7/23/2018 2:08 PM

4. Hypermedia documents can be stored anywhere in the world.
   a. True
   b. False

ANSWER: True
RATIONALE: Correct
The most exciting feature of the Web is that hypermedia documents can be stored anywhere in the world, so users can jump from a site in the United States to a site in Paris, France, in just a few milliseconds. See 7-1: The Internet and the World Wide Web
POINTS: 1
DIFFICULTY: Moderate
REFERENCES Describe the makeup of the Internet and the World Wide Web.

:

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet infrastructure

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:10 PM

DATE MODIFIED: 7/23/2018 2:08 PM

5. Combinations of spaces and special characters can be used in domain names of uniform resource locators (URLs).
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
Combinations of letters, the numerals 0 through 9, and hyphens can be used in domain names of URLs. Spaces are not allowed. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:10 PM

DATE MODIFIED: 7/23/2018 2:08 PM

6. A T3 line uses two pairs of copper wires to carry up to 24 simultaneous conversations and has a transmission rate of 1.544 Mbps.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct

	T1 uses two pairs of copper wires to carry up to 24 simultaneous conversations (called channels) and has a transmission rate of 1.544 Mbps. A T3 line is a digital communication link that supports transmission rates of 43-45 Mbps. See 7-1: The Internet and the World Wide Web
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.01
TOPICS:	Internet infrastructure
KEYWORDS:	Understand
DATE CREATED:	7/18/2018 12:10 PM
DATE MODIFIED:	7/23/2018 2:08 PM

7. In the context of directories on the Web, a human-powered directory uses crawlers to collect data.

a. True
b. False

ANSWER:	False
RATIONALE:	Correct A human-powered directory does not use crawlers to collect data; instead, it relies on users to supply the data. See 7-2: Navigational Tools, Search Engines, and Directories
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss navigational tools, search engines, and directories.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.02
TOPICS:	Web directories
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:10 PM
DATE MODIFIED:	7/23/2018 2:08 PM

8. In the context of directories on the Web, Open Directory is an example of an automated directory.
   a. True
   b. False

ANSWER:	False
RATIONALE:	Correct Open Directory is an example of a human-powered directory. See 7-2: Navigational Tools, Search Engines, and Directories
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss navigational tools, search engines, and directories.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.02
TOPICS:	Web directories
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:10 PM
DATE MODIFIED:	7/23/2018 2:08 PM

9. Client-based e-mail enables a user to access his or her e-mail account from any computer.
   a. True
   b. False

ANSWER:	False
RATIONALE:	Correct Web-based e-mail enables a user to access his or her e-mail account from any computer. Client-based e-mail consists of an e-mail program that a user installs on his or her computer; e-mail is downloaded and stored locally on the user's computer. See 7-3: Internet Services
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe common Internet services.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.03
TOPICS:	Internet services
KEYWORDS:	Remember
DATE CREATE	7/18/2018 12:10 PM

D:

DATE MODIFIED:	7/23/2018 2:08 PM

10. Voice over Internet Protocol (VoIP) is used to route traffic starting and ending at conventional public switched telephone network phones.
    a. True
    b. False

ANSWER:	True
RATIONALE:	Correct VoIP is used to route traffic starting and ending at conventional public switched telephone network phones. See 7-3: Internet Services
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe common Internet services.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.03
TOPICS:	Internet services
KEYWORDS:	Understand
DATE CREATED:	7/18/2018 12:10 PM
DATE MODIFIED:	7/23/2018 2:08 PM

11. Online degree programs adversely affect colleges and universities that are facing an enrollment decline.
    a. True
    b. False

ANSWER:	False
RATIONALE:	Correct Online degree programs help colleges and universities facing an enrollment decline, because they make it possible for students who could not attend school otherwise to enroll in classes. See 7-4: Web Applications
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize widely used Web applications.
QUESTION TYPE:	True / False
HAS VARIABLES:	False

LEARNING OBJECTIVES:	MIS9.BIDG.19.07.04
TOPICS:	Computer uses Web-based software
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:10 PM
DATE MODIFIED:	7/23/2018 2:08 PM

12. Telepresence surgery allows surgeons to operate all over the world without physically traveling anywhere.
    a. True
    b. False

ANSWER:	True
RATIONALE:	Correct Telepresence surgery allows surgeons to operate all over the world without physically traveling anywhere. See 7-4: Web Applications
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize widely used Web applications.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.04
TOPICS:	Computer uses Web-based software
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:10 PM
DATE MODIFIED:	7/23/2018 2:08 PM

13. An intranet is an application or service that uses an organization’s computer network.
    a. True
    b. False

ANSWER:	True
RATIONALE:	Correct An intranet is an application or service that uses an organization’s computer network. See 7-5: Intranets
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the purpose of intranets.

QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.05
TOPICS:	Intranets
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:10 PM
DATE MODIFIED:	7/23/2018 2:08 PM

14. Intranets are typically set up behind a firewall.
    a. True
    b. False

ANSWER:	True
RATIONALE:	Correct Carefully defining and limiting access is important for security reasons, so intranets are typically set up behind a firewall. See 7-5: Intranets
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the purpose of intranets.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.05
TOPICS:	Intranets
KEYWORDS:	Understand
DATE CREATED:	7/18/2018 12:10 PM
DATE MODIFIED:	7/23/2018 2:08 PM

15. Even if there are more than one smart object on an individual's body, they would not be aware of each other's existence.
    a. True
    b. False

ANSWER:	True
RATIONALE:	Correct Smart objects cannot be connected to one another. Thus, if more than one smart object were on an individual's body, they would not be aware of each other's existence. See 7-8: The Internet of Everything and Beyond
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES	Describe the Internet of Everything.

:

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.08

TOPICS: Internet services

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:10 PM

DATE MODIFIED: 7/23/2018 2:08 PM

Multiple Choice

16. The Internet backbone is a foundation network linked with _____ cables that can support very high bandwidth.
    a. helix
    b. coaxial
    c. fiber-optic
    d. twisted pair

ANSWER: c

RATIONALE: Correct. The Internet backbone is a foundation network linked with fiber-optic cables that can support very high bandwidth. It is called a backbone because it supports all the other networks that form the Internet, just as the human backbone is the foundation of the nervous system. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:10 PM

DATE MODIFIED: 7/23/2018 2:08 PM

17. The Web organizes information by using _____, meaning documents that include embedded references to audio, text, images, video, or other documents.

a. spyware
b. hypermedia
c. newsgroups
d. adware

ANSWER:	b
RATIONALE:	Correct. The Web organizes information by using hypermedia, meaning documents that include embedded references to audio, text, images, video, or other documents. Composed of billions of hypermedia documents, the Web constitutes a large portion of the Internet. See 7-1: The Internet and the World Wide Web
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.01
TOPICS:	Internet and the World Wide Web Internet infrastructure
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:10 PM
DATE MODIFIED:	7/23/2018 2:08 PM

18. Any computer that stores hypermedia documents and makes them available to other computers on the Internet is called a _____.

a. client
b. server
c. station
d. domain

ANSWER:	b
RATIONALE:	Correct. Any computer that stores hypermedia documents and makes them available to other computers on the Internet is called a server or Web server, and computers requesting these documents are called clients. A client can be a home computer or a node in an organization’s LAN. See 7-1: The Internet and the World Wide Web
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE:	Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:10 PM

DATE MODIFIED: 7/23/2018 2:08 PM

19. Which term is used for unique identifiers of computer or network addresses on the Internet?

a. Prototypes
b. Domain names
c. Foreign keys
d. Mirror disks

ANSWER: b

RATIONALE: Correct. Domain names, such as IBM.com or whitehouse.gov, are unique identifiers of computer or network addresses on the Internet. When information is transferred from one network to another, domain names are converted to Internet Protocol addresses by the Domain Name System protocol. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:10 PM

DATE MODIFIED: 7/23/2018 2:08 PM

20. James gets a job at a multinational corporation. On his first day at work, he finds out that the numerical code assigned by the Internet Corporation for Assigned Names and Numbers (ICANN) to his computer system is 115.248.178.233. This numerical code is referred to as a(n) _____.

a. Internet Protocol address
b. virtual path identifier
c. Ethernet address

d. data link connection identifier

ANSWER: a

RATIONALE: Correct. The numerical code, 115.248.178.233, assigned to James's system is referred to as an Internet Protocol (IP) address. Each computer or network has an IP address, which is assigned by the ICANN. These numbers are difficult to remember, however, so language-based domain names are used more often to access Web sites. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Apply

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

21. When information is transferred from one network to another, domain names are converted to _____ by the Domain Name System (DNS) protocol.

a. electronic media
b. hypermedia
c. Ethernet addresses
d. Internet Protocol addresses

ANSWER: d

RATIONALE: Correct. When information is transferred from one network to another, domain names are converted to Internet Protocol (IP) addresses by the DNS protocol. Servers using this protocol maintain lists of computers' and Web sites' addresses and their associated IP addresses. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

22. A(n) _____ identifies a Web page and is the address of a document or site on the Internet.

  a. top-level domain
  b. uniform resource locator
  c. Internet Protocol
  d. Weblog

ANSWER: b

RATIONALE: Correct. A uniform resource locator (URL) is the address of a document or site on the Internet that helps in identifying a Web page. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

23. In the universal resource locator (URL) https://www.exsat.org, the domain name is _____.

  a. http
  b. .org
  c. https://www.
  d. exsat.org

ANSWER: d

RATIONALE: Correct. In the URL https://www.exsat.org, the domain name is exsat.org. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Moderate
REFERENCES: Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.01
TOPICS: Internet and the World Wide Web
Internet infrastructure
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

24. Which indicates the top-level domain for the universal resource locator (URL) http://www.csub.edu?
    a. http:
    b. www.
    c. .csub
    d. .edu

ANSWER: d
RATIONALE: Correct. In the URL http://www.csub.edu, .edu is the top-level domain. The suffix, .edu, stands for educational institutions. See 7-1: The Internet and the World Wide Web
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.01
TOPICS: Internet and the World Wide Web
Internet infrastructure
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

25. Which can be used in domain names in uniform resource locators (URLs)?
    a. Spaces
    b. Hyphens
    c. Asterisks

d. Apostrophes

ANSWER:	b
RATIONALE:	Correct. Combinations of letters, the numerals 0 through 9, and hyphens can be used in domain names. Spaces are not allowed. See 7-1: The Internet and the World Wide Web
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.01
TOPICS:	Internet and the World Wide Web Internet infrastructure
KEYWORDS:	Understand
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

26. Which are not allowed in domain names?
   a. Numerals
   b. Hyphens
   c. Combinations of letters
   d. Spaces

ANSWER:	d
RATIONALE:	Correct. Combinations of letters, the numerals 0 through 9, and hyphens can be used in domain names. Spaces are not allowed. See 7-1: The Internet and the World Wide Web
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.01
TOPICS:	Internet and the World Wide Web Internet infrastructure
KEYWORDS:	Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

27. The _____ denotes the type of organization or country the address of a document or site on the Internet specifies.
   a. top-level domain
   b. network interface card
   c. Post Office Protocol
   d. User Datagram Protocol

ANSWER: a

RATIONALE: Correct. The top-level domain (TLD) denotes the type of organization or country the address of a document or site on the Internet specifies. TLDs are divided into organizational domains (generic top-level domains, gTLDs) and geographic domains (country code top-level domains, ccTLDs). See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

28. Which is a generic top-level domain (TLD) name used for backbone, regional, and commercial networks?
   a. .org
   b. .int
   c. .net
   d. .mil

ANSWER: c

RATIONALE: Correct. .net is a generic TLD name used for backbone, regional, and commercial networks. The TLD denotes the type of organization or country the address specifies. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Moderate

REFERENCES Describe the makeup of the Internet and the World Wide Web.

:

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

29. Which is a country code top-level domain?
    a. .int
    b. .fr
    c. .aero
    d. .mil

ANSWER: b

RATIONALE: Correct. .fr is the country code top-level domain for France. Top-level domains (TLDs) are divided into organizational domains (generic top-level domains, gTLDs) and geographic domains (country code top-level domains, ccTLDs). See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

30. The generic top-level domain (gTLD) for the United Nations is _____.
    a. .com
    b. .int
    c. .net

d. .org

ANSWER: b

RATIONALE: Correct. The gTLD for international organizations, such as the United Nations, is .int. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

31. Which statement is true of geographic top-level domains (TLDs)?

a. They are used to promote business and tourism.
b. They are owned by corporations to control use of their brands.
c. They are limited to members of a defined community.
d. They are used by the organizations that provide information services.

ANSWER: a

RATIONALE: Correct. Geographic TLDs (e.g., .London or .Madrid) are owned by cities and geographic regions and are used to promote business and tourism. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFI 7/23/2018 2:08 PM

ED:

32. In the uniform resource locator (URL) http://www.csub.edu/~hbidgoli/books.html, _____ represents the name of the directory in which files are stored.

   a. http://
   b. www.csub.edu
   c. /~hbidgoli
   d. books.html

ANSWER: c

RATIONALE: Correct. In the URLhttp://www.csub.edu/~hbidgoli/books.html, /~hbidgoli represents the name of the directory in which files pertaining to the books the author has written are stored. A server can be divided into directories for better organization. See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web
Internet infrastructure

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

33. Which Digital Subscriber Line (DSL) service has a lower transmission rate upstream than downstream?

   a. Asymmetric DSL
   b. Symmetric DSL
   c. Very High-Speed DSL
   d. High-bit-rate DSL

ANSWER: a

RATIONALE: Correct. Asymmetric DSL (ADSL) has a lower transmission rate upstream (3.5 Mbps) than downstream (typically 24 Mbps). See 7-1: The Internet and the World Wide Web

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Multiple Choice

HAS VARIABL False

ES:	
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.01
TOPICS:	Internet and the World Wide Web Internet infrastructure
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

34. Which statement is true of Hypertext Markup Language (HTML)?
    a. It is used to route traffic on a public telephone network.
    b. It is used to build a local area network.
    c. It is used to define a Web page's layout and appearance.
    d. It is used to provide radio coverage over a wide area.

ANSWER:	c
RATIONALE:	Correct. HTML is the language used to create Web pages. It defines a page's layout and appearance by using tags and attributes. See 7-1: The Internet and the World Wide Web
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.01
TOPICS:	Internet and the World Wide Web Internet infrastructure
KEYWORDS:	Understand
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

35. Microsoft Internet Explorer (IE), Mozilla Firefox, Google Chrome, Apple Safari, and Opera are examples of _____.
    a. operating systems
    b. search engines
    c. Web browsers
    d. uniform resource locators

ANSWER:	c
RATIONALE:	Correct. Many graphical Web browsers are available, such as Microsoft IE, Mozilla Firefox, Google Chrome, Apple Safari, and Opera. Typically, these

browsers have menu options you have seen in word-processing programs, such as File, Edit, and Help. See 7-2: Navigational Tools, Search Engines, and Directories

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss navigational tools, search engines, and directories.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.02

TOPICS: Web browsers

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

36. A _____ is an information system that enables users to retrieve data from the Web by using keywords related to their topic of interest.

a. Web server
b. data mart
c. search engine
d. data warehouse

ANSWER: c

RATIONALE: Correct. A search engine, such as Google, Bing, DuckDuckGo, or Ask, is an information system that enables users to retrieve data from the Web by using search terms. See 7-2: Navigational Tools, Search Engines, and Directories

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss navigational tools, search engines, and directories.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.02

TOPICS: Search engines

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

37. What are Google, Bing, and Ask are examples of?
    a. directories
    b. search engines
    c. navigational tools
    d. newsgroups

ANSWER:	b
RATIONALE:	Correct. Google, Bing, and Ask are examples of search engines. A search engine is an information system that enables users to retrieve data from the Web by using search terms. See 7-2: Navigational Tools, Search Engines, and Directories
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss navigational tools, search engines, and directories.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.02
TOPICS:	Search engines
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

38. _____ check to see what links are on the user’s Web page and make sure they work; if a link is broken, they identify it and include this information as part of the data about that page.
    a. Crawlers
    b. Subscribers
    c. Backdoors
    d. Clients

ANSWER:	a
RATIONALE:	Correct. Crawlers check to see what links are on the user’s Web page and make sure they work; if a link is broken, they identify it and include this information as part of the data about that page. In addition, crawlers can go through the other pages that are part of the user’s Web site, as long as there are links to those pages. See 7-2: Navigational Tools, Search Engines, and Directories
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss navigational tools, search engines, and directories.
QUESTION TYPE:	Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.02

TOPICS: Search engines

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

39. _____, software used by search engines, can go through the other pages that are part of your Web site, as long as there are links to those pages.

  a. Crawlers
  b. Backdoors
  c. Scores
  d. PageRanks

ANSWER: a

RATIONALE: Correct. Search engines use software called crawlers, spiders, bots, and other similar names. Crawlers can go through the other pages that are part of your Web site, as long as there are links to those pages. See 7-2: Navigational Tools, Search Engines, and Directories

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss navigational tools, search engines, and directories.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.02

TOPICS: Search engines

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

40. Housed at server farms, search engines use _____ to index data coming in from crawlers.

  a. cookies
  b. keywords
  c. spiders
  d. bots

ANSWER: b

RATIONALE: Correct. Housed at server farms, search engines use keywords to index data coming in from crawlers. Each keyword has an index entry that is linked to all Web pages containing that keyword. See 7-2: Navigational Tools, Search Engines, and Directories

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss navigational tools, search engines, and directories.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.02

TOPICS: Search engines

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

41. When a Web page changes, _____ update their indexes and databases automatically to reflect the change.
    a. picture-frame directories
    b. open-ended directories
    c. human-powered directories
    d. crawler-based directories

ANSWER: d

RATIONALE: Correct. Crawler-based directories create indexes of search terms and collect these terms automatically by using crawlers. When a Web page changes, for example, these directories update their indexes and databases automatically to reflect the change. See 7-2: Navigational Tools, Search Engines, and Directories

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Discuss navigational tools, search engines, and directories.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.02

TOPICS: Web directories

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

ED:

42. In the context of Internet services, which protocol is used for retrieving messages?
    a. Simple Mail Transfer Protocol
    b. Post Office Protocol
    c. User Datagram Protocol
    d. File Transfer Protocol

ANSWER: b
RATIONALE: Correct. Transmission Control Protocol/Internet Protocol provides several useful e-mail protocols, such as Simple Message Transfer Protocol, for sending e-mails and Post Office Protocol for retrieving messages. See 7-3: Internet Services
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Describe common Internet services.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.03
TOPICS: Internet services
KEYWORDS: Remember
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

43. Microsoft Outlook is an example of a _____.
    a. client-based e-mail program
    b. Web-based e-mail program
    c. crawler-based e-mail program
    d. bot-based e-mail program

ANSWER: a
RATIONALE: Correct. Examples of client-based e-mail programs include Microsoft Outlook, Mozilla Thunderbird, and Apple Mail. Client-based e-mail consists of an e-mail program you install on your computer; e-mail is downloaded and stored locally on your computer. See 7-3: Internet Services
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Describe common Internet services.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.03

TOPICS: Internet services

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

44. Which is an example of a client-based e-mail program?

   a. Roundcube

   b. MSN Hotmail

   c. Mozilla Thunderbird

   d. Yahoo! Mail

ANSWER: c

RATIONALE: Correct. Examples of client-based e-mail programs include Microsoft Outlook, Mozilla Thunderbird, and Apple Mail. Client-based e-mail consists of an e-mail program you install on your computer; e-mail is downloaded and stored locally on your computer. See 7-3: Internet Services

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe common Internet services.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.03

TOPICS: Internet services

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

45. _____ are usually formed for people to exchange opinions and ideas on a specific topic, usually of a technical or scholarly nature.

   a. Backdoor feeds

   b. Corporate portals

   c. Document repositories

   d. Discussion groups

ANSWER: d

RATIONALE: Correct. Discussion groups are usually for exchanging opinions and ideas on a specific topic, usually of a technical or scholarly nature. Group members post messages or articles that others in the group can read. See 7-3: Internet Services

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Describe common Internet services.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.03
TOPICS: Internet services
KEYWORDS: Remember
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

46. In the context of Internet services, which is a drawback of Internet telephony?
    a. Voicemails cannot be received on the computer.
    b. Users often experience busy lines.
    c. Calls cannot be forwarded by users.
    d. The call quality is not as good as it is with regular phone lines.

ANSWER: d
RATIONALE: Correct. The only drawback of Internet telephony is the call quality, which is not as good as with regular phone lines. However, the quality has been improving steadily. See 7-3: Internet Services
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe common Internet services.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.03
TOPICS: Internet services
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

47. Which statement is true of Voice over Internet Protocol (VoIP)?
    a. Users often experience busy lines.
    b. Callers can be screened even with blocked caller

IDs.
c. Voicemails are not received on the computer.
d. Calls cannot be forwarded by users.

ANSWER: b
RATIONALE: Correct. With VoIP, users can screen callers, even if the caller has caller ID blocked. VoIP is used to route traffic starting and ending at conventional public switched telephone network phones. See 7-3: Internet Services
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe common Internet services.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.03
TOPICS: Internet services
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

48. With Voice over Internet Protocol (VoIP), _____.
a. voicemails cannot be received on the computer
b. call quality is significantly better than that of regular phone lines
c. users cannot screen callers if the caller has caller ID blocked
d. users can have calls forwarded from anywhere in the world

ANSWER: d
RATIONALE: Correct. With VoIP, users can have calls forwarded from anywhere in the world. VoIP is also used to route traffic starting and ending at conventional public switched telephone network phones. See 7-3: Internet Services
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe common Internet services.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.03
TOPICS: Internet services
KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

49. The Internet is playing an important role in helping organizations reduce expenses, because _____.
    a. the services offered by telephone networks cost less than that offered by VoIP
    b. the employees hired through online employment services perform their official tasks virtually
    c. Web applications can be used with minimum costs
    d. products and services can be bought at retail stores

ANSWER: c

RATIONALE: Correct. The Internet is playing an important role in helping organizations reduce expenses, because Web applications can be used with minimum costs. See 7-4: Web Applications

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Summarize widely used Web applications.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.04

TOPICS: Computer uses
Web-based software

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

50. Which statement is true of telemedicine?
    a. It enables medical professionals to conduct surgical procedures virtually.
    b. It enables patients to quickly reach a doctor’s clinic.
    c. It enables medical professionals to conduct remote consultation.
    d. It enables patients to acquire medicines through online stores.

ANSWER: c

RATIONALE: Correct. In the context of healthcare Web sites, telemedicine enables medical professionals to conduct remote consultation, diagnosis, and conferencing, which can save on office overhead and travel costs. See 7-4: Web Applications

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Summarize widely used Web applications.

QUESTION TY Multiple Choice

PE:

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.04

TOPICS: Computer uses
Web-based software

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

51. Identify a true statement about virtual medicine on the Internet.
    a. It is primarily used to purchase medicines through online stores.
    b. It enables specialists at major hospitals to operate on patients remotely.
    c. It is primarily used to help patients locate medical clinics in nearby areas.
    d. It helps specialists increase physical interactions with patients.

ANSWER: b

RATIONALE: Correct. Virtual medicine on the Internet enables specialists at major hospitals to operate on patients remotely. Telepresence surgery, as it is called, allows surgeons to operate all over the world without physically traveling anywhere.
See 7-4: Web Applications

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Summarize widely used Web applications.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.04

TOPICS: Computer uses
Web-based software

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

52. Which healthcare system can make interactive medical tools available to the public?
    a. The well-being model
    b. Personal health information systems
    c. The out-of-pocket model

d. Medicine endorsement systems

ANSWER: b

RATIONALE: Correct. Personal health information systems can make interactive medical tools available to the public. These systems use public kiosks (often in shopping malls) equipped with Internet-connected computers and a diagnostic procedure that prompts patients with a series of questions. See 7-4: Web Applications

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize widely used Web applications.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.04

TOPICS: Computer uses
Web-based software

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

53. Intranets are also called _____.

a. newsgroups
b. hotspots
c. corporate portals
d. universal resource locators

ANSWER: c

RATIONALE: Correct. Intranets are also called corporate portals. The main difference between a company's Web site and its intranet is that the company Web site is usually public, whereas an intranet is for internal use by employees. See 7-5: Intranets

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the purpose of intranets.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.05

TOPICS: Intranets

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

D:

DATE MODIFIED: 7/23/2018 2:08 PM

54. Which statement is true of an intranet in an organization?
    a. It can be used by trusted business partners with a password.
    b. It is a public network that can be used by external users.
    c. It is not dependent on Internet Protocols and technologies.
    d. It will not allow employees to post information on their departmental Web servers.

ANSWER: a

RATIONALE: Correct. Many companies allow trusted business partners to access their intranets, usually with a password or another authentication method to protect confidential information. Carefully defining and limiting access is important for security reasons, so intranets are typically set up behind a firewall. See 7-5: Intranet

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the purpose of intranets.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.05

TOPICS: Intranets

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

55. Which is a similarity between the Internet and an intranet?
    a. Both use similar languages for developing applications.
    b. Both are public networks.
    c. Both are private networks.
    d. Neither can be used by users without approval.

ANSWER: a

RATIONALE: Correct. The Internet and an intranet use similar languages for developing applications, such as Java, and offer files in similar formats. The Internet is a public network; an intranet is a private network. See 7-5: Intranets

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the purpose of intranets.

QUESTION TYPE: Multiple Choice

PE:

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.05

TOPICS: Intranets

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:20 PM

56. Which statement is true of the Internet?
    a. Its accessibility requires prior approval.
    b. Its geographical scope is limited.
    c. It is usually faster than an intranet.
    d. It is less secure than an intranet.

ANSWER: d

RATIONALE: Correct. The Internet is less secure than an intranet. Any user can access the Internet, but access to an intranet is only for certain users and must be approved. See 7-5: Intranets

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the purpose of intranets.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.05

TOPICS: Intranets

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

57. Which statement is true of an intranet?
    a. It increases the costs and time of document production.
    b. It aids the duplication and distribution of documents.
    c. It helps organizations move from a calendar-based document-publishing strategy to one that is based on events.
    d. It inhibits the sharing of software, such as an office suite or a database management system.

ANSWER: c

RATIONALE: Correct. Intranets help organizations move from a calendar or schedule-based document-publishing strategy to one that is based on events or needs. Intranets reduce the costs and time of document production, too. See 7-5: Intranets

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the purpose of intranets.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.05

TOPICS: Intranets

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

58. Which is a type of interorganizational system?

a. A modem
b. A uniform resource locator
c. An extranet
d. A weblog

ANSWER: c

RATIONALE: Correct. An extranet is considered a type of interorganizational system. These systems facilitate information exchange among business partners. See 7-6: Extranets

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the purpose of extranets.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.06

TOPICS: Extranets

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

59. Which statement is true of extranets?

a. They increase internetworking costs for companies, which subsequently leads to increased losses.
b. They facilitate information exchange among business partners.
c. They help organizations move from a calendar-based document-publishing strategy to one that is based on events.
d. They are a type of public network that can be accessed without any specific rights.

ANSWER: b
RATIONALE: Correct. Extranets are considered a type of interorganizational system. These systems facilitate information exchange among business partners. See 7-6: Extranets
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the purpose of extranets.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.06
TOPICS: Extranets
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

60. Which is also known as “the Semantic Web”?
a. Web 1.1
b. Web 1.0
c. Web 2.0
d. Web 3.0

ANSWER: d
RATIONALE: Correct. Most experts agree that Web 3.0, also known as “the Semantic Web,” provides personalization that allows users to access the Web more intelligently. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.07

TOPICS: Web 3.0
KEYWORDS: Remember
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

61. The goal of _____ is to tailor online searching and requests to users’ specific search patterns, preferences, and needs.
   a. Web 1.1
   b. Web 1.0
   c. Web 2.0
   d. Web 3.0

ANSWER: d
RATIONALE: Correct. The goal of Web 3.0 is to tailor online searching and requests to users’ specific search patterns, preferences, and needs. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.07
TOPICS: Web 3.0
KEYWORDS: Remember
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

62. A _____ is a journal or newsletter that is updated frequently and intended for the general public.
   a. wiki
   b. tweet
   c. blog
   d. podcast

ANSWER: c
RATIONALE: Correct. A blog (short for Weblog) is a journal or newsletter that is updated frequently and intended for the general public. Blogs reflect their authors’ personalities and often include philosophical reflections and opinions on social or political issues. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras
POINTS: 1
DIFFICULTY: Easy

REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.07

TOPICS: Web 2.0

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

63. A _____ is a type of Web site that allows users to add, delete, and sometimes modify content.
   a. wiki
   b. blog
   c. tweet
   d. podcast

ANSWER: a

RATIONALE: Correct. A wiki is a type of Web site that allows users to add, delete, and sometimes modify content. One of the best-known examples is the online encyclopedia Wikipedia. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.07

TOPICS: Web 2.0

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

64. The most serious problem with wikis is the:
   a. inability to modify content.
   b. inaccuracy of content.
   c. lack of data privacy.
   d. restricted access to the general

public.

ANSWER:	b
RATIONALE:	Correct. The most serious problem with wikis is the quality of information, because allowing anyone to modify content affects the content's accuracy. Wikipedia is currently working on methods to verify the credentials of users contributing to the site because of past problems with contributors falsifying credentials. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.07
TOPICS:	Web 2.0
KEYWORDS:	Understand
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

65. _____ refers to a broad class of Web sites and services that allow users to connect with friends, family, and colleagues online as well as meet people with similar interests or hobbies.

a. Social networking
b. Podcasting
c. Gigapop
d. Weblogging

ANSWER:	a
RATIONALE:	Correct. Social networking refers to a broad class of Web sites and services that allow users to connect with friends, family, and colleagues online as well as meet people with similar interests or hobbies. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.07
TOPICS:	Web 2.0

KEYWORDS: Remember
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

66. Joey, a businessman, designs cases and covers for cell phones. He wishes to showcase his products so that more people know about his work. Which will help Joey promote his products?

a. SoundHound
b. WordPress
c. Pinterest
d. Bing

ANSWER: c
RATIONALE: Correct. Joey can use Pinterest to promote his products. A business can showcase its product offerings using Pinterest. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.07
TOPICS: Web 2.0
KEYWORDS: Apply
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

67. Which statement is true of Extensible Markup Language (XML)?

a. XML defines data without context.
b. XML tags specify the layout and appearance of content.
c. XML tags represent the kind of content being posted and transmitted.
d. XML is inflexible toward interoperability between different systems.

ANSWER: c
RATIONALE: Correct. Unlike Hypertext Markup Language tags that specify layout and appearance, XML tags represent the kind of content being posted and transmitted. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.07

TOPICS: Web 2.0
Web 3.0

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

68. A _____ is an electronic audio file that is posted on the Web for users to download to their mobile devices or their computers.

a. podcast
b. tweet
c. blog
d. wiki

ANSWER: a

RATIONALE: Correct. A podcast is an electronic audio file, such as an MP3 file, that is posted on the Web for users to download to their mobile devices or even their computers. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.07

TOPICS: Web 2.0
Web 3.0

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

69. Syndication feeds are one way of announcing the availability of a _____.

a. gigapop
b. backlink
c. podcast

d. mirror disk

ANSWER: c

RATIONALE: Correct. Syndication feeds are one way of announcing a podcast’s availability. A podcast is an electronic audio file, such as an MP3 file, that is posted on the Web for users to download to their mobile devices or even their computers. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.07

TOPICS: Web 2.0
Web 3.0

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

70. Which is a smart device that can tell the user’s heart rate and lung capacity?

a. The Belkin WeMo Switch
b. The Nike Hyperdunk Plus shoes
c. The Wi-Fi Smart Thermostat
d. The Under Armour Armour39 shirt

ANSWER: d

RATIONALE: Correct. The Under Armour Armour39 shirt is a smart device that can tell the user’s heart rate and lung capacity. See 7-8: The Internet of Everything and Beyond

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the Internet of Everything.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.08

TOPICS: Internet services

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

D:	
DATE MODIFIED:	7/23/2018 2:08 PM

71. The embedded references in hypermedia documents are called _____.
    a. hypertext
    b. wikis
    c. podcast
    d. weblogs

ANSWER:	a
RATIONALE:	The embedded references in hypermedia documents are called hypertext; they consist of links users can click to follow a particular thread (topic). See 7-1: The Internet and the World Wide Web
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.01
TOPICS:	Internet and the World Wide Web
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

72. Computers requesting hypermedia documents on the Internet are called _____
    a. switches
    b. servers
    c. hubs
    d. clients

ANSWER:	d
RATIONALE:	Any computer that stores hypermedia documents and makes them available to other computers on the Internet is called a server or Web server, and computers requesting these documents are called clients. See 7-1: The Internet and the World Wide Web
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE:	Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet infrastructure

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:22 PM

73. _____ are indexes of information, based on keywords embedded in documents, that allow search engines to find what Internet users are looking for.

a. Directories
b. Newsgroups
c. Aggregators
d. Podcasts

ANSWER: a

RATIONALE: Directories are indexes of information, based on keywords embedded in documents, that allow search engines to find what Internet users are looking for.
See 7-2: Navigational Tools, Search Engines, and Directories

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss navigational tools, search engines, and directories.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.02

TOPICS: Web directories
Search engines

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

74. _____ enables a user to access his or her e-mail account from any computer and, in some cases, store the e-mails on a Web server.

a. Server-based e-mail
b. Client-based e-mail
c. Web-based e-mail
d. Signal-based e-mail

ANSWER: c

RATIONALE: Web-based e-mail enables a user to access his or her e-mail account from any

	computer and, in some cases, store the e-mails on a Web server. See 7-3: Internet Services
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe common Internet services.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.03
TOPICS:	Internet services Web browsers
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:23 PM

75. _____ is an Internet service that enables users in chat rooms to exchange text messages with people in other locations in real time.

a. Internet telephony
b. Short message service
c. Text Relay
d. Internet Relay Chat

ANSWER:	d
RATIONALE:	Internet Relay Chat enables users in chat rooms to exchange text messages with people in other locations in real time. You can find chat rooms on a variety of topics, such as gardening, video games, and relationships. See 7-3: Internet Services
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe common Internet services.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.03
TOPICS:	Internet services
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

76. _____ is an Internet service for communicating with others via a private “chat room” on the Internet.
   a. Electronic mail
   b. Instant messaging
   c. Short message service
   d. Video telephony

ANSWER: b

RATIONALE: Instant Messaging (IM) is a service for communicating with others via a private “chat room” on the Internet. Many IM applications are available, such as Windows Messenger, Yahoo! Messenger, and Google Chat, and the capabilities and features vary depending on the application. See 7-3: Internet Services

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe common Internet services.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.03

TOPICS: Internet services

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

77. _____ is a service that uses the Internet rather than the telephone network to exchange spoken conversations.
   a. Internet telephony
   b. Internet broadcast
   c. Telephone relay
   d. Call forwarding

ANSWER: a

RATIONALE: Internet telephony is using the Internet rather than the telephone network to exchange spoken conversations. The protocol used for this capability is Voice over Internet Protocol. See 7-3: Internet Services

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe common Internet services.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.03

TOPICS: Internet services

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

78. The protocol that is used for Internet telephony is _____.

a. Post Office Protocol
b. Voice over Internet Protocol
c. User Datagram Protocol
d. Interactive Mail Access Protocol

ANSWER: b

RATIONALE: Internet telephony is using the Internet rather than the telephone network to exchange spoken conversations. The protocol used for this capability is Voice over Internet Protocol. See 7-3: Internet Services

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe common Internet services.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.03

TOPICS: Internet services

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

79. A(n) _____ is a secure network that uses the Internet and Web technologies to connect intranets of business partners so that communication between organizations is possible.

a. extranet
b. local talk
c. newsgroup
d. token ring

ANSWER: a

RATIONALE: An extranet is a secure network that uses the Internet and Web technologies to connect intranets of business partners so that communication between organizations or between consumers is possible. Extranets are considered a type of interorganizational system. See 7-6: Extranets

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the purpose of extranets.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.06

TOPICS: Extranets

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

80. _____ is a popular blogging tool that allows users to post anything from their browsers, phones, desktops, e-mail programs, and so forth.

   a. Google Chrome
   b. Mozilla Firefox
   c. Wikipedia
   d. Tumblr

ANSWER: d

RATIONALE: One popular blogging tool is Tumblr (www.tumblr.com), which allows users to post anything-text, photos, quotes, links, music, and videos-from their browsers, phones, desktops, e-mail programs, and so forth. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.07

TOPICS: Web 2.0

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

81. The layout and appearance of a Hypertext Markup Language (HTML) document should be handled by _____.

   a. Cascading Style Sheets
   b. Really Simple Syndication feeds

c. Standard Generalized Markup Language
d. Extensible Style Sheets

ANSWER:	a
RATIONALE:	Although HTML contains some layout and appearance features, these "presentational attributes" are deprecated by the World Wide Web Consortium, which suggests that HTML only be used for creating structured documents through markup. Layout and appearance should be handled by Cascading Style Sheets (CSS). See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.07
TOPICS:	Web 2.0 Web 3.0
KEYWORDS:	Remember
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

82. _____ are usually collected by an "aggregator" such as iTunes.
a. Blogs
b. Tweets
c. Wikis
d. Podcasts

ANSWER:	d
RATIONALE:	Podcasts are usually collected by an "aggregator," such as iTunes or iPodder. A podcast is an electronic audio file, such as an MP3 file, that is posted on the Web for users to download to their mobile devices or even their computers. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OB	MIS9.BIDG.19.07.07

JECTIVES:

TOPICS: Web 2.0
Web 3.0

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

83. A(n) _____ is a local connection point-of-presence that connects a variety of high-performance networks, and its main function is the exchange of Internet2 (I2) traffic with a specified bandwidth.

   a. gigapop
   b. weblog
   c. podcast
   d. extranet

ANSWER: a

RATIONALE: A gigapop is a local connection point-of-presence that connects a variety of high-performance networks, and its main function is the exchange of I2 traffic with a specified bandwidth. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.07

TOPICS: Web 2.0
Web 3.0

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

84. Which system is an application of Internet2 (I2) that allows people in different locations to share a virtual environment created on the Web?

   a. telecommunication
   b. teletransmission
   c. teleimmersion
   d. telepresence

ANSWER: c

RATIONALE: A teleimmersion system allows people in different locations to share a virtual environment created on the Web. Virtual reality has important applications in education, science, manufacturing, and collaborative decision making. See 7-7: New Trends: The Web 2.0 and Web 3.0 Eras

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.07

TOPICS: Web 2.0
Web 3.0

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

85. The _____ refers to the physical objects that are connected to the Internet and, therefore, to all the other physical objects.

a. Internet Archive
b. Transmission Control Protocol
c. Internet Control Message Protocol
d. Internet of Things

ANSWER: d

RATIONALE: The Internet of Things refers to the physical objects that are connected to the Internet and, therefore, to all the other physical objects. See 7-8: The Internet of Everything and Beyond

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the Internet of Everything.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.08

TOPICS: Internet infrastructure
Web browsers

KEYWORDS: Remember

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

Essay

86. Discuss network access points (NAPs) and how they relate to the Internet backbone.

ANSWER: Answers will vary. The Internet backbone is a foundation network linked with fiber-optic cables that can support very high bandwidth. It is called a backbone because it supports all the other networks that form the Internet, just as the human backbone is the foundation of the nervous system. The Internet backbone is made up of many interconnected government, academic, commercial, and other high-capacity data routers.

Several private companies operate their own Internet backbones that interconnect at NAPs. NAPs determine how traffic is routed over the Internet. Local area networks serve as localized Internet connections, and they use NAPs to connect to the Internet backbone.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

87. Discuss how the Web uses hypermedia.

ANSWER: Answers will vary. The Web organizes information by using hypermedia, meaning documents that include embedded references to audio, text, images, video, and other documents. Composed of billions of hypermedia documents, the Web constitutes a large portion of the Internet. The embedded references in hypermedia documents are called hypertext; they consist of links users can click to follow a particular thread (topic). By using hypertext links, users can access files, applications, and other computers in any order they like (unlike in paper documents) and retrieve information with the click of a button. In essence, hypertext is an approach to data management, in which data is stored in a network of nodes connected by links. Data in these nodes is accessed with an interactive browsing system, meaning the user determines the order in which information is accessed.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES Describe the makeup of the Internet and the World Wide Web.

:

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet and the World Wide Web

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

88. Briefly describe Hypertext Markup Language (HTML).

ANSWER: Answers will vary. HTML is the language used to create Web pages. It defines a page’s layout and appearance by using tags and attributes. A tag delineates a section of the page, such as the header or body; an attribute specifies a value, such as a font color, for a page component. The most recent version is HTML6, which competes with Adobe Flash. Flash is a multimedia platform used to add animation, video, and interactivity to Web pages. A typical structure for an HTML document is as follows:
(Enter the page’s description.)
(Enter the page’s content.)

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the makeup of the Internet and the World Wide Web.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet infrastructure

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

89. Describe each part of a uniform resource locator (URL) using an example.

ANSWER: Answers will vary. The following are brief explanations of each part of a URL, using http://www.csub.edu/~hbidgoli/books.html as an example:
http-Stands for Hypertext Transfer Protocol, the protocol used for accessing most Web sites.
www.csub.edu-The www stands for WWW, World Wide Web, orthe Web. The csub stands for California State University at Bakersfield. And the .edu is the

suffix for educational institutions. Together, csub.edu uniquely identifies this Web site.
/~hbidgoli-This part is the name of the directory in which files pertaining to the books the author has written are stored. A server can be divided into directories for better organization.
books.html-This part is the document itself. The .html extension means it is a Hypertext Markup Language (HTML) document. Servers that do not support long extensions display just .htm; other servers display .html.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.01
TOPICS: Internet and the World Wide Web
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

90. Discuss the different types of Digital Subscriber Line (DSL) services.

ANSWER: Answers will vary. There are several methods for connecting to a network, including the Internet.
These methods include dial-up and cable modems as well as DSL. Several types of DSL services are available:
- Symmetric DSL (SDSL)-SDSL has the same data transmission rate to and from the phone network (called upstream and downstream), usually up to 1.5 Mbps (million bits per second) in both directions.
- Asymmetric DSL (ADSL)-ADSL has a lower transmission rate upstream (3.5 Mbps) than downstream (typically 24 Mbps)-for example, the ITU G.992.5 Annex M standard.
- Very High-Speed DSL (VDSL)-VDSL has a downstream/upstream transmission rate of up to 100 Mbps over short distances-for example, the ITU G.993.2 standard.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe the makeup of the Internet and the World Wide Web.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.01

TOPICS: Internet infrastructure
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

91. Briefly describe navigational tools.

ANSWER: Answers will vary. Navigational tools are used to travel from Web site to Web site (i.e., “surf” the Internet). Many graphical Web browsers are available, such as Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari, and Opera. Typically, these browsers have menu options similar to word-processing programs, such as File, Edit, and Help. They also include options for viewing your browsing history, bookmarking favorite Web sites, and setting viewing preferences, as well as navigation buttons to move backward and forward in Web pages you have visited. With some browsers, you can also set up specialized toolbars for accessing frequently visited sites or conducting searches.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Discuss navigational tools, search engines, and directories.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.02
TOPICS: Web browsers
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

92. Briefly explain the searching process of a search engine.

ANSWER: Answers will vary. When you enter a search term, the search engine uses an index to look up the term. If the term exists in the index, the search engine identifies all Web pages linked to the term. However, it needs some way of prioritizing Web pages based on how close each one is to the search term. For example, say your Aunt Emma makes picture-frame cookies and has a Web site for selling them. Someone searching on the term picture frame might see Aunt Emma’s site listed, too. Because search engines are programmed to try to differentiate different types of search requests, they can use other terms, such as posters, photos, and images, to give a higher priority to Web pages containing these additional terms, along with the search term picture frame, and a lower priority to Web pages containing terms such as cookies or baked goods along with picture frame. Search engines vary in intelligence, which is why the user can use the same search term and get different results with two different search engines.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Discuss navigational tools, search engines, and directories.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.02

TOPICS: Search engines

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

93. Briefly explain the two kinds of directories on the Web.

ANSWER: Answers will vary. Directories organize information into categories. There are two kinds of directories on the Web. The first is the automated, or crawler-based, directory that search engines use; it creates indexes of search terms and collects these terms automatically by using crawlers. Google, Yahoo!, Ask, and others fall into this category. When your Web page changes, for example, these directories update their indexes and databases automatically to reflect the change. The second type of directory is the human-powered directory. If you want your Web page to be listed in a search engine's results, you have to manually submit keywords to a human-powered directory. It does not use crawlers to collect data; instead, it relies on users to supply the data. After key words are submitted, they are indexed with search engines and can then be listed in search results. The main difference is that if your Web page changes, the directory does not have the updated content until you submit changes to the directory. Open Directory is an example of a human-powered directory.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Discuss navigational tools, search engines, and directories.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.02

TOPICS: Web directories

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFI 7/23/2018 2:08 PM

ED:

94. In the context of Internet telephony, in addition to cost savings, list the other advantages of Voice over Internet Protocol (VoIP).

ANSWER: Answers will vary. In addition to cost savings, VoIP offers the following advantages:
a. Users do not experience busy lines.
b. Voicemails can be received on the computer.
c. Users can screen callers, even if the caller has caller ID blocked.
d. Users can have calls forwarded from anywhere in the world.
e. Users can direct calls to the correct departments and take automated orders.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe common Internet services.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.03
TOPICS: Internet services
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

95. List some banking services available via the Internet.

ANSWER: Answers will vary. Following are some banking services available via the Internet:
a. Accessing customer service by e-mail around the clock
b. Viewing current and old transactions
c. Online mortgage applications
d. Interactive tools for designing a savings plan, choosing a mortgage, or getting insurance quotes online
e. Finding loan status and credit card account information online
f. Paying bills and credit card accounts
g. Transferring funds
h. Viewing digital copies of checks

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Summarize widely used Web applications.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.04
TOPICS: Web-based software
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

96. In the context of Web applications, briefly explain software distribution.

ANSWER: Answers will vary. Many vendors distribute software on the Internet as well as drivers and patches. For example, most antivirus vendors make updates available for download to keep up with new viruses and worms. Typically, patches, updates, and small programs such as new browser versions are fast and easy to download. Trying to download large programs, such as Microsoft Office Suite, takes too long, so these types of programs are not usually distributed via the Internet. Developing online copyright-protection schemes continues to be a challenge. If users need an encryption code to “unlock” software they have downloaded, making backups might not be possible. Despite these challenges, online software distribution provides an inexpensive, convenient, and fast way to sell software.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Summarize widely used Web applications.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.04

TOPICS: Web-based software

KEYWORDS: Understand

DATE CREATED: 7/18/2018 12:11 PM

DATE MODIFIED: 7/23/2018 2:08 PM

97. Explain the main difference between a company’s Web site and its intranet.

ANSWER: Answers will vary. The main difference between a company’s Web site and its intranet is that the company Web site is usually public; an intranet is for internal use by employees. However, many companies also allow trusted business partners to access their intranets, usually with a password or another authentication method to protect confidential information.

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Explain the purpose of intranets.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.07.05

TOPICS: Intranets

KEYWORDS: Analyze

DATE CREATE 7/18/2018 12:11 PM

D:	
DATE MODIFIED:	7/23/2018 2:08 PM

98. Discuss the different types of information that can be made available on an intranet to improve an organization's efficiency and effectiveness.

ANSWER:	Answers will vary. A well-designed intranet can make the following types of information, among others, available to an entire organization in a timely manner to improve the organization's efficiency and effectiveness: • Human resources management-401K plans, upcoming events, the company's mission statement and policies, job postings, medical benefits, orientation materials, online training sessions and materials, meeting minutes, vacation time, etc. • Sales and marketing-Call tracking, information on competitors, customer information, order tracking and placement, product information, etc. • Production and operations-Equipment inventory, facilities management, industry news, product catalog, project information, etc. • Accounting and finance-Budget planning, expense reports, etc.
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	Explain the purpose of intranets.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.05
KEYWORDS:	Analyze
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

99. Explain how an extranet improves coordination among business partners.

ANSWER:	Answers will vary. Extranets improve coordination between business partners, such as suppliers, distributors, and customers. Critical information can be made available quickly so decisions can be made without delays. For example, a manufacturer can coordinate production by checking the inventory status.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the purpose of extranets.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.06

TOPICS: Extranets
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

100. Briefly explain Web 2.0.
ANSWER: Answers will vary. Web 2.0 refers to the trend toward Web applications that are more interactive than traditional Web applications. Collaboration or e-collaboration is one of the key components of Web 2.0. The main focus of Web 2.0 has been on social networking and collaboration.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.07
TOPICS: Web 2.0
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

101. Briefly discuss the uses of corporate wikis with examples.
ANSWER: Answers will vary. Corporate wikis are used for a variety of purposes, such as posting news about product development. Many open-source software packages for creating wikis are available, such as MediaWiki and TWiki. Companies are also creating wikis to give customers information. For example, Motorola and T-Mobile have set up wikis about their products that function as continually updated user guides, and eBay has formed eBay Wiki, where buyers and sellers can share information on a wide range of topics.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.07
TOPICS: Web 2.0

KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

102. Briefly describe social networking, and give examples of social networking sites.

ANSWER: Answers will vary. Social networking refers to a broad class of Web sites and services that allow users to connect with friends, family, and colleagues online as well as meet people with similar interests or hobbies. More than 100 social networks are available on the Internet. Two of the most popular are Facebook and Twitter. In addition, LinkedIn is a professional networking site where you can connect with professional contacts and exchange ideas and job opportunities with a large network of professionals. Many people now use both LinkedIn and Facebook to keep their professional and social contacts separate. Twitter is extremely popular, and the term tweet is often used for a response or comment no longer than 280 characters, the maximum length allowed for a Twitter post.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.07.07
TOPICS: Web 2.0
KEYWORDS: Understand
DATE CREATED: 7/18/2018 12:11 PM
DATE MODIFIED: 7/23/2018 2:08 PM

103. Explain how a podcast is different from a regular audio file.

ANSWER: Answers will vary. A podcast is different from a regular audio file in that users can subscribe to a podcast. Each time a new podcast is available, an aggregator collects it automatically, using the URL, and makes it available for subscribers. Subscribers can then “sync” the podcast with their mobile devices and listen to it whenever they want.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE: Essay
HAS VARIABLES: False

ES:	
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.07
TOPICS:	Web 2.0 Web 3.0
KEYWORDS:	Understand
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

104. Describe the learningware application of Internet2 (I2).

ANSWER:	Answers will vary. Learningware is a suite of applications that is intended to make education more accessible, targeting distance learning and self-education. The proposed Instructional Management System provides an environment that enables students to learn in an "anytime, anywhere" fashion. This technology also gives instructors access to a broad range of teaching materials for online classes.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Summarize the trends of the Web 2.0 and Web 3.0 eras and Internet2.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.07
TOPICS:	Web 2.0 Web 3.0
KEYWORDS:	Understand
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

105. Briefly explain the Internet of Everything (IoE).

ANSWER:	Answers will vary. The IoE refers to a Web-based development in which people, processes, data, and things are interconnected via the Internet using various means. It is a network of networks in which billions of connections create unparalleled opportunities and challenges. The technology behind the IoE will facilitate, among other things, automated inventory systems in the retail industry, automated and programmable appliances in domestic households, and road and bridge systems that will be able to detect a problem as soon as it occurs and notify the authorities. Consumers and businesses will save money by preserving energy when they control their room temperatures onsite or remotely through smart devices, while companies will save time and money on labor due to automation.
POINTS:	1

DIFFICULTY:	Moderate
REFERENCES:	Describe the Internet of Everything.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.07.08
TOPICS:	Internet infrastructure Web browsers
KEYWORDS:	Understand
DATE CREATED:	7/18/2018 12:11 PM
DATE MODIFIED:	7/23/2018 2:08 PM

Chapter 8 E Commerce

Systems Analysis & Design (Douglas College)

Scan to open on Studocu

Studocu is not sponsored or endorsed by any college or university

Chapter 8 - E-Commerce

True / False

1. E-commerce is part of e-business.
   a. True
   b. False

ANSWER: True

RATIONALE: Correct
E-commerce is buying and selling goods and services over the Internet. E-business encompasses all the activities a company performs in selling and buying products and services using computers and communication technologies. E-commerce is part of e-business. However, the two terms are often used interchangeably. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: E-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

2. E-business excludes transactions that generate demand for goods and services.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
E-business includes not only transactions that center on buying and selling goods and services to generate revenue but also transactions that generate demand for goods and services, offer sales support and customer service, and facilitate communication between business partners. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: True / False

HAS VARIABL False

ES:

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: E-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

3. Outbound logistics, a primary activity in Michael Porter’s value chain, includes tasks associated with receiving, storing, and converting raw materials to finished goods.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
Outbound logistics, a primary activity in Michael Porter’s value chain, includes tasks associated with moving and storing products, from the end of the production line to end users or distribution centers. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

4. Click-and-brick e-commerce struggles to incorporate online interaction.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
Click-and-brick e-commerce capitalizes on the advantages of online interaction with their customers yet retains the benefits of having a physical store location. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

5. E-commerce provides product acknowledgements through phone calls and faxes.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
E-commerce is buying and selling goods and services over the Internet. E-commerce provides product acknowledgements through e-mail, Web sites, and electronic data interchange. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: E-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

6. Government and nonbusiness organizations are prohibited from using e-commerce applications.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
Many government and other nonbusiness organizations use e-commerce applications, including the Department of Defense, the Internal Revenue Service, and the Department of the Treasury. See 8-2: Major Categories of E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major categories of e-commerce.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.02

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

7. Universities are an example of nonbusiness organizations that use e-commerce applications.

   a. True
   b. False

ANSWER: True

RATIONALE: Correct
Universities are an example of nonbusiness organizations that use e-commerce applications; for example, many universities use Web technologies for online classes, registration, and grade reporting. See 8-2: Major Categories of E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major categories of e-commerce.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.02

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED:	7/24/2018 11:56 AM

8. The fulfillment function of the business-to-consumer (B2C) e-commerce cycle is responsible for secured electronic payments.

a. True
b. False

ANSWER:	False
RATIONALE:	Correct The fulfillment function of the B2C e-commerce cycle involves delivering products or services to customers. This varies depending on whether physical products (books, videos, and CDs) or digital products (software, music, and electronic documents) are being delivered. See 8-3: B2C E-Commerce Cycle
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the business-to-consumer e-commerce cycle.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.03
TOPICS:	Business-to-consumer e-commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

9. Service and support are more important in e-commerce than in traditional commerce, given that e-commerce companies do not have a physical location to help maintain current customers.

a. True
b. False

ANSWER:	True
RATIONALE:	Correct Service and support are more important in e-commerce than in traditional commerce, given that e-commerce companies do not have a physical location to help maintain current customers. See 8-3: B2C E-Commerce Cycle
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the business-to-consumer e-commerce cycle.
QUESTION TYPE:	True / False

HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.03
TOPICS:	Business-to-consumer e-commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

10. The third-party exchange marketplace model is controlled by sellers and buyers.

   a. True
   b. False

ANSWER:	False
RATIONALE:	Correct The third-party exchange marketplace model is not controlled by sellers or buyers. Instead, it is controlled by a third party, and the marketplace generates revenue from the fees charged for matching buyers and sellers. See 8-4: B2B E-Commerce: A Second Look
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the major models of business-to-business e-commerce.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.04
TOPICS:	E-commerce types and models
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

11. In a buyer-side marketplace, a buyer, or a group of buyers, opens an electronic marketplace and invites sellers to bid on announced products or make a request for quotation.

   a. True
   b. False

ANSWER:	True
RATIONALE:	Correct In a buyer-side marketplace, a buyer, or a group of buyers, opens an electronic marketplace and invites sellers to bid on announced products or make a request

for quotation. The third-party exchange marketplace model offers suppliers a direct channel of communication to buyers through online storefronts. See 8-4: B2B E-Commerce: A Second Look

POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the major models of business-to-business e-commerce.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.04
TOPICS:	E-commerce types and models
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

12. Mobile commerce (m-commerce) predominantly relies on voice recognition and text-to-speech technologies.

a. True

b. False

ANSWER:	False
RATIONALE:	Correct Supporting technologies for m-commerce applications include wireless wide area networks (WWANs) and 3G and 4G networks as well as short-range wireless communication technologies, such as Wi-Fi, WiMAX, Bluetooth, and RFID. Voice-based e-commerce relies on voice recognition and text-to-speech technologies. See 8-5: Mobile and Voice-Based E-Commerce
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe mobile-based and voice-based e-commerce.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.05
TOPICS:	Mobile e-commerce Voice-based e-commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFI	7/24/2018 11:56 AM

ED:

13. One method of conducting voice-based e-commerce is using e-wallets.
    a. True
    b. False

ANSWER: True

RATIONALE: Correct
One method of conducting voice-based e-commerce is using e-wallets, or virtual wallets. In addition to storing financial information, e-wallets can store such information as the customer’s address and driver’s license number. See 8-5: Mobile and Voice-Based E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe mobile-based and voice-based e-commerce.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.05

TOPICS: Voice-based e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

14. The use of e-wallets is restricted to nonportable devices.
    a. True
    b. False

ANSWER: False

RATIONALE: Correct
E-wallets are available for most handheld devices and offer a secure, convenient, and portable tool for online shopping. They store personal and financial information, such as credit card numbers, passwords, and PINs. See 8-6: E-Commerce Supporting Technologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain four supporting technologies for e-commerce.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06
TOPICS: E-commerce implementation
KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

15. E-commerce is a subset of social commerce.
    a. True
    b. False

ANSWER: False
RATIONALE: Correct
Social commerce is a subset of e-commerce that is influenced by social networks and other online media enhanced by the ever increasing power of smartphones. See 8-7: E-Commerce and Beyond: Social Commerce
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain social commerce and the reasons for its popularity.
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.08.07
TOPICS: Social commerce
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

Multiple Choice

16. Which is a supporting activity in a value chain?
    a. Operations
    b. Logistics
    c. Technological development
    d. Marketing and sales

ANSWER: c
RATIONALE: Correct. The supporting activities of a value chain are organizational infrastructure, human resource management, technological development, and procurement (gathering input). See 8-1: Defining E-Commerce
POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

17. _____ is a supporting activity in Michael Porter's value chain.
    a. Service
    b. Logistics
    c. Marketing and sales
    d. Human resource management

ANSWER: d

RATIONALE: Correct. The supporting activities of a value chain are organizational infrastructure, human resource management, technological development, and procurement (gathering input). See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

18. _____ is a primary activity in Michael Porter's value chain.
    a. Service
    b. Procurement
    c. Technological development

d. Human resource management

ANSWER: a

RATIONALE: Correct. The primary activities in Michael Porter's value chain are inbound logistics, outbound logistics, operations, service, and marketing and sales. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

19. _____ is a primary activity in a value chain that involves moving and storing products, from the end of the production line to end users or distribution centers.

a. Marketing and sales

b. Outbound logistics

c. Operations

d. Service

ANSWER: b

RATIONALE: Correct. Outbound logistics involves moving and storing products, from the end of the production line to end users or distribution centers. Inbound logistics includes tasks associated with receiving, storing, and disseminating incoming goods or materials. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATE 6/6/2018 4:00 PM

D:	
DATE MODIFIED:	7/24/2018 11:56 AM

20. In a value chain, service involves _____.
    a. processing raw materials into finished goods
    b. identifying customer needs and generating sales
    c. activities to support customers after the sale of products
    d. tasks associated with receiving, storing, and disseminating incoming goods

ANSWER:	c
RATIONALE:	Correct. Service involves activities to support customers after the sale of products and services. Apart from service, inbound logistics, outbound logistics, operations, and marketing and sales are the other primary activities of a value chain. See 8-1: Defining E-Commerce
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Define e-commerce and describe its advantages, disadvantages, and business models.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.01
TOPICS:	Value chain and e-commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

21. _____ is a primary activity in a value chain that involves processing raw materials into finished goods and services.
    a. Operations
    b. Service
    c. Procurement
    d. Logistics

ANSWER:	a
RATIONALE:	Correct. Operations involves processing raw materials into finished goods and services. Apart from operations, inbound logistics, outbound logistics, service, and marketing and sales are the other primary activities of a value chain. See 8-1: Defining E-Commerce
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

22. A similarity between e-commerce and traditional commerce is that both:
    a. use the same mode of service to cater to consumers.
    b. require a physical store to sell consumer goods.
    c. use magazines to provide product information.
    d. concentrate on selling products to generate profit.

ANSWER: d

RATIONALE: Correct. Although the goal of e-commerce and traditional commerce is the same-selling products and services to generate profit-they do it quite differently. In e-commerce, the Web and telecommunication technologies play a major role.
See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: E-commerce

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

23. In the context of e-commerce, which of the following is used to provide product information?
    a. Web sites
    b. Phone calls
    c. Flyers
    d. Faxes

ANSWER: a

RATIONALE:	Correct. In e-commerce, product information is provided using Web sites and online catalogs. Other activities, such as checking product availability and generating orders, are also performed using Web sites. See 8-1: Defining E-Commerce
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Define e-commerce and describe its advantages, disadvantages, and business models.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.01
TOPICS:	E-commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

24. One of the advantages of e-commerce is that it:

    a. improves customer service.
    b. is a universally accepted system.
    c. guarantees privacy and security of buyers.
    d. is highly accessible throughout the world.

ANSWER:	a
RATIONALE:	Correct. E-commerce improves customer service. It also offers personalized services and product customization. See 8-1: Defining E-Commerce
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Define e-commerce and describe its advantages, disadvantages, and business models.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.01
TOPICS:	E-commerce
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

25. Price _____, in e-commerce, means all market participants can trade at the same price.
    a. discrimination
    b. transparency
    c. bundling
    d. skimming

ANSWER: b

RATIONALE: Correct. One of the advantages of e-commerce is that it creates “price transparency,” meaning all market participants can trade at the same price. E-commerce also offers personalized services and product customization. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: E-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

26. Which model transfers the old retail model to the e-commerce world by using the medium of the Internet?
    a. merchant
    b. brokerage
    c. advertising
    d. infomediary

ANSWER: a

RATIONALE: Correct. The merchant model of e-commerce transfers the old retail model to the e-commerce world by using the medium of the Internet. In the most common type of merchant model, an e-commerce company uses Internet technologies and Web services to sell goods and services over the Web. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: E-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

27. Using the _____ model, e-commerce sites sell digital products and services.

   a. brokerage
   b. infomediary
   c. mixed
   d. subscription

ANSWER: d

RATIONALE: Correct. Using the subscription model, e-commerce sites sell digital products or services to customers. For example, the Wall Street Journal and Consumer Reports offer online subscriptions, and antivirus vendors use this model to distribute their software and updates. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

28. Identify the e-commerce business model that brings sellers and buyers together on the Web and collects commissions on transactions between these parties.

   a. The merchant model
   b. The brokerage model
   c. The advertising model
   d. The infomediary model

ANSWER: b

RATIONALE: Correct. Using the brokerage model brings sellers and buyers together on the Web and collects commissions on transactions between these parties. The best example of this model is an online auction site, such as eBay (www.ebay.com), DealDash (www.dealdash.com), or QuiBids (www.quibids.com). See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

29. E-commerce sites that use the _____ model collect data on consumers and businesses and then sell this data to other companies for marketing purposes.

a. brokerage
b. merchant
c. infomediary
d. subscription

ANSWER: c

RATIONALE: Correct. E-commerce sites that use the infomediary model collect information on consumers and businesses and then sell this information to other companies for marketing purposes. For example, Bizrate (bizrate.com) collects information about the performance of other sites and sells this information to advertisers. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

30. Companies exclusively using business-to-consumer (B2C) applications:
    a. sell directly to consumers.
    b. rely on physical storefronts for customer interactions.
    c. approach customers through third-party agents.
    d. focus on using personalized physical stores to serve consumers.

ANSWER:	a
RATIONALE:	Correct. B2C companies-such as Amazon, Barnesandnoble.com, and Overstock.com-sell directly to consumers. Amazon and its business partners sell a wide array of products and services, including books, DVDs, prescription drugs, clothing, and household products. See 8-2: Major Categories of E-Commerce
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the major categories of e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.02
TOPICS:	E-commerce types and models
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

31. BuyStore Inc., an online retail store, sells all of its products through its Web site, buystore.com, and through an application on cell phones. BuyStore Inc. is an example of a _____.
    a. brick-and-mortar firm
    b. pure-play company
    c. third-party broker
    d. physical storefront

ANSWER:	b
RATIONALE:	Correct. BuyStore Inc. is an example of a pure-play company. Companies that rely exclusively on the Web to distribute their products are referred to as pure-play companies. See 8-2: Major Categories of E-Commerce
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	Explain the major categories of e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABL	False

ES:	
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.02
TOPICS:	E-commerce types and models
KEYWORDS:	Apply
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

32. Online auction sites that involve business transactions between users of products and services are categorized as _____ e-commerce.

a. consumer-to-consumer
b. consumer-to-business
c. business-to-business
d. business-to-consumer

ANSWER:	a
RATIONALE:	Correct. Consumer-to-consumer (C2C) e-commerce involves business transactions between users, such as when consumers sell to other consumers via the Internet. When people use online classified ads (e.g., Craigslist) or online auction sites (e.g., eBay), that is C2C e-commerce. See 8-2: Major Categories of E-Commerce
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the major categories of e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.02
TOPICS:	E-commerce types and models
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

33. Ryan, an employee of Widget Corp., makes and sells customized paper notebooks. He uses the company's intranet to advertise the notebooks and sell them to the employees of the company. This is an example of _____ e-commerce.

a. consumer-to-consumer
b. consumer-to-business
c. business-to-business
d. business-to-consumer

ANSWER:	a
RATIONALE:	Correct. This is an example of consumer-to-consumer (C2C) e-commerce. C2C

e-commerce involves business transactions between users, such as when consumers sell to other consumers via the Internet. See 8-2: Major Categories of E-Commerce

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Explain the major categories of e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.02

TOPICS: E-commerce types and models

KEYWORDS: Apply

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

34. In the context of e-government applications, crisis response is categorized as a _____ application.

a. government-to-citizen
b. government-to-business
c. government-to-government
d. government-to-employee

ANSWER: c

RATIONALE: Correct. Crisis response is categorized as a government-to-government (G2G) application. Disaster assistance is also a G2G application. See 8-2: Major Categories of E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major categories of e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.02

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

35. In the context of e-government applications, e-training for government officials is categorized as a _____ application.
   a. government-to-citizen
   b. government-to-business
   c. government-to-government
   d. government-to-employee

ANSWER: d

RATIONALE: Correct. E-training for government officials is categorized as a government-to-employee application. See 8-2: Major Categories of E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major categories of e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.02

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

36. E-commerce activities that take place within an organization's data communication network are part of _____ e-commerce.
   a. interbusiness
   b. agribusiness
   c. nonbusiness
   d. intrabusiness

ANSWER: d

RATIONALE: Correct. Organizational (intrabusiness) e-commerce involves e-commerce activities that take place inside an organization, typically via the organization's intranet. Intrabusiness e-commerce supports overall e-business activities. See 8-2: Major Categories of E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major categories of e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.02

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

37. _____ is the first activity involved in a typical business-to-consumer (B2C) cycle.

a. Fulfillment
b. Information sharing
c. Ordering
d. Payment

ANSWER: b

RATIONALE: Correct. The activities of a B2C company are most likely to begin with the company sharing information with consumers. A B2C e-commerce company can use a variety of methods to share information with its customers, such as company Web sites, online catalogs, e-mail, online advertisements, video conferencing, message boards, and newsgroups. See 8-3: B2C E-Commerce Cycle

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the business-to-consumer e-commerce cycle.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.03

TOPICS: Business-to-consumer e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

38. Service and support are more important in e-commerce than in traditional commerce because e-commerce companies _____.

a. do not have a physical location to help maintain current customers
b. focus only on attracting new customers
c. do not continue business with unsatisfied customers
d. rarely cut out the middleman in the link between suppliers and consumers

ANSWER: a

RATIONALE: Correct. Service and support are more important in e-commerce than in traditional commerce, given that e-commerce companies do not have a physical location to help maintain current customers. Because maintaining current customers is less expensive than attracting new customers, e-commerce companies should make an effort to improve customer service and support. See 8-3: B2C E-Commerce Cycle

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the business-to-consumer e-commerce cycle.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.03

TOPICS: Business-to-consumer e-commerce

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

39. In the context of the seller-side marketplace model, _____ prevents purchases from suppliers that are not on the approved list of sellers.

a. e-ticketing
b. e-procurement
c. the third-party exchange
d. the trading partner agreement

ANSWER: b

RATIONALE: Correct. The main objectives of e-procurement are to prevent purchases from suppliers that are not on the approved list of sellers and eliminate the processing costs of purchases. E-procurement enables employees in an organization to order and receive supplies and services directly from suppliers. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models
Business-to-business e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

40. Large corporations (such as General Electric or Boeing) as well as consortiums of large companies use the _____ model.

a. e-procurement
b. buyer-side marketplace
c. third-party exchange
d. infomediary

ANSWER: b

RATIONALE: Correct. Large corporations (such as General Electric or Boeing) as well as consortiums of large companies use the buyer-side marketplace model. In a buyer-side marketplace, a buyer, or a group of buyers, opens an electronic marketplace and invites sellers to bid on announced products or make a request for quotation. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

41. A _____ is initiated by a group of consumers and enables a customer to bid on specific products or make a request for quotation (RFQ) at a common place for selling products.

a. seller-side marketplace
b. buyer-side marketplace
c. third-party exchange marketplace
d. business communication marketplace

ANSWER: b

RATIONALE: Correct. In a buyer-side marketplace, a buyer, or a group of buyers, opens an electronic marketplace and invites sellers to bid on announced products or make a RFQ. Companies invest in buyer-side marketplaces with the goal of establishing new sales channels that increase their market presence and lower the cost of each sale. See 8-4: B2B E-Commerce: A Second Look

POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the major models of business-to-business e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.04
TOPICS:	E-commerce types and models Business-to-business e-commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

42. By participating in _____, sellers can automate the fulfillment function of business-to-business (B2B) e-commerce.

   a. third-party marketplaces
   b. seller-side marketplaces
   c. buyer-side marketplaces
   d. trading partner marketplaces

ANSWER:	c
RATIONALE:	Correct. By participating in buyer-side marketplaces, sellers can automate the fulfillment function of B2B e-commerce. They can also reduce order placement and delivery time. See 8-4: B2B E-Commerce: A Second Look
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Summarize the major models of business-to-business e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.04
TOPICS:	E-commerce types and models Business-to-business e-commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

43. The _____ model generates revenue from the fees charged for matching buyers and sellers.

a. seller-side marketplace
b. buyer-side marketplace
c. third-party exchange marketplace
d. trader-side marketplace

ANSWER: c

RATIONALE: Correct. The third-party exchange marketplace model is not controlled by sellers or buyers. Instead, it is controlled by a third party, and the marketplace generates revenue from the fees charged for matching buyers and sellers. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models
Business-to-business e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

44. In the third-party exchange marketplace model, the sale of medical products is an example of a _____.

a. horizontal market
b. vertical market
c. baseline market
d. sideline market

ANSWER: b

RATIONALE: Correct. The utilities industry, the beef and dairy industries, and the sale of medical products are examples of vertical markets. The third-party exchange marketplace model is not controlled by sellers or buyers. Instead, it is controlled by a third party, and the marketplace generates revenue from the fees charged for matching buyers and sellers. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABL False

ES:

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

45. Which market concentrates on a specific function or business process and automates this function or process for different industries?

a. vertical
b. horizontal
c. baseline
d. sideline

ANSWER: b

RATIONALE: Correct. A horizontal market concentrates on a specific function or business process and automates this function or process for different industries. Employee-benefits administration and media buying are examples of horizontal markets. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models
Business-to-business e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

46. In the third-party exchange marketplace model, media buying is an example of a _____.

a. vertical market
b. horizontal market
c. baseline market
d. sideline market

ANSWER: b

RATIONALE: Correct. Employee-benefits administration and media buying are examples of horizontal markets. The third-party exchange marketplace model is not controlled by sellers or buyers. Instead, it is controlled by a third party, and the marketplace generates revenue from the fees charged for matching buyers and sellers. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

47. In the context of trading partner agreements, which of the following is true of electronic business Extensible Markup Language (ebXML)?

a. ebXML does not support the transfer of inventory charts.
b. ebXML enables customers to submit hard copies of agreements.
c. ebXML allows Web browsers to select only the data requested in a search.
d. ebXML does not support communication of purchase orders.

ANSWER: c

RATIONALE: Correct. The main advantage of ebXML or XML over HTML is that a user can assign data-type definitions to information on a page, so Web browsers select only the data requested in a search. It is particularly useful in m-commerce (mobile commerce), because loading only the necessary data in a browser makes searches more efficient. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models
Business-to-business e-commerce

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

D:

DATE MODIFIED: 7/24/2018 11:56 AM

48. In the context of trading partner agreements, identify a true statement about electronic business Extensible Markup Language (ebXML).

    a. It makes searches more efficient.
    b. It increases traffic on the Internet.
    c. It increases delays during peak usage hours.
    d. It enables customers to submit hard copies of documents.

ANSWER: a

RATIONALE: Correct. ebXML is particularly useful in m-commerce (mobile commerce), because loading only the necessary data in a browser makes searches more efficient. This process reduces traffic on the Internet and helps prevent delays during peak usage hours. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models
Business-to-business e-commerce

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

49. Mobile commerce (m-commerce) is based on the _____.

    a. Token Ring Protocol
    b. Ethernet Protocol
    c. Wireless Application Protocol
    d. Wi-Fi Protected Protocol

ANSWER: c

RATIONALE: Correct. M-commerce, based on the Wireless Application Protocol, has been around for several years, particularly in European countries. Supporting technologies for m-commerce applications include wireless wide area networks (WWANs) and 3G and 4G networks as well as short-range wireless communication technologies, such as Wi-Fi, WiMAX, Bluetooth, and RFID. See 8-5: Mobile and Voice-Based E-Commerce

POINTS: 1

DIFFICULTY:	Easy
REFERENCES:	Describe mobile-based and voice-based e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.05
TOPICS:	Mobile e-commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

50. _____ is a short-range wireless communication technology that acts as a supporting technology for mobile commerce (m-commerce) applications.

a. A 3G network
b. E-procurement
c. Bluetooth
d. A 4G network

ANSWER:	c
RATIONALE:	Correct. Supporting technologies for m-commerce applications include wireless wide area networks (WWANs) and 3G and 4G networks as well as short-range wireless communication technologies, such as Wi-Fi, WiMAX, Bluetooth, and RFID. See 8-5: Mobile and Voice-Based E-Commerce
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe mobile-based and voice-based e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS7.BIDG.17.08.05
TOPICS:	Mobile e-commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

51. Which of the following is true of mobile commerce (m-commerce) applications?

a. They are supported by short-range wireless communication technologies.

b. They predominantly rely on voice recognition and text-to-speech technologies.
c. They are incompatible with 3G and 4G networks.
d. They are based on wired protocols.

ANSWER: a

RATIONALE: Correct. Supporting technologies for m-commerce applications include wireless wide area networks (WWANs) and 3G and 4G networks as well as short-range wireless communication technologies, such as Wi-Fi, WiMAX, Bluetooth, and RFID. See 8-5: Mobile and Voice-Based E-Commerce

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe mobile-based and voice-based e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.05

TOPICS: Mobile e-commerce

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

52. A(n) electronic _____ is the electronic exchange of money or scrip.

a. array
b. exchange
c. cash transfer
d. payment

ANSWER: d

RATIONALE: Correct. An electronic payment is the electronic exchange of money or scrip. It usually involves the use of the Internet, other computer networks, and digitally stored value systems. See 8-6: E-Commerce Supporting Technologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain four supporting technologies for e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 12:04 PM

53. A _____ is about the size of a credit card and contains an embedded microprocessor chip for storing important financial and personal information.

a. nano card
b. memory card
c. smart card
d. pay card

ANSWER: c
RATIONALE: Correct. A smart card is about the size of a credit card and contains an embedded microprocessor chip for storing important financial and personal information. Smart cards have been used in Europe, Asia, and Australia for many years and are slowly gaining acceptance in the United States because of their multiple functions. See 8-6: E-Commerce Supporting Technologies
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain four supporting technologies for e-commerce.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.08.06
TOPICS: E-commerce implementation
KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 12:04 PM

54. Jack is a gamer, and every time he plays at a gaming center, he pays five dollars using a card that he recharges electronically every week. It is evident that Jack uses _____ as the mode of payment.

a. e-cash
b. a nanopayment card
c. e-pay
d. a micropayment card

ANSWER: a
RATIONALE: Correct. Jack uses e-cash as the mode of payment. E-cash usually works with a smart card, and the amount of cash stored on the chip can be “recharged” electronically. See 8-6: E-Commerce Supporting Technologies
POINTS: 1

DIFFICULTY:	Challenging
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Apply
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

55. _____ offers a secure, convenient, and portable tool for online shopping and stores personal and financial information, such as credit card numbers, passwords, and PINs.

a. E-cash
b. An e-wallet
c. An e-check
d. E-pay

ANSWER:	b
RATIONALE:	Correct. E-wallets (virtual wallets), which are available for most handheld devices, offer a secure, convenient, and portable tool for online shopping. They store personal and financial information, such as credit card numbers, passwords, and PINs. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

56. _____ is a popular online payment system used on many online auction sites.

a. Bitcoin

b. Google Pay
c. PayPal
d. Apple Wallet

ANSWER: c

RATIONALE: Correct. PayPal is a popular online payment system used for many online transactions. Users with valid e-mail addresses can set up PayPal accounts and make secure payments for online transactions using their credit cards or bank accounts. See 8-6: E-Commerce Supporting Technologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain four supporting technologies for e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

57. _____ is a method for advertisers to pay for cost per view or cost per click, which is typically one-tenth of a cent.

a. Smart payment
b. Micropayment
c. E-cash
d. E-check

ANSWER: b

RATIONALE: Correct. Micropayments are transactions on the Web involving very small amounts of money. They began as a way for advertisers to pay for cost per view or cost per click, which is typically one-tenth of a cent. See 8-6: E-Commerce Supporting Technologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain four supporting technologies for e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

58. In the context of Web marketing, the term ad _____ refers to one user viewing one ad.

    a. blocker

    b. exchange

    c. impression

    d. connect

ANSWER: c

RATIONALE: Correct. The term ad impression refers to one user viewing one ad. Most Web and e-mail advertising is priced based on the cost per thousand ad impressions. See 8-6: E-Commerce Supporting Technologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain four supporting technologies for e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

59. In the context of Web marketing, the _____ is computed by dividing the number of clicks an ad gets by the total impressions bought.

    a. cost per click

    b. cost per thousand

    c. click-through rate

    d. click-through impression

ANSWER: c

RATIONALE: Correct. The click-through rate (CTR) is computed by dividing the number of clicks an ad gets by the total impressions bought. For example, if an advertiser buys 100,000 impressions and gets 20,000 clicks, the CTR is 20 percent (20,000/100,000). See 8-6: E-Commerce Supporting Technologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain four supporting technologies for e-commerce.

:

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

60. In the context of Web marketing, a cookie is:
    a. the information that users save on the hard drive for later use.
    b. the information a Web site stores on a user's hard drive.
    c. a list of sites visited by a user in a day or the last few days.
    d. a list of sites that users bookmark on a browser for reference.

ANSWER: b

RATIONALE: Correct. Cookies are information a Web site stores on a user's hard drive so that it can be used for a later visit, such as for greeting a visitor by name. This information is also used to record user preferences and browsing habits. See 8-6: E-Commerce Supporting Technologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain four supporting technologies for e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

61. In the context of Web marketing, any element of a Web page that is clicked counts as a _____ to a server.
    a. pop
    b. byte
    c. hit
    d. loo

p

ANSWER:	c
RATIONALE:	Correct. Any element of a Web page (including text, graphics, and interactive items) that is clicked counts as a hit to a server. Hits are not the preferred unit of measurement for site traffic because the number of hits per page can vary widely, depending on the number of graphics, type of browser used, and page size. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

62. In the context of Web marketing, _____ are display ads that appear on top of a browser window, blocking the user’s view.

a. pop-under ads
b. pop-up ads
c. dialog box ads
d. banner box ads

ANSWER:	b
RATIONALE:	Correct. Pop-up ads are display ads that appear on top of a browser window, blocking the user’s view. Pop-up ads are more intrusive than pop-under ads. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Remember
DATE CREATE	6/6/2018 4:00 PM

DATE CREATED:

DATE MODIFIED: 7/24/2018 11:56 AM

63. The Web page displayed when a user first visits a site is called a(n) _____.
    a. ad impression
    b. cookie
    c. splash screen
    d. hit

ANSWER:	c
RATIONALE:	Correct. The Web page displayed when a user first visits a site is called a splash screen. It is designed to capture the user's attention and motivate the user to browse the site. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

64. Which is an artificial intelligence application that can be used for Web marketing?
    a. intelligent agent
    b. intelligent updater
    c. intelligent link
    d. intelligent queue

ANSWER:	a
RATIONALE:	Correct. An intelligent agent is an artificial intelligence application that can be used for Web marketing. For example, product-brokering agents can alert customers about a new product. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice

HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

65. In Web marketing, with _____, information is sent to users based on their previous inquiries, interests, or specifications.
   a. pull technology
   b. push technology
   c. stack technology
   d. queue technology

ANSWER:	b
RATIONALE:	Correct. Push technology is the opposite of pull technology, in which users search the Web to find (pull) information. With push technology, information is sent to users based on their previous inquiries, interests, or specifications. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

66. In the context of mobile marketing strategies, in-game mobile marketing:
   a. requires a user to share his/her location and display business ads relative to the location.
   b. requires a gamer to click on search engine ads in order to go to the next level of the game.
   c. uses mobile games where the characters in the game promote products for companies.
   d. uses mobile ads that appear between loading screens within popular games.

ANSWER:	d

RATIONALE:	Correct. In-game mobile marketing uses mobile ads that appear within popular mobile games and can take several forms, such as banner popups, full-page image ads, or video ads, that appear between loading screens. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

67. _____ is a method for improving the volume or quality of traffic to a Web site.
    a. Electronic exchange
    b. Search engine optimization
    c. E-procurement
    d. Social engineering

ANSWER:	b
RATIONALE:	Correct. Search engine optimization (SEO) is a method for improving the volume or quality of traffic to a Web site. For the average keyword used in a search, the search engine might list hundreds or thousands of Web sites, but most people visit only the top 5 or 10 sites and ignore the rest. Therefore, it is important to be among the top sites. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Remember
DATE CREATED	6/6/2018 4:00 PM

D:

DATE MODIFIED: 7/24/2018 11:56 AM

68. Buyline is an e-commerce Web site. It has come up with a promotional offer where buyers get a 60 percent discount on refrigerators if a minimum of 100 buyers agree to buy the product within 24 hours of the offer being announced. In this case, it is evident that BuyLine is a _____.

a. social networking site
b. group buying platform
c. peer-to-peer e-commerce platform
d. participatory e-commerce site

ANSWER: b

RATIONALE: Correct. It is evident that BuyLine is a group buying platform. Group buying platforms are Web sites that offer a product or service at a huge discount if certain number of buyers agree to buy the product or service in a given time period, such as within a 24-hour period. See 8-7: E-Commerce and Beyond: Social Commerce

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Explain social commerce and the reasons for its popularity.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.07

TOPICS: Social commerce

KEYWORDS: Apply

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

69. _____ are community-based marketplaces that enable individuals to communicate directly with each other and conduct e-commerce operations.

a. Social networking sites
b. Group buying platforms
c. Peer-to-peer e-commerce platforms
d. Participatory e-commerce sites

ANSWER: c

RATIONALE: Correct. Peer-to-peer e-commerce platforms are community-based marketplaces that enable individuals to communicate directly with each other and conduct e-commerce operations. Amazon Marketplace is a popular example of such marketplaces. See 8-7: E-Commerce and Beyond: Social Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES:	Explain social commerce and the reasons for its popularity.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.07
TOPICS:	Social commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

70. For a business that is properly designing and using a social media information system (SMIS), the SMIS would most likely:

a. decrease Web site traffic.
b. curb hypersocialization in the organization.
c. enable it to develop local area networks within the organization.
d. enable it to share new and dynamic contents with customers in real time.

ANSWER:	d
RATIONALE:	Correct. For a business that is properly designing and using a SMIS, the SMIS would most likely enable it to share new and dynamic contents with customers in real time. See 8-9: Social Media Information Systems
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain social media information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.09
TOPICS:	Social commerce
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

71. _____ encompasses all the activities a company performs in selling and buying products and services using computers and communication technologies.

a. E-procurement
b. Marketing and

sales

c. E-business

d. Web marketing

ANSWER: c

RATIONALE: E-business encompasses all the activities a company performs in selling and buying products and services using computers and communication technologies. In broad terms, e-business includes several related activities, such as online shopping, sales force automation, supply chain management, electronic procurement (e-procurement), electronic payment systems, Web advertising, and order management. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: E-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

72. Which concept, introduced by Michael Porter, consists of a series of activities designed to meet business needs by adding cost in each phase of the e-commerce process?

a. social engineering

b. search engine optimization

c. packet switching

d. value chain

ANSWER: d

RATIONALE: Michael Porter introduced the value chain concept in 1985. It consists of a series of activities designed to meet business needs by adding value (or cost) in each phase of the e-commerce process. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OB MIS9.BIDG.19.08.01

JECTIVES:

TOPICS: E-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

73. _____ is a mix of traditional commerce and e-commerce.
    a. Brick-and-mortar e-commerce
    b. Click-and-brick e-commerce
    c. Business-to-business e-commerce
    d. Customer-to-customer e-commerce

ANSWER: b

RATIONALE: Many companies now operate as a mix of traditional commerce and e-commerce and have some kind of e-commerce presence. These companies, referred to as click-and-brick e-commerce, capitalize on the advantages of online interaction with their customers yet retain the benefits of having a physical store location. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: E-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

74. Which model of e-commerce is an extension of traditional marketing media, such as radio and television?
    a. merchant model
    b. brokerage model
    c. advertising model
    d. infomediary model

ANSWER: c

RATIONALE: The advertising model of e-commerce is an extension of traditional advertising media, such as radio and television. Directories such as Yahoo! provide content (similar to radio and TV) to users for free. See 8-1: Defining E-Commerce

POINTS: 1

DIFFICULTY: Easy
REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.08.01
TOPICS: Value chain and e-commerce
KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

75. The _____ model, a widely used business model in e-commerce, refers to generating revenue from more than one source.
   a. merchant
   b. brokerage
   c. mixed
   d. infomediary

ANSWER: c
RATIONALE: The mixed model refers to generating revenue from more than one source. For example, ISPs such as AOL generate revenue from advertising and from subscription fees for Internet access. See 8-1: Defining E-Commerce
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.08.01
TOPICS: Value chain and e-commerce
KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

76. Electronic data interchange (EDI) and electronic funds transfer (EFT) are forms of _____ e-commerce.
   a. consumer-to-consumer
   b. consumer-to-business

c. business-to-business
d. business-to-consumer

ANSWER: c

RATIONALE: Business-to-business (B2B) e-commerce involves electronic transactions between businesses. These transactions have been around for many years in the form of EDI and EFT. See 8-2: Major Categories of E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major categories of e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.02

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

77. Tax filing and payments; completing, submitting, and downloading forms; and requests for records are all categorized as _____.

a. government-to-citizen
b. government-to-business
c. government-to-government
d. government-to-employee

ANSWER: a

RATIONALE: Tax filing and payments; completing, submitting, and downloading forms; requests for records; and online voter registration are all examples of government-to-citizen e-government. See 8-2: Major Categories of E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the major categories of e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.02

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

78. A popular application of the _____ model, which is a major business-to-business (B2B) e-commerce model, is e-procurement.

a. third-party exchange marketplace
b. buyer-side marketplace
c. seller-side marketplace
d. trader-side marketplace

ANSWER: c

RATIONALE: A popular application of the seller-side marketplace model is e-procurement, which enables employees in an organization to order and receive supplies and services directly from suppliers. E-procurement streamlines the traditional procurement process, which reduces costs, saves time, and improves relationships between suppliers and participating organizations. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 12:08 PM

79. In the third-party exchange marketplace model, a _____ market concentrates on a specific industry or market.

a. vertical
b. horizontal
c. baseline
d. sideline

ANSWER: a

RATIONALE: A vertical market concentrates on a specific industry or market, such as the utilities industry, the beef and dairy industries, and the sale of medical products. See 8-4: B2B E-Commerce: A Second Look

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Summarize the major models of business-to-business e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.04

TOPICS: E-commerce types and models

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

80. _____ support m-commerce applications.

   a. Personal area networks
   b. Wireless wide area networks
   c. Local area networks
   d. Virtual private networks

ANSWER: b

RATIONALE: Supporting technologies for m-commerce applications include wireless wide area networks (WWANs) and 3G and 4G networks as well as short-range wireless communication technologies, such as Wi-Fi, WiMAX, Bluetooth, and RFID. See 8-5: Mobile and Voice-Based E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe mobile-based and voice-based e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.05

TOPICS: Mobile e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

81. _____ relies on text-to-speech technologies.

   a. Seller-side e-commerce
   b. Voice-based e-commerce
   c. Traditional commerce
   d. Mobile commerce

ANSWER: b

RATIONALE: Voice-based e-commerce relies on voice recognition and text-to-speech technologies that have improved dramatically in the past decade. One method of conducting voice-based e-commerce is using e-wallets, or virtual wallets. See 8-5: Mobile and Voice-Based E-Commerce

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe mobile-based and voice-based e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.05

TOPICS: Mobile e-commerce
Voice-based e-commerce

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

82. A(n) _____ is the electronic version of a paper check and offers security, speed, and convenience for online transactions.

a. paper wallet
b. online-wallet
c. e-check
d. online-check

ANSWER: c

RATIONALE: An e-check is the electronic version of a paper check and offers security, speed, and convenience for online transactions. Many utility companies offer customers the opportunity to use e-checks to make their payments, and most banks accept e-checks for online bill payments. See 8-6: E-Commerce Supporting Technologies

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain four supporting technologies for e-commerce.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Remember

DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

83. Which tag is an HTML tag that provides information on the keywords that represent the contents of a Web page?

   a. head
   b. body
   c. meta
   d. object

ANSWER:	c
RATIONALE:	The meta tag provides information about a Web page, such as keywords that represent the page content, the Web designer, and frequency of page updates. Search engines use this information (particularly the keywords) to create indexes. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

84. Search engines and directories offer space that companies can purchase for advertising purposes. This process is called _____.

   a. ad impression
   b. cookie spacing
   c. spot leasing
   d. search optimization

ANSWER:	c
RATIONALE:	Search engines and directories offer space that companies can purchase for advertising purposes. This process is called spot leasing. Spots have an advantage over banner ads because their placement is permanent; banner ad placement can change from visit to visit. See 8-6: E-Commerce Supporting Technologies
POINTS:	1
DIFFICULTY:	Moderate

REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Apply
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

85. _____ aggregate customers’ opinions related to products or services that they have purchased and then suggest them to others with the same interest.

a. Recommendation Web sites
b. Group buying platforms
c. Peer-to-peer e-commerce platforms
d. Participatory e-commerce Web sites

ANSWER:	a
RATIONALE:	Recommendation Web sites aggregate customers’ opinions related to products or services that they have purchased and then recommend them to others with the same interest. Some also offer incentives to individuals for sharing their purchases with friends through social media. See 8-7: E-Commerce and Beyond: Social Commerce
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain social commerce and the reasons for its popularity.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.07
TOPICS:	Social commerce
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

Essay

86. How does e-commerce relate to the value chain concept?

ANSWER: Answers will vary. The Internet can increase the speed and accuracy of communication between suppliers, distributors, and customers. Moreover, the Internet's low cost means companies of any size can take advantage of value chain integration, which is the process of multiple companies in a shared market working together to plan and manage the flow of goods, services, and information from manufacturers to consumers. This process optimizes the value chain's efficiency, thus creating a competitive advantage for all companies involved.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

87. Provide examples of how e-commerce can enhance a value chain.

ANSWER: Answers will vary. E-commerce can enhance a value chain by offering new ways to reduce costs or improve operations, including the following:

a. Using e-mail rather than regular mail to notify customers of upcoming sales can reduce costs.

b. Selling to customers via the company Web site can generate new sources of revenue, particularly from customers who live far away from the company's headquarters or physical store.

c. Offering online customer service can make products or services more appealing to customers.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

D:

DATE MODIFIED: 7/24/2018 11:56 AM

88. Explain the concept of click-and-brick e-commerce with an example.

ANSWER: Answers will vary. Many companies now operate as a mix of traditional commerce and e-commerce and have some kind of e-commerce presence. These companies, referred to as click-and-brick e-commerce, capitalize on the advantages of online interaction with their customers yet retain the benefits of having a physical store location. For example, customers can buy items from the company's Web site but take them to the physical store if they need to return items.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: Value chain and e-commerce

KEYWORDS: Apply

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

89. List four disadvantages of e-commerce.

ANSWER: Answers will vary. E-commerce has the following disadvantages, although many of these should be eliminated or reduced in the near future:
a. Bandwidth capacity problems (in certain parts of the world)
b. Security and privacy issues
c. Accessibility (not everybody is connected to the Web yet)
d. Acceptance (not everybody accepts this technology)

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.01

TOPICS: E-commerce

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

90. Describe the merchant model of e-commerce.

ANSWER: Answers will vary. The merchant model transfers the old retail model to the e-commerce world by using the medium of the Internet. In the most common type of merchant model, an e-commerce company uses Internet technologies and Web services to sell goods and services over the Web. Companies following this model offer good customer service and lower prices to establish a presence on the Web. Amazon uses this model, but traditional businesses, such as Dell, Cisco, and Hewlett-Packard, have adopted this model to eliminate the middleman and reach new customers.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Define e-commerce and describe its advantages, disadvantages, and business models.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.08.01
TOPICS: E-commerce
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

91. How do companies use business-to-business (B2B) applications?

ANSWER: Answers will vary. Companies use B2B applications for purchase orders, invoices, inventory status, shipping logistics, business contracts, and other operations. These companies report millions of dollars in savings by increasing transaction speed, reducing errors, and eliminating manual tasks.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the major categories of e-commerce.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.08.02
TOPICS: E-commerce types and models
KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

92. Provide examples of organizational e-commerce activities that take place inside an organization.

ANSWER: Answers will vary. Organizational e-commerce activities can include exchange of goods, services, or information among employees. Other examples include conducting training programs and offering human resource services. Some of these activities, although not specifically selling and buying, are considered supporting activities in Porter's value chain. For example, a human resources department supports the personnel involved in producing and distributing a company's products.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the major categories of e-commerce.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.02

TOPICS: E-commerce types and models

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

93. Describe the information sharing and ordering activities involved in conducting business-to-consumer (B2C) e-commerce.

ANSWER: Answers will vary. A B2C e-commerce company can use a variety of methods to share information with its customers. Web sites, online catalogs, e-mail, online advertisements, video conferencing, message boards, and newsgroups are some of the methods that can be used. Customers can use electronic forms or e-mail to order products from a B2C site.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the business-to-consumer e-commerce cycle.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.03

TOPICS: Business-to-consumer e-commerce

KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

94. What are the advantages of business-to-business (B2B) e-commerce?

ANSWER:	Answers will vary. B2B e-commerce lowers production costs and improves accuracy by eliminating many labor-intensive tasks, such as creating invoices and tracking payments manually. In addition, the information flow among business partners is improved by creating a direct online connection in the supply chain network, which reduces delivery time. In other words, raw materials are received faster, and information related to customers' demands is transferred faster. Improved electronic communication between business partners improves overall communication, which results in better inventory management and control.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Summarize the major models of business-to-business e-commerce.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.04
TOPICS:	Business-to-business e-commerce
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

95. What are the main objectives of trading partner agreements?

ANSWER:	Answers will vary. The main objectives of trading partner agreements are to automate negotiating processes and enforce contracts between participating businesses. Using this model, business partners can send and receive bids, contracts, and other information needed when offering and purchasing products and services.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Summarize the major models of business-to-business e-commerce.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OB	MIS9.BIDG.19.08.04

JECTIVES:
TOPICS: E-commerce types and models
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

96. What can sellers do by participating in buyer-side marketplaces?

ANSWER: Answers will vary. By participating in buyer-side marketplaces, sellers can do the following:
a. Conduct sales transactions.
b. Automate the order management process.
c. Conduct post-sales analysis.
d. Automate the fulfillment function.
e. Improve understanding of buying behaviors.
f. Provide an alternative sales channel.
g. Reduce order placement and delivery time.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Summarize the major models of business-to-business e-commerce.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.08.04
TOPICS: Business-to-business e-commerce
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

97. Describe voice-based e-commerce.

ANSWER: Answers will vary. Voice-based e-commerce relies on voice recognition and text-to-speech technologies that have improved dramatically in the past decade. One method of conducting voice-based e-commerce is using e-wallets (virtual wallets). In addition to storing financial information, e-wallets can store such information as the customer’s address and driver’s license number. Several voice portals are already available, including Nuance (nuance.com), Internet Speech (internetspeech.com), and Google Voice (www.google.com/googlevoice/about.html).

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe mobile-based and voice-based e-commerce.
QUESTION TYPE: Essay
HAS VARIABLES: False

LEARNING OBJECTIVES:	MIS9.BIDG.19.08.05
TOPICS:	Voice-based e-commerce
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

98. Describe micropayments.

ANSWER:	Answers will vary. Micropayments are transactions on the Web involving very small amounts of money. They began as a method for advertisers to pay for cost per view or cost per click, which is typically one-tenth of a cent. Such fractional amounts are difficult to handle with traditional currency methods, and electronic micropayments reduce the cost of handling them for financial institutions. Payment amounts are accumulated for customers until they are large enough to offset the transaction fee, and then the account deduction or charge is submitted to the bank.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.06
TOPICS:	E-commerce implementation
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

99. In the context of Web marketing, describe spot leasing.

ANSWER:	Answers will vary. Search engines and directories offer space that companies can purchase for advertising purposes. Spots have an advantage over banner ads because their placement is permanent; banner ad placement can change from visit to visit. However, spots can be more expensive than banner ads, especially on high-traffic sites, such as Yahoo!.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain four supporting technologies for e-commerce.
QUESTION TYPE:	Essay
HAS VARIABL	False

ES:

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

100. Describe the term hit in the context of Web marketing.

ANSWER: Answers will vary. Any element of a Web page (including text, graphics, and interactive items) that is clicked counts as a hit to a server. Hits are not the preferred unit of measurement for site traffic because the number of hits per page can vary widely, depending on the number of graphics, type of browser used, and page size.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain four supporting technologies for e-commerce.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

101. Describe the importance of search engine optimization (SEO) in Web marketing campaigns.

ANSWER: Answers will vary. A comprehensive Web marketing campaign should use a variety of methods, and SEO is a method that can help improve business. Some companies offer SEO services. Unlike Web marketing methods that involve paying for listings on search engines, SEO aims at increasing a Web site’s performance on search engines in a natural (and free) fashion.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain four supporting technologies for e-commerce.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06
TOPICS: E-commerce implementation
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

102. Discuss five common ways to optimize a Web site's traffic.

ANSWER: Answers will vary. The following are five common ways to optimize a Web site's traffic:
a. Keywords: Decide on a few keywords that best describe the Web site, and use them consistently throughout the site's contents.
b. Page title: Make sure the page title reflects the site and its contents accurately.
c. Inbound links: Get people to comment on the Web site, using one of the top keywords.
d. Content: Update the Web content regularly.
e. Links to others: Develop relationships with other Web sites.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain four supporting technologies for e-commerce.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.08.06
TOPICS: E-commerce implementation
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:00 PM
DATE MODIFIED: 7/24/2018 11:56 AM

103. Describe the m-commerce applications that are currently available.

ANSWER: Answers will vary. Many telecommunication companies offer Web-ready cell phones. In addition, a wide variety of m-commerce applications are available. Among the most popular are iPhone apps, which include games, entertainment, news, and travel information. Some are free, and others must be purchased via iTunes.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain four supporting technologies for e-commerce.
QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.06

TOPICS: E-commerce implementation

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

DATE MODIFIED: 7/24/2018 11:56 AM

104. Describe the categories of social networks and online media that collectively constitute social commerce.

ANSWER: Answers will vary. There are several categories of social networks and online media that collectively constitute social commerce. Below is the breakdown:

a. Social networking sites: Users of these sites recommend a product or service to a friend, or the site offers a direct link for shopping, such as the Shop tab in Facebook or the Buy button in Twitter.

b. Group buying platforms: These Web sites offer a product or service at a huge discount if certain number of buyers agree to buy the product or service in a given time period, such as within a 24-hour period. Popular examples include Groupon and LivingSocial.

c. Peer-to-peer e-commerce platforms: These Web sites are community-based marketplaces that enable individuals to communicate directly with each other and conduct e-commerce operations. Popular examples include Amazon Marketplace and Etsy.

d. Recommendation Web sites: These Web sites aggregate customers' opinions related to products or services that they have purchased and then recommend them to others with the same interest.

e. Participatory e-commerce: These Web sites allow users to participate in the production process and bring a product or service to the sites in a collaborative fashion. Popular examples include CutOnYour-Bias and Kickstarter.

f. Social advice: These Web sites provide shopping advice and opinion through chat and forums. Popular examples include GoTryItOn and Motilo.

g. User-curated shopping: These Web sites provide a platform for users to create actual products and/or generate listings of products that others can choose from. Popular examples include Lyst and Polyvore.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain social commerce and the reasons for its popularity.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.08.07

TOPICS: Social commerce

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:00 PM

D:	
DATE MODIFIED:	7/24/2018 11:56 AM

105. Describe hyper-social organizations.

ANSWER:	Answers will vary. Hyper-social organizations are companies that leverage social media in order to turn the business into a social process, and as a result, be able to better connect with their customers and sell more products and services. Hyper-social organizations share information through many different avenues. The most popular is direct social media interaction, such as Facebook posts, Twitter pages, and Instagram. These organizations may also use blogs, videos on YouTube, and their own company Web sites.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain hyper-social organizations and their growing popularity.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.08.08
TOPICS:	Social commerce
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:00 PM
DATE MODIFIED:	7/24/2018 11:56 AM

Chapter 9 Global Information Systems

Systems Analysis & Design (Douglas College)

Scan to open on Studocu

Studocu is not sponsored or endorsed by any college or university

Chapter 9 - Global Information Systems

True / False

1. The Internet complicates communication and restricts opportunities for consumers.

a. True

b. False

ANSWER: False

RATIONALE: Correct
The Internet simplifies communication, improves business relationships, and offers new opportunities to both consumers and businesses. As e-business matures and more companies conduct business online, consumers can engage in comparison shopping more easily, for example. See 9-1: Why Go Global?

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

2. As e-business matures and more companies conduct business online, consumers can engage in comparison shopping more easily.

a. True

b. False

ANSWER: True

RATIONALE: Correct
The Internet simplifies communication, improves business relationships, and offers new opportunities to both consumers and businesses. As e-business matures and more companies conduct business online, consumers can engage in comparison shopping more easily. See 9-1: Why Go Global?

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

3. The increase in direct buyer-seller communication through e-business has eliminated the opportunities for intermediaries.

   a. True
   b. False

ANSWER: False

RATIONALE: Correct
Even though direct buyer-seller communication has increased, there are still new opportunities for intermediaries. For example, some businesses can become intermediaries or brokers to track special markets, notify clients of bargains or changes in market conditions, locate hard-to-find items, and even conduct searches for special products on clients' behalf. See 9-1: Why Go Global?

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

4. With a global information system (GIS) in place, a company can efficiently track production schedules.

   a. True
   b. False

ANSWER: True

RATIONALE: Correct
Strategic planning is a core function of a GIS. By being able to efficiently share information among subsidiaries, international companies can track performance, production schedules, shipping alternatives, and accounting items.

	See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

5. A global information system (GIS) can be defined along two dimensions: customization and communication.
   a. True
   b. False

ANSWER:	False
RATIONALE:	Correct A GIS can be defined along two dimensions: control and coordination. Control consists of using managerial power to ensure adherence to the organization's goals. Coordination is the process of managing the interaction among activities in different, specialized parts of an organization. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

6. A global information system (GIS) remains unaffected irrespective of a company's size and business needs.

a. True

b. False

ANSWER: False

RATIONALE: Correct
Although a GIS can vary quite a bit depending on a company’s size and business needs, most GISs have two basic components: a global database and information sharing technologies. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

7. Currency conversion is a challenge in global database development.

a. True

b. False

ANSWER: True

RATIONALE: Correct
Currency conversion is a challenge in database development, although some software is available for this task. For example, SAP (originally called Systems Applications and Products in Data Processing) offers valuable features and capabilities for global information systems. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

8. With asynchronous transmission, both parties on a network must be connected at the same time.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
With asynchronous transmission, both parties do not have to be connected at the same time, as is true of e-mail. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

9. With the popularity of the Internet, the use of value-added networks has increased.
   a. True
   b. False

ANSWER: False

RATIONALE: Correct
With the popularity of the Internet, value-added networks are not used as much anymore; today, businesses of all sizes typically use the Internet to conduct international business. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: True / False

PE:	
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

10. Operational support provided by a global information system (GIS) involves broad and long-term goals.

   a. True

   b. False

ANSWER:	False
RATIONALE:	Correct Operational support provided by a GIS involves day-to-day activities. Strategic support involves broad and long-term goals. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

11. An organization’s structure usually determines the architecture of its global information system (GIS).

   a. True

   b. False

ANSWER:	True
RATIONALE:	Correct An organization’s structure usually determines the architecture of its GIS. Four types of organizations do business across national borders: multinational organizations, global organizations, international organizations, and

transnational organizations. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

12. In a multinational structure, financial management is decentralized.
    a. True
    b. False

ANSWER: False

RATIONALE: Correct
In a multinational structure, production, sales, and marketing are decentralized and financial management remains the parent company's responsibility. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

13. Local hardware and software vendors influence which applications a multinational company chooses.
    a. True

b. False

ANSWER: True

RATIONALE: Correct
Local hardware and software vendors influence which applications a multinational company chooses. Inevitably, each subsidiary operates on a different platform, and uniform connections are economically impractical. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

14. In an organization with a global structure, to achieve organizational efficiency, duplicate information systems must be eliminated.

a. True

b. False

ANSWER: False

RATIONALE: Correct
In an organization with a global structure, to achieve organizational efficiency, duplicate information systems have to be developed. Products are usually created, financed, and produced in the headquarters' country, and subsidiaries have the responsibility of selling, marketing, and tailoring the products to their countries' requirements and tastes. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS:	Global information system organizational structures
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

15. In an organization with a global structure, the headquarters has the responsibility of selling, marketing, and tailoring products to the requirements and tastes of the countries of its subsidiaries.

a. True
b. False

ANSWER:	False
RATIONALE:	Correct In an organization with a global structure, products are usually created, financed, and produced in the headquarters' country, and subsidiaries have the responsibility of selling, marketing, and tailoring the products to their countries' requirements and tastes. See 9-3: Organizational Structures and Global Information Systems
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

16. In an organization with an international structure, information systems personnel are regularly exchanged among locations to encourage joint development of applications for marketing, finance, and production.

a. True
b. False

ANSWER:	True
RATIONALE:	Correct In an organization with an international structure, information systems personnel are regularly exchanged among locations to encourage joint development of applications for marketing, finance, and production. This exchange encourages a cooperative culture in geographically dispersed personnel, and using a global information system to support an international

	structure is more feasible because of this cooperative nature. See 9-3: Organizational Structures and Global Information Systems
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

17. Companies with a transnational structure have decreased efficiency in production costs because production is spread across more locations.

a. True
b. False

ANSWER:	False
RATIONALE:	Correct Companies with a transnational structure have increased efficiency in production costs because production can be spread across more locations. See 9-3: Organizational Structures and Global Information Systems
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

18. Lack of standardization can impede the development of a cohesive global information system (GIS) that is capable of

sharing information resources across borders.

a. True

b. False

ANSWER: True

RATIONALE: Correct
Lack of standardization can impede the development of a cohesive GIS that is capable of sharing information resources across borders. Electronic data interchange, e-mail, and telecommunication standards vary throughout the world, and trying to work with all the various standards is impractical. See 9-4: Obstacles to Using Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss obstacles to using global information systems.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.04

TOPICS: Global information system obstacles

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

19. Time zones pose difficulties in managing a global information system (GIS).

a. True

b. False

ANSWER: True

RATIONALE: Correct
Time zones can pose difficulties in managing a GIS. For example, information-systems personnel who are managing a centralized GIS under international standards and sharing information resources across time zones might have difficulties finding the right time to take the system offline for backup and maintenance. See 9-4: Obstacles to Using Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss obstacles to using global information systems.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OB MIS9.BIDG.19.09.04

JECTIVES:

TOPICS: Global information system obstacles

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

Multiple Choice

20. The expansion of global markets is a major factor in developing global information systems to handle _____ demands of integrated worldwide services.

a. customers’
b. sellers’
c. suppliers’
d. dealers’

ANSWER: a

RATIONALE: Correct. The global economy is creating customers who demand integrated worldwide services, and the expansion of global markets is a major factor in developing global information systems to handle these integrated services. See 9-1: Why Go Global?

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

21. _____ are considered the first large-scale interactive global system.

a. Credit card services
b. Hotel reservation systems
c. Airline reservation systems
d. Car rental services

ANSWER: c

RATIONALE: Correct. Airline reservation systems are considered the first large-scale interactive global system; hotels, rental car companies, and credit card services also now require worldwide databases to serve their customers more efficiently and effectively. See 9-1: Why Go Global?

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

22. A manufacturer moving operations to another country because of the advantages available in that country is involved in _____ the operations.

a. generalizing
b. standardizing
c. regionalizing
d. centralizing

ANSWER: c

RATIONALE: Correct. A manufacturer might "regionalize" operations-that is, move them to another country-because of advantages available in certain regions. For example, raw materials might be less expensive in Indonesia than in Singapore, and specialized skills needed for production might be available in India but not in Brazil. See 9-1: Why Go Global?

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

23. Aton Motors, an automobile manufacturer, establishes its manufacturing units in Argentina because of the low cost of the metal used to make automobile frames. In this scenario, Aton Motors has _____ its operations.

a. regionalized
b. standardized
c. generalized
d. centralized

ANSWER: a

RATIONALE: Correct. In this scenario, Aton Motors has regionalized its operations. A manufacturer might “regionalize” operations-that is, move them to another country-because of advantages available in certain regions. See 9-1: Why Go Global?

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Apply

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

24. By generating and delivering timely and relevant information supported by networks, _____ creates new opportunities for conducting commercial activities.

a. cybersquatting
b. e-business
c. phishing
d. transborder data flow

ANSWER: b

RATIONALE: Correct. By generating and delivering timely and relevant information supported by networks, e-business creates new opportunities for conducting commercial activities. For example, by using online information for commercial activities, e-business makes it easier for different groups to cooperate. See 9-1: Why Go Global?

POINTS: 1

DIFFICULTY: Easy

REFERENCES Discuss the reasons for globalization and for using global information

:	systems, including e-business and Internet growth.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.01
TOPICS:	Information technology industry and the economy
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

25. Some companies create separate Web sites for each country in which they do business. This is called _____ of a Web site.

a. standardization
b. localization
c. centralization
d. generalization

ANSWER:	b
RATIONALE:	Correct. Some companies create separate Web sites for each country in which they do business. This is called “localization of a Web site.” When this is the case, the company’s main Web site needs to make a clear and specific reference to these additional Web sites, preferably through drop-down menus. See 9-1: Why Go Global?
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.01
TOPICS:	Information technology industry and the economy
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

26. Symbic Foods, a chain of fast food restaurants, has included a drop-down menu on its main Web site. With this drop-down menu, people can view their country-specific Web site, which contains information about the dishes that Symbic Foods serves in that country. In this case, what is the strategy adopted by Symbic Foods called?

a. localization
b. standardization
c. centralization
d. generalization

ANSWER: a

RATIONALE: Correct. In this case, the strategy adopted by Symbic Foods is called localization of a Web site. Some companies create separate Web sites for each country in which they do business. This is called “localization of a Web site.” When this is the case, the company’s main Web site needs to make a clear and specific reference to these additional Web sites, preferably through drop-down menus. See 9-1: Why Go Global?

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Apply

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

27. Which statement is true of a global information system (GIS)?

a. It incorporates technologies that are specific to a particular country.
b. It facilitates communication between headquarters and subsidiaries in other countries.
c. It differs from a typical information system as it excludes operations management.
d. It enables a company’s subsidiaries to function with complete autonomy.

ANSWER: b

RATIONALE: Correct. A GIS is an information system that works across national borders, facilitates communication between headquarters and subsidiaries in other countries, and incorporates all the technologies and applications found in a typical information system to gather, store, manipulate, and transmit data across cultural and geographic boundaries. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information systems

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

28. With a global information system (GIS) in place, an international company _____.
    a. can classify consolidated global reporting as a strategic requirement
    b. does not need a global database for its operations
    c. need not incorporate strategic planning as a core function
    d. can increase its control over its subsidiaries

ANSWER: d

RATIONALE: Correct. With a GIS in place, an international company can increase its control over its subsidiaries and better coordinate their activities, thereby gaining access to new global markets. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information systems

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

29. Which is considered a core function of a global information system (GIS)?
    a. Tactical planning
    b. Strategic planning
    c. Operational planning
    d. Contingency planning

ANSWER: b

RATIONALE: Correct. Strategic planning is a core function of a GIS. By being able to efficiently share information among subsidiaries, international companies can track performance, production schedules, shipping alternatives, and accounting items. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

30. In the context of a global information system (GIS), _____ refers to the use of managerial power to ensure adherence to the organization’s goals.

a. standardization
b. transparency
c. control
d. coordination

ANSWER: c

RATIONALE: Correct. A GIS can be defined along two dimensions: control and coordination. Control consists of using managerial power to ensure adherence to the organization’s goals. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information systems

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

31. In the context of a global information system (GIS), _____ is the process of managing the interaction among activities in different, specialized parts of an organization.
    a. coordination
    b. socialization
    c. regionalization
    d. globalization

ANSWER:	a
RATIONALE:	Correct. A GIS can be defined along two dimensions: control and coordination. Coordination is the process of managing the interaction among activities in different, specialized parts of an organization. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

32. The control dimension of a global information system requires a(n) _____ architecture for data.
    a. formal
    b. informal
    c. decentralized
    d. centralized

ANSWER:	d
RATIONALE:	Correct. Control requires a centralized architecture for data, standardized definitions used across an organization, standard formats for reports, defined behaviors for different processes (such as how to respond when a customer has a complaint), and performance-tracking systems. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABL	False

ES:	
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

33. Control in a global information system requires _____.
    - a. the use of variable definitions across an organization
    - b. decentralized architectures for data
    - c. flexible formats for reports
    - d. the use of defined behaviors for different processes

ANSWER:	d
RATIONALE:	Correct. Control requires a centralized architecture for data, standardized definitions used across an organization, standard formats for reports, defined behaviors for different processes (such as how to respond when a customer has a complaint), and performance-tracking systems. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

34. Coordination in a global information system requires a(n) _____ architecture for data, standardization within departments.
    - a. passive
    - b. autocratic
    - c. decentralized
    - d. centralized

ANSWER:	c
RATIONALE:	Correct. Coordination requires a decentralized architecture for data, standardization within departments, the ability to communicate these standards

	to other departments, collaboration systems, and technologies that support informal communication and socialization. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

35. The coordination dimension of a global information system (GIS) requires _____.

a. technologies that exclude informal communication
b. a centralized architecture for data
c. standardization within departments
d. segregated systems

ANSWER:	c
RATIONALE:	Correct. Coordination requires a decentralized architecture for data, standardization within departments, the ability to communicate these standards to other departments, collaboration systems, and technologies that support informal communication and socialization. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFI	7/25/2018 11:11 AM

ED:

36. In the context of a GIS, which is true of high coordination?
    a. It enables a company’s subsidiaries to function with complete autonomy.
    b. It increases efficiency at the expense of the effectiveness in meeting customers’ needs.
    c. It increases operational costs by a large margin.
    d. It gives flexibility in responding to competitors in different markets.

ANSWER: d

RATIONALE: Correct. High coordination in a GIS gives flexibility in responding to competitors in different countries and markets. It also increases efficiency and effectiveness in meeting customers’ needs. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

37. In a global information system (GIS), high coordination:
    a. increases overhead and operational costs.
    b. increases efficiency at the expense of the effectiveness in meeting customers’ requirements.
    c. helps maintain control of market needs around the world.
    d. helps provide a standard response to competitors in different countries and markets.

ANSWER: c

RATIONALE: Correct. High coordination in a GIS helps maintain control of market needs around the world. It also increases efficiency and effectiveness in meeting customers’ needs. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

38. Designing and implementing a global database is a technical challenge, mainly because of the _____.

a. variations in the business needs of an organization
b. different character sets used for the names of people and places
c. complications involved in providing complete autonomy to a company’s subsidiaries
d. need to transfer data across cultural and geographic boundaries

ANSWER: b

RATIONALE: Correct. Designing and implementing a global database is a technical challenge, mainly because of the different character sets required for the names of people and places and the different formats required for phone numbers and postal codes. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

39. In the context of a global information system (GIS), _____ networks offer electronic data interchange standards, encryption, secure e-mail, data synchronization, and other services to conduct international business.

a. crawler-based
b. value-added
c. human-powered
d. brick-and-mortar

ANSWER: b

RATIONALE: Correct. Value-added networks are private multipoint networks managed by a third party and used by organizations on a subscription basis. They offer electronic data interchange standards, encryption, secure e-mail, data synchronization, and other services. See 9-2: Global Information Systems: An

	Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

40. A(n) _____ networks for global control over an organization’s resources is the foundation of any global information system (GIS).

a. integrated
b. segregated
c. disjoint
d. scattered

ANSWER:	a
RATIONALE:	Correct. Today, businesses of all sizes typically use the Internet to conduct international business. No matter what an organization’s size or scope, an integrated network for global control over the organization’s resources is the foundation of any GIS. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

41. In the context of a global information system (GIS), a global network must have _____ to guide packets to their

destinations.

a. firewalls
b. cookies
c. switching nodes
d. proxy servers

ANSWER: c

RATIONALE: Correct. In addition to the usual components of a domestic network, a global network requires bridges, routers, and gateways that allow several networks to connect worldwide. A global network must have switching nodes to guide packets to their destinations. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

42. Which factor should be considered when determining the best communication media to meet global performance and traffic needs?

a. Range
b. Robustness
c. Bit rate
d. Throughput

ANSWER: a

RATIONALE: Correct. An information system manager must determine the best communication media to meet global performance and traffic needs, such as fiber optics, satellite, microwave, or conventional phone lines. Factors to consider include bandwidth, range, noise, and cost. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABL False

ES:

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

43. In the context of determining the best communication media to meet global performance, the _____ factor involves how immune a communication medium is to outside electronic interference.

a. bandwidth
b. range
c. cost
d. noise

ANSWER: d

RATIONALE: Correct. The noise factor involves how immune a communication medium is to outside electronic interference. As always, component, installation, and leasing costs must be balanced with other factors. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

44. With _____ transmission, both parties in a global network are connected at the same time, as in a phone call.

a. synchronous
b. asynchronous
c. symmetric
d. asymmetric

ANSWER: a

RATIONALE: Correct. Current transmission technologies are synchronous, asynchronous, multiplexing, digital (baseband), and analog (broadband). With synchronous transmission, both parties are connected at the same time, as in a phone call.

See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

45. If a company uses multimedia applications in addition to normal file and database sharing, which transmission is more efficient?

a. dual-duplex
b. half-duplex
c. multi-duplex
d. full-duplex

ANSWER: d

RATIONALE: Correct. If a company uses multimedia applications (such as video conferencing and electronic meeting systems) in addition to normal file and database sharing, full-duplex transmission is more efficient. Furthermore, a private network or a dedicated leased line provides stability in transmission protocols when there are inadequate telecommunication infrastructures, as there often are in developing countries. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

46. After a global network is in place, a company must _____.
    a. decide which types of information-sharing technology it will be using
    b. consider its objectives to determine the network architecture
    c. determine the best communication media to meet global performance
    d. use standardized software and hardware across all countries

ANSWER: a

RATIONALE: Correct. After a global network is in place, an international company must decide which types of information-sharing technology it will be using, such as electronic meeting systems or video conferencing, group support systems, File Transfer Protocol, data synchronization, and application sharing. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

47. While deciding the type of information-sharing technology that a company will be using for its global network, the company's information system manager should keep in mind that:
    a. the company's objectives do not affect the network architecture.
    b. standardized software and hardware are not always feasible.
    c. with asynchronous transmission, parties have to be connected at the same time.
    d. half-duplex transmission is ideal when response time is a critical factor.

ANSWER: b

RATIONALE: Correct. While deciding the type of information-sharing technology that a company will be using for its global network, information system managers should keep in mind that standardized software and hardware are the ideal but not always feasible. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TY Multiple Choice

PE:	
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system components
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

48. Transborder data flow (TDF) comprises national laws and international agreements on _____.
    a. ethical standards
    b. software licenses
    c. intellectual properties
    d. privacy protection

ANSWER:	d
RATIONALE:	Correct. TDF is subject to restrictions on how data can be captured and transmitted. It comprises national laws and international agreements on privacy protection and data security. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

49. Which of the following statements is true of multinational corporations (MNCs)?
    a. MNCs are government organizations.
    b. MNCs have assets and operations only in their home country.
    c. MNCs deliver products and services across national borders.
    d. MNCs are essentially decentralized.

ANSWER:	c

RATIONALE: Correct. MNCs are organizations with assets and operations in at least one country other than their home country. They deliver products and services across national borders and are usually centrally managed from their headquarters. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

50. In the context of multinational corporations (MNCs), which is one of the four factors in a global environment?

a. Ergonomic
b. Technological
c. Cultural
d. Ethical

ANSWER: c

RATIONALE: Correct. MNCs deliver products and services across national borders and are usually centrally managed from their headquarters. A global environment includes four kinds of factors: legal (intellectual property laws, patent and trademark laws, transborder data flow regulations, and so forth), cultural (languages, ethical issues, and religious beliefs), economic (currency, tax structure, interest rates, monetary and fiscal policies), and political (government type and stability, policies toward MNCs, and so on). See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

51. _____ of a global information system (GIS) involves broad and long-term goals.

a. Tactical support
b. Dynamic support
c. Operational support
d. Strategic support

ANSWER: d

RATIONALE: Correct. A GIS can be classified according to the different kinds of managerial support it provides: operational, tactical, and/or strategic. Strategic support involves broad and long-term goals. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

52. _____ of a global information system (GIS) concentrates on medium-range activities that move an organization toward achieving long-term goals.

a. Differential support
b. Strategic support
c. Operational support
d. Tactical support

ANSWER: d

RATIONALE: Correct. A GIS can be classified according to the different kinds of managerial support it provides: operational, tactical, and/or strategic. Tactical support concentrates on medium-range activities that move an organization toward achieving long-term goals. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system implementation
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

53. In the context of a global information system (GIS), which kind of managerial support involves day-to-day activities?

a. Strategic
b. Operational
c. Tactical
d. Dynamic

ANSWER:	a
RATIONALE:	Correct. A GIS can be classified according to the different kinds of managerial support it provides: operational, tactical, and/or strategic. Operational support involves day-to-day activities. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

54. _____ is an operational requirement for a global information system (GIS).

a. Management of global tax risks
b. Global data access
c. Management of political

conflicts

d. Strategic planning support

ANSWER:	b
RATIONALE:	Correct. Global data access is an operational requirement for a GIS. Online access to information from locations around the world allows management to monitor global operations from the company headquarters. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information systems
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

55. In the context of a global information system, consolidated global reporting is a crucial tool for managing overseas subsidiaries because it:

a. compares only standardized reports.

b. excludes the differences in regulatory standards.

c. forms the basis of all the strategic requirements of a global information system.

d. reduces the difficulties caused by the differences in accounting procedures.

ANSWER:	d
RATIONALE:	Correct. Consolidated global reporting is a crucial tool for managing overseas subsidiaries because it reduces the difficulties in comparing reports from different accounting procedures and regulatory standards. These reports should include accounting and financial data, manufacturing updates, inventory, and so forth, and they enable management to compare financial information in all the subsidiaries. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OB	MIS9.BIDG.19.09.02

JECTIVES:

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

56. Which of the following is an operational requirement for a global information system (GIS)?
    a. Management of long-term foreign exchange risks
    b. Communication between headquarters and subsidiaries
    c. Strategic planning support
    d. Management of global tax risks

ANSWER: b

RATIONALE: Correct. Communication between headquarters and subsidiaries is an operational requirement for a GIS. To facilitate decision-making and planning processes, a GIS should provide an effective means of communication between a multinational corporation's headquarters and its subsidiaries. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

57. Which of the following is a strategic requirement for a global information system (GIS)?
    a. Global data access
    b. Consolidated global reporting
    c. Management of global tax risks
    d. Communication between headquarters and subsidiaries

ANSWER: c

RATIONALE: Correct. Management of global tax risk is a strategic requirement for a GIS. Designing tax-risk management systems requires detailed knowledge of international finance, international monetary systems, and international tax law.

See 9-2: Global Information Systems: An Overview

POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

58. Which statement is true of information systems?

a. Using information systems on a global scale is more challenging than doing so on a local scale.
b. They weaken communication between organizations and the public.
c. Designing and implementing a global database is easy.
d. They deflect differentiation and focus strategies.

ANSWER:	a
RATIONALE:	Correct. Using information systems on a global scale is more challenging than doing so on a local scale. The challenges involve factors such as infrastructure, languages, time zones, and cultures. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system implementation
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

59. To design a successful global information system (GIS), management of a company should:

a. not assume that customers’ preferences will not change.
b. assume that consumer needs will remain the same.
c. not assume that the company’s products will sell at varying rates.
d. assume that the company will not lose competitive advantage.

ANSWER:	a
RATIONALE:	Correct. To design a successful GIS, management cannot assume the company’s products or services will continue selling the same way because of possible changes in customers’ needs and preferences and global competition. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system implementation
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

60. Considering the entire organization’s operational efficiency is critical in coordinating international business activities, so global companies need to change their _____ strategies in an effort to respond to the global market.

a. production and marketing
b. sales and distribution
c. service management
d. local business

ANSWER:	a
RATIONALE:	Correct. Considering the entire organization’s operational efficiency is critical in coordinating international business activities, so global companies need to change their production and marketing strategies in an effort to respond to the global market. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OB	MIS9.BIDG.19.09.02

JECTIVES:

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

61. In a(n) _____, production, sales, and marketing are decentralized and financial management remains the parent company’s responsibility.

a. global structure
b. universal structure
c. transnational structure
d. multinational structure

ANSWER: d

RATIONALE: Correct. In a multinational structure, production, sales, and marketing are decentralized and financial management remains the parent company’s responsibility. Tyco Corporation is an example of a company with a multinational structure. Tyco’s focus is local-responding to customers’ needs in a subsidiary’s location. So the company’s subsidiaries operate autonomously but regularly report to the parent company. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

62. In a(n) _____ structure, a company’s subsidiaries operate autonomously but regularly report to the parent company.

a. multinational
b. transnational
c. international
d. global

ANSWER: a

RATIONALE: Correct. In a multinational structure, a company’s subsidiaries operate

	autonomously but regularly report to the parent company. Tyco Corporation is an example of a company with a multinational structure. Tyco's focus is local-responding to customers' needs in a subsidiary's location. So the company's subsidiaries operate autonomously but regularly report to the parent company. See 9-3: Organizational Structures and Global Information Systems
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

63. One of the issues with a _____ structure is that subsidiaries rely on headquarters for all process and control decisions as well as system design and implementation.

a. multinational
b. global
c. regional
d. transnational

ANSWER:	b
RATIONALE:	Correct. In a global structure, subsidiaries have little autonomy and rely on headquarters for all process and control decisions as well as system design and implementation. Consequently, an extensive communication network is necessary to manage this type of organization, and a global information system fits well into this structure. See 9-3: Organizational Structures and Global Information Systems
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures
KEYWORDS:	Understand

DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

64. Which statement is true of a global organizational structure?
    a. It requires an extensive communication network.
    b. It uses highly decentralized information systems.
    c. It easily integrates production, marketing, and human resources.
    d. It provides complete autonomy to the subsidiaries of the parent organization.

ANSWER:	a
RATIONALE:	Correct. In a global structure, subsidiaries have little autonomy and rely on headquarters for all process and control decisions as well as system design and implementation. Consequently, an extensive communication network is necessary to manage this type of organization, and a global information system fits well into this structure. See 9-3: Organizational Structures and Global Information Systems
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

65. The integration needed to manage production, marketing, and human resources is difficult to achieve with a global structure because of the _____.
    a. excessive autonomy given to subsidiaries
    b. presence of duplicate information systems
    c. use of highly decentralized information systems
    d. heavy reliance on headquarters

ANSWER:	d
RATIONALE:	Correct. The integration needed to manage production, marketing, and human resources is difficult to achieve with a global structure because of the heavy reliance on headquarters. To achieve organizational efficiency, duplicate information systems have to be developed. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

66. An organization with a(n) _____ structure might have several regional divisions that share authority and responsibility, but in general, it does not have its headquarters in a particular country.

a. global
b. transnational
c. multinational
d. international

ANSWER: b

RATIONALE: Correct. An organization with a transnational structure might have several regional divisions that share authority and responsibility, but in general it does not have its headquarters in a particular country. In an organization with a transnational structure, the parent company and all the subsidiaries work together in designing policies, procedures, and logistics for delivering products and services to the right market. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

67. In the context of the types of organizations that do business across national borders, the architecture of the global information system (GIS) in a(n) _____ structure requires a higher level of standardization and uniformity for global efficiency, and yet it must maintain local responsiveness.

a. multinational
b. global
c. transnational
d. international

ANSWER: c

RATIONALE: Correct. In the context of the types of organizations that do business across national borders, the architecture of the GIS in a transnational structure requires a higher level of standardization and uniformity for global efficiency, and yet it must maintain local responsiveness. Universal data dictionaries and standard databases, for example, enhance the integration of GISs. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

68. Foreign exchange systems that allow traders and brokers from around the world to interact are an example of information systems that support a(n) _____ structure.

a. multinational
b. global
c. transnational
d. international

ANSWER: c

RATIONALE: Correct. Foreign exchange systems that allow traders and brokers from around the world to interact are an example of information systems that support a transnational structure. An organization with a transnational structure might have several regional divisions that share authority and responsibility, but in general it does not have its headquarters in a particular country. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

69. Initially, offshore outsourcing was used mostly in manufacturing to find _____.

a. cheap labor
b. help desk support
c. quality tester
d. manufacturing engineers

ANSWER: a

RATIONALE: Correct. Initially, offshore outsourcing was used mostly in manufacturing to find cheap labor, but now it is used for many information technology tasks, including medical diagnosis, tax preparation, programming, application development, Web site development, help desk/user support, and quality assurance/software testing. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

70. Which statement is true of offshore outsourcing?

a. Improved telecommunication systems have increased its attractiveness.

b. The increased cost of communication has reduced its popularity.
c. The limited availability of the Internet has reduced its effectiveness.
d. Reduced bandwidth has increased its efficiency to perform with low latency.

ANSWER:	a
RATIONALE:	Correct. The widespread availability of the Internet, improved telecommunication systems, the reduced cost of communication, and increased bandwidth have made offshore outsourcing more attractive for all types of organizations. See 9-3: Organizational Structures and Global Information Systems
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

71. Which country was among the top Asia Pacific offshore locations for outsourcing in 2017?

a. Japan
b. Nepal
c. India
d. North Korea

ANSWER:	c
RATIONALE:	Correct. India was among the top offshore location for outsourcing in 2016. With offshore outsourcing, an organization chooses an outsourcing firm in another country that can provide needed services and products. See 9-3: Organizational Structures and Global Information Systems
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

72. Diverse regulatory practices _____ the integration process of a global information system (GIS).

   a. impede
   b. facilitate
   c. empower
   d. speed up

ANSWER: a

RATIONALE: Correct. Diverse regulatory practices impede the integration process of a GIS. This obstacle does not necessarily apply to transborder data flow regulations; it applies to policies on business practices and technological use. See 9-4: Obstacles to Using Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss obstacles to using global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.04

TOPICS: Global information system obstacles

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

73. Before adding a global information system (GIS), international companies must take into consideration the _____ infrastructures of the countries where its subsidiaries are located.

   a. management
   b. social
   c. telecommunication
   d. power transmission

ANSWER: c

RATIONALE: Correct. Before adding a GIS, international companies must take into consideration the telecommunication infrastructures of the countries where subsidiaries are located. An organization might have the resources and skills to implement a worldwide integrated system but not be able to change an existing telecommunication infrastructure. See 9-4: Obstacles to Using Global Information Systems

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Discuss obstacles to using global information systems.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.09.04
TOPICS: Global information system obstacles
KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:11 AM

74. In the context of the requirement of skilled analysts for implementing a global information system (GIS), there is a severe shortage of qualified information systems ____.

a. quality analysts in Japan
b. consultants in Korea
c. project managers in Germany
d. professionals in the United States

ANSWER: d
RATIONALE: Correct. Having skilled analysts and consultants with the knowledge to implement a GIS is critical, particularly with the severe shortage of qualified information systems professionals in the United States and Western Europe. See 9-4: Obstacles to Using Global Information Systems
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Discuss obstacles to using global information systems.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.09.04
TOPICS: Global information system obstacles
KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:23 AM

75. _____ is a major factor in the widespread use of global information systems.

a. E-business
b. Cybersquatting
c. Traditional commerce
d. Social engineering

ANSWER:	a
RATIONALE:	E-business is a major factor in the widespread use of global information systems. E-business includes transactions that support revenue generation as well as those that focus on buying and selling goods and services. See 9-1: Why Go Global?
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.01
TOPICS:	Information technology industry and the economy
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

76. _____ products, which are products or services that have been standardized for all markets, are becoming increasingly important in international marketing efforts.

a. Global
b. Domestic
c. Local
d. Regional

ANSWER:	a
RATIONALE:	Global products, which are products or services that have been standardized for all markets, are becoming increasingly important in international marketing efforts. See 9-1: Why Go Global?
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

77. A global _____ system is a system that incorporates all the technologies and applications found in a typical information system to gather, store, manipulate, and transmit data across cultural and geographic boundaries.

a. broadcast
b. analytics
c. information
d. economic

ANSWER: c

RATIONALE: A global information system is an information system that works across national borders, facilitates communication between headquarters and subsidiaries in other countries, and incorporates all the technologies and applications found in a typical information system to gather, store, manipulate, and transmit data across cultural and geographic boundaries. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:23 AM

78. Which system is used for managing global operations, supporting an international company's decision-making processes, and dealing with complex variables in global operations and decision making?

a. public broadcast
b. tactical analytics
c. global information
d. pseudo economic

ANSWER: c

RATIONALE: A global information system is an information system for managing global operations, supporting an international company's decision-making processes, and dealing with complex variables in global operations and decision making.

	See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

79. The trade-off between the amount of control needed and the amount of _____ needed, which are the two dimensions of a global information system (GIS), defines an organization's globalization strategy.

a. coordination
b. standardization
c. regulation
d. direction

ANSWER:	a
RATIONALE:	The trade-off between the amount of control needed and the amount of coordination needed defines an organization's globalization strategy. Coordination is the process of managing the interaction among activities in different, specialized parts of an organization. See 9-2: Global Information Systems: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe global information systems and their requirements and components.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.02
TOPICS:	Global information system components
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

80. _____ networks are private multipoint networks managed by a third party and used by organizations on a subscription basis.
    a. Social
    b. Subscription
    c. Value-added
    d. Communication

ANSWER: c

RATIONALE: Value-added networks are private multipoint networks managed by a third party and used by organizations on a subscription basis. They offer electronic data interchange standards, encryption, secure e-mail, data synchronization, and other services. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

81. _____ data flow restricts what type of data can be captured and transmitted in foreign countries.
    a. Transborder
    b. Transcontinental
    c. International
    d. Tariff

ANSWER: a

RATIONALE: Transborder data flow (TDF) restricts what type of data can be captured and transmitted in foreign countries. TDF consists of national laws and international agreements on privacy protection and data security. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

82. A _____ is an organization with assets and operations in at least one country other than its home country.

a. local company
b. transnational company
c. universal corporation
d. multinational corporation

ANSWER: d

RATIONALE: A multinational corporation (MNC) is an organization with assets and operations in at least one country other than its home country. An MNC delivers products and services across national borders and is usually centrally managed from its headquarters. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

83. _____ is an operational requirement of a global information system (GIS) that includes accounting and financial data, manufacturing updates, inventory, and so forth.

a. Consolidated global reporting
b. Communication between headquarters and subsidiaries
c. Global data access
d. Strategic planning support

ANSWER: a

RATIONALE: Consolidated global reporting is an operational requirement of a GIS that includes accounting and financial data, manufacturing updates, inventory, and so forth. It is a crucial tool for managing overseas subsidiaries because it reduces the difficulties in comparing reports from different accounting procedures and regulatory standards. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

84. _____ focuses on regionalizing resources more effectively and responding to rapid environmental changes, such as increased political and foreign exchange risks and global competition.

a. Global data access

b. Management of global tax risks

c. Strategic planning support

d. Consolidated global reporting

ANSWER: c

RATIONALE: Strategic planning support is the core of any global information system. It focuses on regionalizing resources more effectively and responding to rapid environmental changes, such as increased political and foreign exchange risks and global competition. See 9-2: Global Information Systems: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

85. An organization with a(n) _____ structure, sometimes called a “franchiser,” uses highly centralized information systems.

   a. local
   b. global
   c. domestic
   d. insular

ANSWER: b

RATIONALE: An organization with a global structure, sometimes called a “franchiser,” uses highly centralized information systems. In a global structure, subsidiaries have little autonomy and rely on headquarters for all process and control decisions as well as system design and implementation. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

86. An organization with a(n) _____ structure operates much like a multinational corporation, but subsidiaries depend on headquarters more for process and production decisions.

   a. international
   b. regional
   c. public
   d. continental

ANSWER: a

RATIONALE: An organization with an international structure operates much like a multinational corporation, but subsidiaries depend on headquarters more for process and production decisions. Information-systems personnel are regularly exchanged among locations to encourage joint development of applications for marketing, finance, and production. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

87. In an organization with a(n) _____ structure, the parent company and all the subsidiaries work together in designing policies, procedures, and logistics for delivering products and services to the right market.

a. global
b. international
c. transnational
d. universal

ANSWER: c

RATIONALE: In an organization with a transnational structure, the parent company and all the subsidiaries work together in designing policies, procedures, and logistics for delivering products and services to the right market. This type of organization might have several regional divisions that share authority and responsibility, but in general it does not have its headquarters in a particular country. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

88. With an _____ outsourcing approach, an organization chooses an outsourcing firm in another country that can provide needed services and products.

a. offshore
b. online
c. onshore
d. offline

ANSWER: a

RATIONALE: With an offshore outsourcing approach, an organization chooses an outsourcing firm in another country that can provide needed services and products. Initially, offshore outsourcing was used mostly in manufacturing to find cheap labor, but now it is used for many information technology tasks. See 9-3: Organizational Structures and Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

89. One of the issues with a global information system is that too much _____ can decrease an organization’s flexibility in responding to local preferences-even time differences.

a. localization
b. regionalization
c. standardization
d. customization

ANSWER: c

RATIONALE: Too much standardization can be a problem, decreasing an organization’s flexibility in responding to local preferences-even time differences. For example, an organization should not insist that all its subsidiaries use the metric system. It should allow them to use the measuring systems they are familiar with, converting from one system to the other when necessary. See 9-4: Obstacles to Using Global Information Systems

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Discuss obstacles to using global information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.04

TOPICS: Global information system obstacles

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

Essay

90. Discuss the impact of globalization on purchasing and the supply chain.

ANSWER: Answers will vary. The growing trend toward global customers and products means globalization has also become an important factor in purchasing and the supply chain. Worldwide purchasing gives suppliers the incentive to consider foreign competition as well as domestic competition. Furthermore, large global organizations can reduce costs in purchasing, manufacturing, and distribution because they have access to cheaper labor and can sell products and services locally as well as internationally.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

91. How does e-business build on the advantages and structures of traditional business?

ANSWER: Answers will vary. E-business builds on the advantages and structures of traditional business by adding the flexibility that networks offer. By generating and delivering timely and relevant information supported by networks, e-business creates new opportunities for conducting commercial activities.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Discuss the reasons for globalization and for using global information systems, including e-business and Internet growth.

QUESTION TYPE: Essay

PE:

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.01

TOPICS: Information technology industry and the economy

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

92. In the context of global information systems (GISs), describe the advantages of high coordination.

ANSWER: Answers will vary. High coordination has the following advantages:
a. Flexibility in responding to competitors in different countries and markets
b. Ability to respond in one country to a change in another country
c. Ability to maintain control of market needs around the world
d. Ability to share and transfer knowledge between departments and international branches
e. Increased efficiency and effectiveness in meeting customers' needs
f. Reduced operational costs

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

93. List the two basic components of a global information system (GIS).

ANSWER: Answers will vary. Although a GIS can vary quite a bit depending on a company's size and business needs, most GISs have two basic components:
a. A global database
b. Information-sharing technologies

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Essay

HAS VARIABL False

ES:
LEARNING OBJECTIVES: MIS9.BIDG.19.09.02
TOPICS: Global information system components
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:11 AM

94. How do small and large companies use a variety of technologies for an integrated global information system (GIS)?

ANSWER: Answers will vary. International companies can use a variety of technologies for an integrated GIS. Small companies might outsource to take advantage of expertise that is not available inside the company. On the other hand, large companies with the resources and technical expertise might develop custom applications to be shared across borders.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe global information systems and their requirements and components.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.09.02
TOPICS: Global information system components
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:11 AM

95. List the factors to be considered when determining the best communication media to meet global performance and traffic needs.

ANSWER: Answers will vary. The factors that need to be considered when determining the best communication media to meet global performance and traffic needs are bandwidth, range, noise, and cost.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Describe global information systems and their requirements and components.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OB MIS9.BIDG.19.09.02

JECTIVES:

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

96. Why must an information system manager choose the best transmission technology for the global network's needs? What are the current transmission technologies?

ANSWER: Answers will vary. Without reliable transmission, a network has no value. Current transmission technologies are synchronous, asynchronous, multiplexing, digital (baseband), and analog (broadband).

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

97. A global information system (GIS) is capable of supporting global decisions. What are the environmental factors that affect the complexity of such decisions?

ANSWER: Answers will vary. A global environment includes four kinds of factors: legal (intellectual property laws, patent and trademark laws, transborder data flow (TDF) regulations, and so forth), cultural (languages, ethical issues, and religious beliefs), economic (currency, tax structure, interest rates, monetary and fiscal policies), and political (government type and stability, policies toward multinational corporations, and so on).

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

98. Explain the importance of managing short-term foreign exchange risks as a requirement for decision making using global information systems (GISs).

ANSWER: Answers will vary. A mix of free-floating (no government intervention), managed-floating, and fixed-exchange rates characterizes today's international monetary system. Currency rates can change daily, so management must minimize the impact of currency fluctuations in countries where the parent company and the subsidiaries are located. To manage foreign exchange risks, many companies have developed expert systems and decision support systems.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

99. Describe strategic planning support of a global information system (GIS).

ANSWER: Answers will vary. Strategic planning support is the core of any GIS, a focus on regionalizing resources more effectively and responding to rapid environmental changes, such as increased political and foreign exchange risks and global competition.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

100. What are the requirements for designing tax-risk management systems?

ANSWER: Answers will vary. Designing tax-risk management systems requires detailed knowledge of international finance, international monetary systems, and international tax law.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.02

TOPICS: Global information system components

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

101. Discuss the four issues that must be addressed before adding a global information system (GIS) to an existing organization.

ANSWER: Answers will vary. Following issues must be addressed before adding a GIS to an existing organization:
a. The organization must identify its business opportunities in the global marketplace.
b. Decision makers must justify the organization's investment in a GIS, given the substantial commitment of resources that will have to be made, usually years in advance.
c. The organization's personnel need to be screened for technical and business expertise, because implementing a GIS is more challenging than implementing a domestic information system.
d. Migration to the GIS needs to be coordinated carefully to help personnel move from the old familiar system to the new one.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe global information systems and their requirements and components.

QUESTION TYPE: Essay

HAS VARIABL False

ES:
LEARNING OBJECTIVES: MIS9.BIDG.19.09.02
TOPICS: Global information system components
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:11 AM

102. List the four types of organizations that do business across national borders.

ANSWER: Answers will vary. The four types of organizations that do business across national borders are the following:
a. Multinational organizations
b. Global organizations
c. International organizations
d. Transnational organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the types of organizational structures used with global information systems.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.09.03
TOPICS: Global information system organizational structures
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:11 AM

103. Describe an organization with a transnational structure.

ANSWER: Answers will vary. In an organization with a transnational structure, the parent company and all the subsidiaries work together in designing policies, procedures, and logistics for delivering products to the right market. This type of organization might have several regional divisions that share authority and responsibility, but in general it does not have its headquarters in a particular country. A transnational organization usually focuses on optimizing supply sources and using advantages available in subsidiary locations. Many companies do this when they look for manufacturing facilities in countries where labor is less expensive than it is in the parent country. For example, China, India, Vietnam, and other countries have cheaper labor costs than the United States does. Again, a global information system fits into this structure well by integrating global activities through cooperation and information sharing between headquarters and subsidiaries.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the types of organizational structures used with global information systems.

QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

104. Besides manufacturing, list other information technology tasks that use offshore outsourcing.

ANSWER:	Answers will vary. Other information technology tasks that use offshore outsourcing include the following: a. Medical diagnosis b. Tax preparation c. Programming d. Application development e. Web site development f. Help desk/user support g. Quality assurance/software testing
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.03
TOPICS:	Global information system organizational structures
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

105. How does a global information system (GIS) play an important role in supporting offshore outsourcing?

ANSWER:	Answers will vary. A GIS plays an important role in supporting offshore outsourcing by providing a global network that all participants can use for coordinating development activities, such as product design and global marketing campaigns.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the types of organizational structures used with global information systems.
QUESTION TYPE:	Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.03

TOPICS: Global information system organizational structures

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

106. List the five factors that can hinder the success of a global information system (GIS).

ANSWER: Answers will vary. Following are the five factors that can hinder the success of a GIS:
a. Lack of standardization (including differences in time zones, taxes, language, and work habits)
b. Cultural differences
c. Diverse regulatory practices
d. Poor telecommunication infrastructures
e. Lack of skilled analysts and programmers

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Discuss obstacles to using global information systems.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.09.04

TOPICS: Global information system obstacles

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:11 AM

107. How do diverse regulatory practices impede the integration process in a global information system (GIS)?

ANSWER: Answers will vary. Diverse regulatory practices apply to policies on business practices and technological use. Many countries restrict the type of hardware and software that can be imported or used, and the vendors that an organization normally deals with might not service certain countries. For example, in August 2010, the United Arab Emirates, citing security concerns, announced that BlackBerry phones would not be allowed to access e-mail or the Web.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Discuss obstacles to using global information systems.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES:	MIS9.BIDG.19.09.04
TOPICS:	Global information system obstacles
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

108. Explain how the lack of skilled analysts and programmers can hinder the success of a global information system (GIS).

ANSWER:	Answers will vary. Having skilled analysts and consultants with the knowledge to implement a GIS is critical, particularly with the severe shortage of qualified information systems professionals in the United States and Western Europe. When forming integrated teams, companies must consider the nature of each culture and differences in skills in other countries. For example, experts from Singapore and Korea have been regarded as the best consultants in Asia because of their work ethic and their broad skill base. Germans are recognized for their project management skills, and Japanese are known for their quality process controls and total quality management. Ideally, an organization would link the skills of people from different countries to form a "dream team." However, cultural and political differences can affect the cooperative environment needed for global integration.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss obstacles to using global information systems.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.04
TOPICS:	Global information system obstacles
KEYWORDS:	Apply
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

109. Discuss one possible solution for narrowing the skills gap in developing nations.

ANSWER:	Answers will vary. Training and certification programs, many of which are offered through the Internet, are one possible solution for narrowing the skills gap in developing nations.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Discuss obstacles to using global information systems.

QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.09.04
TOPICS:	Global information system obstacles
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:11 AM

Chapter 10 Building Successful Information Systems

Systems Analysis & Design (Douglas College)

Scan to open on Studocu

Studocu is not sponsored or endorsed by any college or university

Chapter 10 - Building Successful Information Systems

True / False

1. Information system projects are often an extension of existing systems or involve replacing an old technology with a new one.

a. True
b. False

ANSWER:	True
RATIONALE:	Correct Information system projects are often an extension of existing systems or involve replacing an old technology with a new one. However, sometimes an information system needs to be designed from scratch, and the systems development life cycle model is particularly suitable in these situations. See 10-1: Systems Development Life Cycle: An Overview
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the systems development life cycle (SDLC) as a method for developing information systems.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.01
TOPICS:	System development phases
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

2. It is important to project an organization’s growth rate when designing information systems.

a. True
b. False

ANSWER:	True
RATIONALE:	Correct When designing information systems, projecting an organization’s growth rate is important; otherwise, the system could become inefficient shortly after it is designed. See 10-1: Systems Development Life Cycle: An Overview
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe the systems development life cycle (SDLC) as a method for developing information systems.
QUESTION TYPE:	True / False
HAS VARIABLES:	False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.01
TOPICS: System development phases
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

3. During the planning phase of the systems development life cycle (SDLC), a systems designer must define the symptoms before the underlying problem that an organization might be facing.

a. True
b. False

ANSWER: False
RATIONALE: Correct
During the planning phase, which is one of the most crucial phases of the SDLC model, a systems designer must define the problem an organization faces, taking care not to define symptoms rather than the underlying problem. The problem can be identified internally or externally. See 10-2: Phase 1: Planning
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the planning phase.
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.02
TOPICS: System planning
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

4. Establishing evaluation criteria often gives rise to subjectivity issues during the systems development life cycle (SDLC) process.

a. True
b. False

ANSWER: False
RATIONALE: Correct
Establishing evaluation criteria ensures objectivity throughout the SDLC process. In addition, analysts must get feedback from users on the problem and the need for an information system. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

5. Normally, a task force for the planning phase of the systems development life cycle (SDLC) includes only representatives from the IT department and the top management.

   a. True
   b. False

ANSWER: False

RATIONALE: Correct
To ensure an information system's success, users must have input in the planning, requirements-gathering and analysis, design, and implementation phases. For this reason, a task force is formed, consisting of representatives from different departments (including IT), systems analysts, technical advisors, and top management. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

6. External users are normally part of a company's task force.

a. True
b. False

ANSWER: False

RATIONALE: Correct
External users are not normally part of a company’s task force, but they do use the information system and their input is essential. They include customers, contractors, suppliers, and other business partners. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

7. The creation of a system specifications document indicates the beginning of the analysis phase of the systems development life cycle (SDLC).

a. True
b. False

ANSWER: False

RATIONALE: Correct
A systems analysis team uses the information collected during the requirements-gathering phase to understand the main problems, define the project’s scope-including what it should and should not do-and create a document called the system specifications. The creation of a system specifications document indicates the end of the analysis phase and the start of the design phase of the SDLC. See 10-3: Phase 2: Requirements Gathering and Analysis

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES:	MIS9.BIDG.19.10.03
TOPICS:	Gathering and analyzing information System development phases
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

8. The object-oriented approach combines process and data analysis, and the line between analysis and design is so thin that analysis and design seem to be a single phase instead of two distinct phases.

a. True

b. False

ANSWER:	True
RATIONALE:	Correct The structured systems analysis and design (SSAD) approach treats process and data independently and is a sequential approach that requires completing the analysis before beginning the design. The object-oriented approach combines process and data analysis, and the line between analysis and design is so thin that analysis and design seem to be a single phase instead of two distinct phases. See 10-3: Phase 2: Requirements Gathering and Analysis
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the tasks involved in the requirements-gathering and analysis phase.
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.03
TOPICS:	Gathering and analyzing information System development phases
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

9. Including users and top management in the construction phase of a prototype is essential because some problems that crop up during construction can be solved only by users or top management.

a. True

b. False

ANSWER:	True
RATIONALE:	Correct

Including users and top management in the construction phase of a prototype is essential because some problems that crop up during construction can be solved only by users or top management. In addition, during this phase, users and top management can learn more about the problems the information system will solve, and the team of users and designers can learn a lot about decision making in the organization. See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design
System development phases

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

10. One of the advantages of prototyping is that modifying a prototype is easier than modifying a complete system.
    a. True
    b. False

ANSWER: True

RATIONALE: Correct
It is easier to modify a prototype than a complete system. Prototyping has been around for many years in physical science because building a small working model first is easier and less expensive than building the entire system. See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

11. In pilot conversion, an analyst introduces an information system in only a limited area of an organization.
   a. True
   b. False

ANSWER: True

RATIONALE: Correct
In pilot conversion, an analyst introduces an information system in only a limited area of an organization, such as a division or department. In phased-in-phased-out conversion, as each module of the new system is converted, the corresponding part of the old system is retired. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

12. While using PERT and CPM techniques, if any of the activities along the critical path is delayed, the entire project is delayed.
   a. True
   b. False

ANSWER: True

RATIONALE: Correct
While using PERT and CPM techniques, if any of the activities is delayed, the entire project is delayed. Activities that are not on the critical path are more flexible and can be delayed without delaying the project. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: True / False

PE:

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

13. Creating a help desk to support users is an important task in the implementation phase of the systems development life cycle (SDLC).

a. True

b. False

ANSWER: False

RATIONALE: Correct
Creating a help desk to support users is an important task in the maintenance phase of the SDLC. With the ongoing nature of the SDLC approach, maintenance can lead to starting the cycle over at the planning phase if the team discovers the system is not working correctly. See 10-6: Phase 5: Maintenance

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the maintenance phase.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.06

TOPICS: System maintenance
System development phases

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

14. The systems development life cycle (SDLC) model is appropriate in situations when the problem under investigation is not well defined.

a. True

b. False

ANSWER: False

RATIONALE: Correct
The SDLC model might not be appropriate when there is a lack of specifications-that is, the problem under investigation is not well defined. It is also not suitable if users’ needs keep changing, which means the system undergoes several changes. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

15. Service-oriented architecture (SOA) advocates that core business functions and the dynamic functions that change all the time should be decoupled.

a. True
b. False

ANSWER: True

RATIONALE: Correct
SOA advocates that core business functions and the dynamic functions that change all the time should be decoupled. SOA allows an organization to pick and choose those services that respond most effectively to the customer’s needs and market demands. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

Multiple Choice

16. The systems development life cycle (SDLC) is also known as the _____.
    a. ad hoc cycle
    b. self-sourcing model
    c. agile cycle
    d. waterfall model

ANSWER: d

RATIONALE: Correct. The SDLC is also known as the waterfall model. In this model, each phase's output (results) becomes the input for the next phase. See 10-1: Systems Development Life Cycle: An Overview

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe the systems development life cycle (SDLC) as a method for developing information systems.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.01

TOPICS: System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

17. During the _____ phase of the systems development life cycle (SDLC) model, an information systems designer must define the problem an organization faces, taking care not to define symptoms rather than the underlying problem.
    a. planning
    b. requirements-gathering
    c. design
    d. implementation

ANSWER: a

RATIONALE: Correct. During the planning phase of the SDLC model, an information systems designer must define the problem an organization faces, taking care not to define symptoms rather than the underlying problem. The end result of this phase should give users and top management a clear view of what the problem is and how the information system will solve the problem. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

18. In the context of the planning phase of the systems development life cycle (SDLC), which is an example of an internally identified problem in information systems?

a. Distributers demanding an increase in their profit margin before the launch of the system
b. Suppliers noting inefficiency in the inventory control procedure
c. Management voicing concern about the organization’s lack of a competitive edge in the marketplace
d. Government regulations that need to be followed by the system for its approval in the global marketplace

ANSWER: c

RATIONALE: Correct. During the planning phase of the SDLC model, an organizational problem can be identified internally or externally. An example of an internally identified problem would be management voicing concern about the organization’s lack of a competitive edge in the marketplace. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning
System development phases

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

D:

DATE MODIFIED: 7/25/2018 11:27 AM

19. In the context of the planning phase of the systems development life cycle (SDLC), which is an example of an externally identified problem?

a. Employees demanding an increase in their wage before the launch of a new system
b. Suppliers noting inefficiency in the inventory control procedure
c. Management voicing concern about the organization’s lack of a competitive edge in the marketplace
d. Management conducting a high-cost training program to improve employees’ skills

ANSWER: b

RATIONALE: Correct. In the context of the planning phase of the SDLC model, an example of an externally identified problem would be suppliers noting inefficiency in the inventory control procedure. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning
System development phases

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

20. _____ are employees who will use an information system regularly and can offer important feedback on the system’s strengths and weaknesses.

a. Internal users
b. Merchandise users
c. Suppliers
d. Contractors

ANSWER: a

RATIONALE: Correct. Internal users are employees who will use an information system regularly, and they can offer important feedback on the system’s strengths and weaknesses. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Easy

REFERENCES Explain the tasks involved in the planning phase.

:

QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.02
TOPICS:	System planning
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

21. In the context of an organization's information system, external users _____.
    a. refrain from providing feedback to the organization
    b. include customers, contractors, and suppliers
    c. typically form part of the task force
    d. are the employees who use the system

ANSWER:	b
RATIONALE:	Correct. External users are not employees but do use the system; they include customers, contractors, suppliers, and other business partners. Although external users are not normally part of the task force, their input is essential. See 10-2: Phase 1: Planning
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the planning phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.02
TOPICS:	System planning System development phases
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

22. Which is a characteristic of joint application design (JAD)?
    a. It ensures that the requirements collected from different functional areas of an organization for the application are multi-dimensional in focus.
    b. It centers on a structured workshop in which users and system professionals come together to develop an application.

c. It is a unilateral activity that involves the owner of the organization.
d. It ensures that collected requirements are one-dimensional in focus.

ANSWER: b
RATIONALE: Correct. JAD is a collective activity involving users, top management, and IT professionals. It centers on a structured workshop (called a JAD session) in which users and system professionals come together to develop an application. See 10-2: Phase 1: Planning
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the planning phase.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.02
TOPICS: System planning
System development phases
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

23. Which is an advantage of the joint application design (JAD) approach?
a. It incorporates varying viewpoints from different functional areas of an organization to help ensure that collected requirements for an application is not too narrow or one-dimensional in focus.
b. It provides a method for investigating an environment in which a problem is poorly defined and information is difficult to gather.
c. It reduces the need to train information system users and increases the system's chance of success by encouraging users' involvement.
d. It improves communication among users, top management, and information systems personnel because seeing a concrete model often prompts potential users of the system to ask questions, express opinions, and so forth.

ANSWER: a
RATIONALE: Correct. An advantage of the JAD approach is that it incorporates varying viewpoints from different functional areas of an organization to help ensure that collected requirements for an application are not too narrow or one-dimensional in focus. JAD is a collective activity involving users, top management, and IT professionals. See 10-2: Phase 1: Planning
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Explain the tasks involved in the planning phase.
QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Analyze

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

24. During the _____ phase of the systems development life cycle (SDLC), analysts investigate a proposed solution’s feasibility and determine how best to present the solution to management to obtain funding.

a. design
b. requirements-gathering
c. planning
d. implementation

ANSWER: c

RATIONALE: Correct. During the planning phase of the SDLC, analysts investigate a proposed solution’s feasibility and determine how best to present the solution to management in order to obtain funding. The tool used for this purpose is a feasibility study. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

25. In the planning phase of the systems development life cycle (SDLC), _____ feasibility assesses an information system’s costs and benefits.

a. economic
b. technical
c. operational
d. legal

ANSWER: a

RATIONALE: Correct. In the planning phase of the SDLC, economic feasibility assesses an

	information system's costs and benefits. To assess economic feasibility, a team tallies tangible development and operating costs for the system and compares them with expected financial benefits of the system. See 10-2: Phase 1: Planning
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the tasks involved in the planning phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.02
TOPICS:	System planning System development phases
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

26. In the context of economic feasibility, which statement is true of opportunity costs?

a. They measure fixed and variable costs involved in running a system.
b. They measure costs involved in training employees who will be using the information system.
c. They measure the changes in the scope of an information system after the analysis and design phases.
d. They measure what an individual would miss by not having an information system or feature.

ANSWER:	d
RATIONALE:	Correct. Opportunity costs measure what an individual would miss by not having an information system or feature. To assess economic feasibility, a system analyst team tallies tangible development and operating costs for a system and compares them with expected financial benefits of the system. See 10-2: Phase 1: Planning
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the planning phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.02
TOPICS:	System planning

KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

27. Which benefit of an information system is categorized as a tangible?
    a. Improved employee morale
    b. Better customer satisfaction
    c. Increased company profits
    d. Increased flexibility in business operations

ANSWER:	c
RATIONALE:	Correct. Tangible benefits can be quantified in terms of monthly or annual savings, such as a new system allowing the organization to operate with three employees rather than five or the new system resulting in increased profits. See 10-2: Phase 1: Planning
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the planning phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.02
TOPICS:	System planning System development phases
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

28. Which is a common cost-effectiveness analysis method?
    a. Consolidated rate of return
    b. External rate of return
    c. Corporate rate of return
    d. Internal rate of return

ANSWER:	d
RATIONALE:	Correct. The most common cost-effectiveness analysis methods are payback, net present value, return on investment, and internal rate of return. If a system does not produce enough return on the investment, the money can be better spent elsewhere. See 10-2: Phase 1: Planning
POINTS:	1

DIFFICULTY: Easy
REFERENCES: Explain the tasks involved in the planning phase.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.02
TOPICS: System planning
KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

29. _____ is one of the most common cost-effectiveness analysis methods.
    a. DuPont analysis
    b. Joint application design
    c. SWOT analysis
    d. Net present value

ANSWER: d
RATIONALE: Correct. The most common cost-effectiveness analysis methods are payback, net present value, return on investment, and internal rate of return. See 10-2: Phase 1: Planning
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain the tasks involved in the planning phase.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.02
TOPICS: System planning
KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

30. _____ feasibility is the measure of how well a proposed solution will work in an organization and how internal and external customers will react to it.
    a. Economic
    b. Technical

c. Operational
d. Legal

ANSWER: c

RATIONALE: Correct. Operational feasibility is the measure of how well a proposed solution will work in an organization and how internal and external customers will react to it. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

31. _____ feasibility is concerned with whether a new system can be completed on time.

a. Economic
b. Technical
c. Operational
d. Scheduling

ANSWER: d

RATIONALE: Correct. Scheduling feasibility is concerned with whether a new system can be completed on time. For example, an organization might need a wireless network immediately because of a disaster that destroyed the existing network. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Remember

DATE CREATE 6/6/2018 4:01 PM

D:

DATE MODIFIED: 7/25/2018 11:27 AM

32. _____ feasibility is concerned with issues such as political repercussions of using an information system and meeting the requirements of the Information Privacy Act.

   a. Economic
   b. Technical
   c. Operational
   d. Legal

ANSWER: d

RATIONALE: Correct. Legal feasibility is concerned with legal issues; it typically addresses issues such as political repercussions of using an information system and whether the system takes the Information Privacy Act into account. See 10-2: Phase 1: Planning

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

33. In the _____ phase of the systems development life cycle (SDLC), a problem is defined and alternatives are generated for solving it.

   a. planning
   b. requirements-gathering and analysis
   c. designing and prototype-development
   d. implementation

ANSWER: b

RATIONALE: Correct. In the requirements-gathering and analysis phase of the SDLC, analysts define a problem and generate alternatives for solving it. See 10-3: Phase 2: Requirements Gathering and Analysis

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.03

TOPICS: Gathering and analyzing information
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

34. The _____ document, created during the requirements-gathering and analysis phase of the systems development life cycle (SDLC), indicates the end of the analysis phase and the start of the design phase.

a. maintenance plan
b. system specifications
c. blueprint
d. execution

ANSWER: b

RATIONALE: Correct. Systems analysts use the information collected during the requirements-gathering and analysis phase and create a document called the system specifications. The creation of this document indicates the end of the analysis phase and the start of the design phase. See 10-3: Phase 2: Requirements Gathering and Analysis

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.03

TOPICS: Gathering and analyzing information

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

35. In the context of structured systems analysis and design (SSAD) models, a _____ is a modeling tool that helps break down a complex process into simpler, more manageable, and more understandable subprocesses.

a. data flow diagram
b. flowchart

c. context diagram
d. conceptual data model

ANSWER: a

RATIONALE: Correct. In the context of SSAD models, a data flow diagram is a modeling tool that helps break down a complex process into simpler, more manageable, and more understandable subprocesses. It shows how data needed by each process flows between processes and what data is stored in a system. It also helps define the system's scope. See 10-3: Phase 2: Requirements Gathering and Analysis

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.03

TOPICS: Gathering and analyzing information
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

36. In the context of structured systems analysis and design (SSAD) models, a _____ is a tool that illustrates the logical steps in a process but does not show data elements and associations.

a. data flow diagram
b. flowchart
c. context diagram
d. conceptual data model

ANSWER: b

RATIONALE: Correct. In the context of SSAD models, a flowchart is a tool that illustrates the logical steps in a process but does not show data elements and associations. It can supplement a data flow diagram and help analysts understand and document how a process works. See 10-3: Phase 2: Requirements Gathering and Analysis

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.03

TOPICS: Gathering and analyzing information
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

37. In the context of structured systems analysis and design (SSAD) models, a _____ is a tool that shows a process at a more general level and is helpful for showing top management and the task force how a process works.

a. data flow diagram
b. flowchart
c. context diagram
d. conceptual data model

ANSWER: c

RATIONALE: Correct. In the context of SSAD models, a context diagram is a tool that shows a process at a more general level and is helpful for showing top management and the task force how a process works. See 10-3: Phase 2: Requirements Gathering and Analysis

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.03

TOPICS: Gathering and analyzing information

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

38. In the context of structured systems analysis and design (SSAD) models, a _____ is a tool that helps analysts understand the data requirements an information system must meet by defining data elements and showing the associations between them.

a. data flow diagram
b. flowchart
c. context diagram
d. conceptual data model

ANSWER: d

RATIONALE: Correct. In the context of SSAD models, a conceptual data model is a tool that helps analysts understand the data requirements an information system must meet by defining data elements and showing the associations between them. See 10-3: Phase 2: Requirements Gathering and Analysis

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.03

TOPICS: Gathering and analyzing information
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

39. During the _____ phase of the systems development life cycle (SDLC), analysts choose the solution that is the most realistic and offers the highest payoff for the organization.

a. planning
b. analysis
c. design
d. implementation

ANSWER: c

RATIONALE: Correct. During the design phase of the SDLC, analysts choose the solution that is the most realistic and offers the highest payoff for the organization. See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

D:

DATE MODIFIED: 7/25/2018 11:27 AM

40. In the design phase of the systems development life cycle (SDLC), the _____ design is an overview of the system and does not include hardware or software choices.

a. virtual
b. physical
c. conceptual
d. logical

ANSWER: c

RATIONALE: Correct. In the design phase of the SDLC, the conceptual design is an overview of the system and does not include hardware or software choices. See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

41. In the design phase of the systems development life cycle (SDLC), the _____ design indicates hardware and software, such as specifying Linux servers and Windows clients.

a. theoretical
b. physical
c. conceptual
d. logical

ANSWER: d

RATIONALE: Correct. The logical design makes the conceptual design more specific by indicating hardware and software, such as specifying Linux servers, Windows clients, an object-oriented programming language, and a relational database management system (DBMS). See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

42. During the design phase of the systems development life cycle (SDLC), the _____ design is created for a specific platform, such as choosing Dell servers running Ubuntu Linux and Java for the programming language.

a. virtual
b. physical
c. conceptual
d. logical

ANSWER: b

RATIONALE: Correct. During the design phase of the SDLC, the physical design is created for a specific platform, such as choosing Dell servers running Ubuntu Linux, Dell laptops running Windows 8 and Internet Explorer, Java for the programming language, and SQL Server 2014 for the relational database management system (DBMS). See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

43. Which is an outcome of the design phase of the systems development life cycle (SDLC)?

a. A document that contains the requirements for the current system to determine its main problem
b. A document that contains operation-specific data collected by the analysts after

observing the system’s performance over a predefined period of time

c. A document with exact specifications for executing the system, including procedures, hardware and software, and networking components

d. A document that drafts the details noted after conducting interviews and surveys with the prospective users of the system

ANSWER: c

RATIONALE: Correct. The output of the design phase is a document with exact specifications for implementing the system, including files and databases, forms and reports, documentation, procedures, hardware and software, networking components, and general system specifications. See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design
System development phases

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

44. Computer-aided systems engineering (CASE) tools are typically used during the _____ phase of the systems development life cycle (SDLC).

a. planning

b. design

c. implementation

d. maintenance

ANSWER: b

RATIONALE: Correct. CASE tools are typically used during the design phase of the SDLC. Systems analysts use CASE tools to automate parts of the application development process. See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OB MIS9.BIDG.19.10.04

JECTIVES:

TOPICS: System design
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

45. In the context of prototyping during the design phase of the systems development life cycle (SDLC), a _____ prototype shows users how a particular task that was not technically feasible or appears to be unfeasible can be done.

a. proof-of-concept
b. computer-aided
c. requirements-based
d. phased-in-phased-out

ANSWER: a

RATIONALE: Correct. In the context of prototyping during the design phase of the SDLC, a proof-of-concept prototype shows users how a particular task that was not technically feasible or appears to be unfeasible can be done. See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

46. In the context of information systems, which is an advantage of prototyping?

a. A prototype guarantees the success of the final system.
b. It is easier to modify a prototype than a complete system.
c. It does not require any support from the top management of a firm.
d. A prototype always reflects the final system’s actual operation.

ANSWER: b

RATIONALE: Correct. It is easier to modify a prototype than a complete system. Prototyping provides a method for investigating an environment in which a problem is poorly defined and information is difficult to gather. See 10-4: Phase 3: Design

POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the design phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.04
TOPICS:	System design
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

47. In the context of information systems, which is a disadvantage of prototyping?
    - a. It increases the need to train information system users.
    - b. It decreases a system’s chance of success by discouraging users’ involvement.
    - c. A prototype is more difficult to modify than a complete system.
    - d. A prototype might not reflect the final system’s actual operation and, therefore, could be misleading.

ANSWER:	d
RATIONALE:	Correct. A prototype might not reflect the final system’s actual operation and, therefore, could be misleading. Developing a prototype might lead analysts and designers to forego comprehensive testing and documentation. See 10-4: Phase 3: Design
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the design phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.04
TOPICS:	System design
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

48. During the implementation phase of the systems development life cycle (SDLC), _____.
    - a. a team assesses how a system is working and takes steps to keep the system up and

running

b. analysts define the organizational problem and generate alternatives for solving it

c. analysts choose the solution that is the most realistic and offers the highest payoff for the organization

d. the proposed solution is transferred from paper to action, and a team configures the system and procures components for it

ANSWER:	d
RATIONALE:	Correct. During the implementation phase of the SDLC, the solution is transferred from paper to action, and a team configures the system and procures components for it. See 10-5: Phase 4: Implementation
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the implementation phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.05
TOPICS:	System implementation System development phases
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

49. In _____ conversion of the implementation phase of the systems development life cycle (SDLC), the old and new systems run simultaneously for a short time to ensure the new system works correctly.

a. parallel

b. phased-in-phased-out

c. plunge

d. pilot

ANSWER:	a
RATIONALE:	Correct. In parallel conversion, the old and new systems run simultaneously for a short time to ensure the new system works correctly. However, this approach is costly and can be used only if an operational system is already in place. See 10-5: Phase 4: Implementation
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the tasks involved in the implementation phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

50. In _____ conversion of the implementation phase of the systems development life cycle (SDLC), as each module of a new system is converted, the corresponding part of an old system is retired.

a. parallel
b. phased-in-phased-out
c. plunge
d. pilot

ANSWER: b

RATIONALE: Correct. In phased-in-phased-out conversion, as each module of a new system is converted, the corresponding part of an old system is retired. This process continues until the entire system is operational. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

51. In _____ conversion of the implementation phase of the systems development life cycle (SDLC), an old system is stopped and a new system is implemented.

a. parallel
b. phased-in-phased-out
c. plunge
d. pilot

ANSWER: c

RATIONALE: Correct. In plunge (direct cutover) conversion, an old system is stopped and a

	new system is implemented. This approach is risky if there are problems with the new system, but the organization can save on costs by not running the old and new systems concurrently. See 10-5: Phase 4: Implementation
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the tasks involved in the implementation phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.05
TOPICS:	System implementation System development phases
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

52. In _____ conversion of the implementation phase of the systems development life cycle (SDLC), an analyst introduces an information system in only a limited area of an organization, such as a division or department.

a. parallel
b. direct cutover
c. plunge
d. pilot

ANSWER:	d
RATIONALE:	Correct. In pilot conversion, the analyst introduces an information system in only a limited area of an organization, such as a division or department. If the system works correctly, it is implemented in the rest of the organization in stages or all at once. See 10-5: Phase 4: Implementation
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the tasks involved in the implementation phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.05
TOPICS:	System implementation System development phases
KEYWORDS:	Remember
DATE CREATE	6/6/2018 4:01 PM

D:

DATE MODIFIED: 7/25/2018 11:27 AM

53. Which statement is true of Critical Path Method (CPM)?
    a. Activities on the critical path take the shortest time to be completed.
    b. It determines the critical path for the completion of a series of interrelated activities.
    c. Activities that are on the critical path are flexible and can be delayed without delaying a project.
    d. A delay in the activities of a project does not affect the scheduled delivery of the project.

ANSWER: b

RATIONALE: Correct. PERT (Program Evaluation Review Technique) and CPM techniques work by determining the “critical path” for the completion of a series of interrelated activities. This includes all those activities that are extremely crucial for the completion of a project, with zero slack time. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

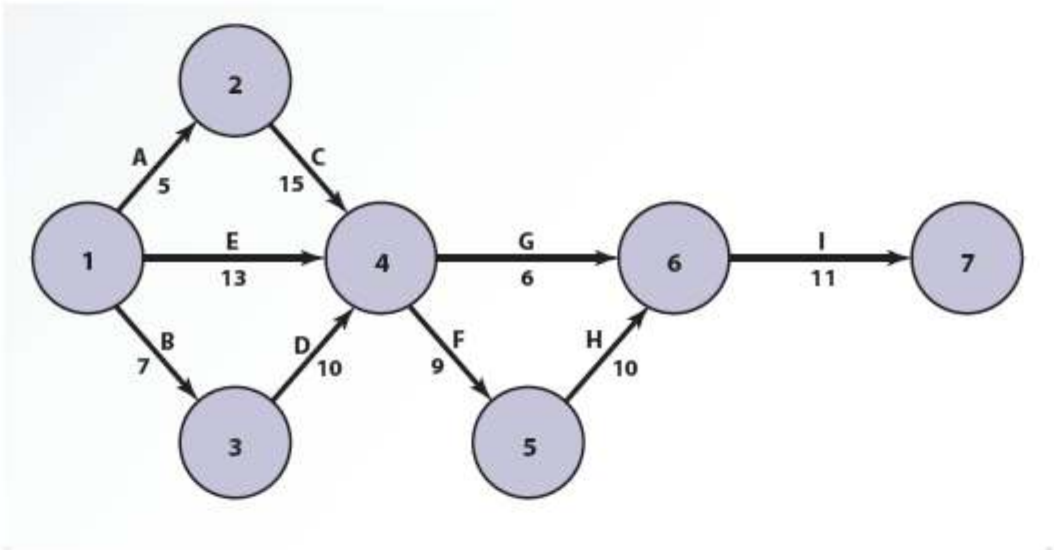
TOPICS: System implementation
System development phases

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

54. Consider the following Program Evaluation Review Technique (PERT) network.



The activities and their respective durations are given in the following table.

Activity	Duration (days)
A	5
B	7
C	15
D	10
E	13
F	9
G	6
H	10
I	11

Which of the following paths of the given network is the critical path?

a. E → F → H → I

b. B → D → G → I

c. B → D → F → H → I

d. A → C → F → H → I

ANSWER: d

RATIONALE: Correct. The total time taken by each path is given below.
E → F → H → I = 43 days
B → D → G → I = 34 days
B → D → F → H → I = 47 days
A → C → F → H → I = 50 days
A → C → F → H → I is the critical path because this path takes the longest to complete. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation
System development phases

KEYWORDS: Apply

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

55. Which is a disadvantage of a request for proposal (RFP)?

 a. A lengthy time frame for preparation makes an RFP less appealing.
 b. The limited time allotted for the evaluation of an RFP makes the process tedious.
 c. In an RFP, every vendor gets different information, resulting in unfair bids.
 d. In an RFP, different vendors have different deadlines for submitting bids.

ANSWER: a

RATIONALE: Correct. A major disadvantage of an RFP is the time involved in writing and evaluating proposals. With the rapid changes in information technologies, a lengthy time frame makes RFPs less appealing. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation

KEYWORDS: Analyze

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

56. _____ helps reduce the backlog in producing information systems and improve flexibility in responding to users' information needs.

 a. Intersourcing
 b. Outsourcing
 c. Self-sourcing
 d. Crowdsourcing

ANSWER: c

RATIONALE: Correct. Self-sourcing helps reduce the backlog in producing information systems and improve flexibility in responding to users' information needs. Self-sourcing gives end users the power to build their own applications in a short time and create, access, and modify data. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the implementation phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.05
TOPICS:	System implementation
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

57. Which of the following approaches for developing information systems increases the risk of leaking confidential information to competitors?

a. Insourcing
b. Outsourcing
c. Self-sourcing
d. Venture sourcing

ANSWER:	b
RATIONALE:	Correct. The risk of leaking confidential information to competitors increases in outsourcing because of the involvement of third parties. See 10-5: Phase 4: Implementation
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the implementation phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.05
TOPICS:	System implementation
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

58. With the _____ outsourcing approach, an organization chooses an outsourcing company in the same country.

a. onshore
b. nearshore
c. offshore

d. farshore

ANSWER:	a
RATIONALE:	Correct. With the onshore outsourcing approach, an organization chooses an outsourcing company in the same country. See 10-5: Phase 4: Implementation
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the tasks involved in the implementation phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.05
TOPICS:	System implementation System development phases
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

59. With the _____ outsourcing approach, an organization chooses an outsourcing company in a neighboring country, such as when a U.S. organization chooses a company in Canada or Mexico.

a. onshore
b. nearshore
c. offshore
d. farshore

ANSWER:	b
RATIONALE:	Correct. With the nearshore outsourcing approach, an organization chooses an outsourcing company in a neighboring country, such as when a U.S. organization chooses a company in Canada or Mexico. See 10-5: Phase 4: Implementation
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Explain the tasks involved in the implementation phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.05
TOPICS:	System implementation
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

60. With the _____ outsourcing approach, an organization chooses an outsourcing company in any part of the world, as long as it can provide the needed services.

a. onshore
b. nearshore
c. offshore
d. inshore

ANSWER: c

RATIONALE: Correct. With the offshore outsourcing approach, an organization chooses an outsourcing company in any part of the world (usually a country farther away than a neighboring country), as long as it can provide the needed services. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

61. During the _____ of the systems development life cycle (SDLC), an information system is operating, enhancements and modifications to the system have been developed and tested, and hardware and software components have been added or replaced.

a. planning
b. design
c. implementation
d. maintenance

ANSWER: d

RATIONALE: Correct. During the maintenance phase of the SDLC, an information system is operating, enhancements and modifications to the system have been developed and tested, and hardware and software components have been added or replaced. See 10-6: Phase 5: Maintenance

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the maintenance phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.06

TOPICS: System maintenance
System development phases

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

62. _____ is a philosophy and a software and system development methodology that focuses on the development, use, and reuse of small, self-contained blocks of codes to meet the software needs of an organization.

a. Extreme programming
b. Rapid application development
c. Service-oriented architecture
d. Joint application design

ANSWER: c

RATIONALE: Correct. Service-oriented architecture is a philosophy and a software and system development methodology that focuses on the development, use, and reuse of small, self-contained blocks of codes (called services) to meet the software needs of an organization. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

63. _____ uses an iterative process that repeats the design, development, and testing steps as needed, based on feedback from users.

a. Extreme programming
b. Rapid application development
c. Service-oriented architecture
d. Joint application design

ANSWER: b

RATIONALE: Correct. Rapid application development uses an iterative process (also called incremental development) that repeats the design, development, and testing steps as needed, based on feedback from users. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

64. One shortcoming of rapid application development (RAD) is _____.

a. that it has a narrow focus, which might limit future development
b. that building an application takes more time
c. its lack of reusability of small, self-contained blocks of codes
d. its inflexibility to adjust to systems’ changing needs

ANSWER: a

RATIONALE: Correct. One shortcoming of RAD is a narrow focus, which might limit future development. In addition, because these applications are built quickly, the quality might be lower. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

65. _____ is a method for developing software applications and information system projects in which a project is divided into smaller functions and developers cannot go on to the next phase until the current phase is finished.

a. Extreme programming
b. Rapid application development
c. Service-oriented architecture
d. Joint application design

ANSWER: a

RATIONALE: Correct. Extreme programming (XP) is a recent method for developing software applications and information system projects. XP divides a project into smaller functions, and developers cannot go on to the next phase until the current phase is finished. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

66. Which of the following statements is true of pair programming?

a. Two programmers work on different codes at one workstation.
b. Two programmers work on the same code at one workstation.
c. Two programmers perform same activities at different workstations.
d. Two programmers perform different activities at different workstations.

ANSWER: b

RATIONALE: Correct. Pair programming is where two programmers participate in one development effort at one workstation. Each programmer performs the action the other is not currently doing. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

67. Which statement is true of extreme programming (XP)?
    a. Developers are allowed to go to the next phase before the completion of the current phase.
    b. This method does not allow changes to a system after its delivery to the users.
    c. Two programmers perform activities different from the other at different workstations.
    d. A system’s quality is improved by addressing major issues that have not been examined before.

ANSWER: d

RATIONALE: Correct. XP uses incremental steps to improve a system’s quality, addressing major issues that have not been examined before. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFI 7/25/2018 11:27 AM

ED:

68. Which is a difference between the systems development life cycle (SDLC) and extreme programming (XP)?
    a. The SDLC model has a separate planning and analysis phase, whereas XP combines both the phases into one phase.
    b. Developers following the SDLC model cannot go on to the next phase until the current phase is finished, whereas in XP, developers can move to any phase from the current phase.
    c. In the SDLC model, changes cannot be made to a system once it is delivered to the user, whereas the XP method delivers the system to the users and then make changes suggested by the user.
    d. The SDLC model develops an entire system at once, whereas XP uses incremental steps to improve an information system’s quality.

ANSWER: d

RATIONALE: Correct. The SDLC develops an entire system at once, whereas XP uses incremental steps to improve an information system’s quality. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Analyze

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

69. Which is a key feature of extreme programming (XP)?
    a. Procurement of new equipment
    b. Investigation of environments with poorly defined problems
    c. Immediate feedback from users
    d. Emphasis on limiting a project’s scope

ANSWER: c

RATIONALE: Correct. A key feature of XP is immediate feedback from users. The XP method delivers the system to users as early as possible and then makes changes that the user suggests. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES:	Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.07
TOPICS:	System development trends
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

70. Which is a similarity between agile methodology and extreme programming (XP)?
    a. Both give equal emphasis to team coding.
    b. Both focus on an incremental development process.
    c. Both respond to changing needs before the system is delivered.
    d. Both have programmers perform different actions at the same time.

ANSWER:	b
RATIONALE:	Correct. Agile methodology is similar to XP in focusing on an incremental development process and timely delivery of working software. However, there is less emphasis on team coding and more emphasis on limiting the project's scope. See 10-7: New Trends in Systems Analysis and Design
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.07
TOPICS:	System development trends
KEYWORDS:	Analyze
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

71. _____ is a series of well-defined phases performed in sequence that serves as a framework for developing an information system or project.
    a. Rapid Application Development

b. Extreme Programming
c. The maintenance process model
d. The systems development life cycle

ANSWER:	d
RATIONALE:	The systems development life cycle (SDLC) is a series of well-defined phases performed in sequence that serves as a framework for developing an information system or project. The SDLC is also known as the waterfall model. See 10-1: Systems Development Life Cycle: An Overview
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Describe the systems development life cycle (SDLC) as a method for developing information systems.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.01
TOPICS:	System development phases
KEYWORDS:	Remember
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

72. The end result of the _____ phase of the systems development life cycle (SDLC) model should give users and top management a clear view of what the problem is and how the information system will solve the problem.

a. planning
b. requirements-gathering
c. design
d. implementation

ANSWER:	a
RATIONALE:	The end result of the planning phase of the SDLC model should give users and top management a clear view of what the problem is and how the information system will solve the problem. During this phase, the systems designer must define the problem the organization faces, taking care not to define symptoms rather than the underlying problem. See 10-2: Phase 1: Planning
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the planning phase.
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.02

TOPICS: System planning
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

73. The _____ approach treats process and data independently and is a sequential approach that requires completing the analysis before beginning the design of information systems.

a. joint application design
b. structured systems analysis and design
c. object-oriented
d. class-responsibility collaboration

ANSWER: b
RATIONALE: The structured systems analysis and design (SSAD) approach treats process and data independently and is a sequential approach that requires completing the analysis before beginning the design. The models created during the analysis phase constitute the design specifications. See 10-3: Phase 2: Requirements Gathering and Analysis
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.03
TOPICS: Gathering and analyzing information
KEYWORDS: Remember
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

74. A _____ is a tool used in the structured systems analysis and design (SSAD) model for data analysis.

a. conceptual data model
b. context diagram
c. flowchart
d. data flow diagram

ANSWER: a
RATIONALE: A conceptual data model (such as an entity relationship model) is a tool used in the SSAD model for data analysis. It helps analysts understand the data requirements a system must meet by defining data elements and showing the

associations between them See 10-3: Phase 2: Requirements Gathering and Analysis

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.03

TOPICS: Gathering and analyzing information

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

75. _____ are small-scale versions of information systems, which are built before building the entire system, and are used to illustrate the system’s benefits and allow users to offer feedback.

a. Structured systems
b. Prototypes
c. Flowcharts
d. Context diagrams

ANSWER: b

RATIONALE: In prototyping, a small-scale version of the system that is large enough to illustrate the system’s benefits is developed, which allows users to offer feedback. Prototypes can also be tested to detect potential problems and devise solutions. See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

76. _____ prototypes are used to market a proposed system to users and management by showing some of its features and demonstrating how beneficial it could be to the organization.

   a. Proof-of-concept
   b. Self-sourcing
   c. Selling
   d. Phased-in-phased-out

ANSWER: c

RATIONALE: Prototypes are sometimes used to sell a proposed system to users and management by showing some of its features and demonstrating how beneficial it could be to the organization. This type of prototype is called a selling prototype. See 10-4: Phase 3: Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the design phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.04

TOPICS: System design

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

77. A(n) _____ lists the completion time of a project on the x-axis and all the activities on the y-axis, which allows the systems analyst to monitor the progress of the project and detect any delay in the daily operation of the project.

   a. work breakdown structure
   b. event chain diagram
   c. Gantt chart
   d. risk register

ANSWER: c

RATIONALE: Using the critical path, a systems analyst can establish a Gantt chart. A Gantt chart lists the completion time (sometimes called the "milestone") on the x-axis and all the activities on the y-axis. This allows the systems analyst to monitor the progress of a project and detect any delay in the daily operation of the project. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

78. A _____ is a written document with detailed specifications that is used to request bids for equipment, supplies, or services from vendors.

   a. bill of materials
   b. request for proposal
   c. cost-benefit analysis report
   d. milestone chart

ANSWER: b

RATIONALE: A request for proposal (RFP) is a written document with detailed specifications that is used to request bids for equipment, supplies, or services from vendors. It is usually prepared during the implementation phase and contains detailed information about the functional, technical, and business requirements of the proposed information system. See 10-5: Phase 4: Implementation

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

79. _____ is the approach where an organization’s team develops an information system internally.

   a. Insourcing
   b. Outsourcing
   c. Self-sourcing

d. Crowdsourcing

ANSWER: a

RATIONALE: The systems development life cycle (SDLC) approach is sometimes called insourcing, meaning an organization’s team develops an information system internally. Two other approaches for developing information systems are self-sourcing and outsourcing. See 10-5: Phase 4: Implementation Alternatives

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

80. _____ refers to the trend of end users developing their own information systems with little or no formal assistance from an information systems team.

a. Insourcing
b. Outsourcing
c. Self-sourcing
d. Crowdsourcing

ANSWER: c

RATIONALE: Self-sourcing refers to the trend of end users developing their own information systems with little or no formal assistance from an information systems team. These users might not know how to write programming code, but they are typically skilled enough to use off-the-shelf software to produce custom-built applications. See 10-5: Phase 4: Implementation Alternatives

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

81. During the _____ phase of the systems development life cycle (SDLC), a team assesses how a system is working and takes steps to keep the system up and running.

   a. planning
   b. implementation
   c. maintenance
   d. design

ANSWER: c

RATIONALE: During the maintenance phase of the SDLC, a team assesses how a system is working and takes steps to keep the system up and running. As part of this phase, the team collects performance data and gathers information on whether the system is meeting its objectives by talking with users, customers, and other people affected by the new system. See 10-6: Phase 5: Maintenance

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the maintenance phase.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.06

TOPICS: System maintenance
System development phases

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

82. The fundamental principle behind _____ is that the self-contained blocks of codes can be reused in a variety of different applications, allowing new business processes to be created from a pool of existing services.

   a. rapid prototyping
   b. joint application design
   c. service-oriented architecture
   d. computer-aided systems engineering

ANSWER: c

RATIONALE: The fundamental principle behind service-oriented architecture is that the “blocks of codes” can be reused in a variety of different applications, allowing new business processes to be created from a pool of existing services. These services should be organized so they can be accessed when needed via a network. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

83. In the extreme programming environment, _____ programming allows programmers to detect and correct programming mistakes as they go, which is faster than correcting them after an entire program has been written.

a. procedural
b. pair
c. sequential
d. parallel

ANSWER: b

RATIONALE: Pair programming is where two programmers participate in one development effort at one workstation. Each programmer performs the action the other is not currently doing. In this way, they can detect and correct programming mistakes as they go, which is faster than correcting them after the entire program has been written. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

84. The_____ is an incremental development process that has less emphasis on team coding and more emphasis on limiting a project’s scope.

a. The V-shaped model
b. The joint application design approach
c. Rapid prototyping
d. Agile methodology

ANSWER: d

RATIONALE: Agile methodology is similar to extreme programming in focusing on an incremental development process and timely delivery of working software. However, there is less emphasis on team coding and more emphasis on limiting a project’s scope. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

85. _____ focuses on setting a minimum number of requirements and turning them into a working product.

a. Parallel programming
b. Extreme programming
c. Agile methodology
d. Rapid application development

ANSWER: c

RATIONALE: Agile methodology is an incremental development process that focuses on setting a minimum number of requirements and turning them into a working product. The Agile Alliance organization has developed guidelines for this method, which emphasizes collaboration between programmers and business experts, preferably with face-to-face communication, and working in teams. See 10-7: New Trends in Systems Analysis and Design

POINTS: 1

DIFFICULTY: Easy

REFERENCES Describe new trends in systems analysis and design, including service-

: oriented architecture, rapid application development, extreme programming, and agile methodology.

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.07

TOPICS: System development trends

KEYWORDS: Remember

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

Essay

86. Explain how the phases of the systems development life cycle (SDLC) relate to each other.

ANSWER: Answers will vary. In the SDLC, each phase's output (results) becomes the input for the next phase. When following this model, one should keep in mind that the main goal of an information system is delivering useful information in a timely manner to the right decision maker.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Describe the systems development life cycle (SDLC) as a method for developing information systems.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.01

TOPICS: System development phases

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

87. In the context of the planning phase of the systems development life cycle (SDLC), discuss the questions that an analyst or team of analysts must answer to assess the current and future needs of an organization or a specific group of users.

ANSWER: Answers will vary. During the planning phase of the SDLC, after identifying a problem, the analyst or team of analysts assesses the current and future needs of the organization or a specific group of users by answering the following questions:
Why is this information system being developed?
Who are the system's current and future users?

Is the system new, or is it an upgrade or extension of an existing system?
Which functional areas (departments) will be using the system?
As part of this assessment, analysts must examine the organization’s strategic goals, how the proposed system can support these goals, which factors are critical to the proposed system’s success, and the criteria for evaluating the proposed system’s performance.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

88. Explain the importance of the formation of a task force during the planning phase of the systems development life cycle (SDLC).

ANSWER: Answers will vary. To ensure an information system’s success, users must have input in the planning, requirements-gathering and analysis, design, and implementation phases. For this reason, a task force is formed, consisting of representatives from different departments (including IT), systems analysts, technical advisors, and top management. This team collects user feedback and works toward getting users involved from the beginning.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

89. Describe joint application design (JAD).

ANSWER: Answers will vary. JAD is a collective activity involving users, top management, and IT professionals. It centers on a structured workshop (called a JAD session) in which users and system professionals come together to develop an application.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

90. Explain feasibility and its importance in designing a successful information system.

ANSWER: Answers will vary. Feasibility is the measure of how beneficial or practical an information system will be to an organization and should be measured continuously throughout the systems development life cycle (SDLC) process.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

91. Discuss the five major dimensions of a feasibility study.

ANSWER: Answers will vary. Following are the five major dimensions of a feasibility study:
a. Economic feasibility
b. Technical feasibility

c. Operational feasibility
d. Scheduling feasibility
e. Legal feasibility

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the planning phase.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.02
TOPICS: System planning
System development phases
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

92. State any five development costs considered while assessing the economic feasibility of an information system.

ANSWER: Answers will vary. Following are the development costs considered while assessing the economic feasibility of an information system:
a. Hardware and software
b. Software leases or licenses
c. Computer time for programming, testing, and prototyping
d. Maintenance costs for monitoring equipment and software
e. Personnel costs-salaries for consultants, systems analysts, network specialists, programmers, data entry clerks, computer operators, secretaries, and technicians
f. Supplies and other equipment
g. Training employees who will be using the system

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the planning phase.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.02
TOPICS: System planning
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

93. Explain how tangible benefits of an information system can be quantified to assess its economic feasibility.

ANSWER: Answers will vary. Tangible benefits of an information system can be quantified in terms of monthly or annual savings, such as the new system allowing an organization to operate with three employees rather than five or the new system resulting in increased profits.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning
System development phases

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

94. Explain why intangible benefits of an information system are difficult to quantify.

ANSWER: Answers will vary. Assessing intangible costs and benefits accurately is challenging; attaching a realistic monetary value to these factors can be difficult. Intangible benefits are difficult to quantify in terms of dollar amounts, but if they are not at least identified, many information system projects cannot be justified.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the planning phase.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.02

TOPICS: System planning

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

95. Explain how the models created during the analysis phase contribute to the design phase of the systems development life cycle (SDLC).

ANSWER: Answers will vary. The models created during the analysis phase of the SDLC constitute the design specifications. After confirming these specifications with users, analysts start designing the system.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the requirements-gathering and analysis phase.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.03
TOPICS: Gathering and analyzing information
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

96. Discuss the different parts in the design phase of the systems development life cycle (SDLC).

ANSWER: Answers will vary. During the design phase, analysts choose the solution that is the most realistic and offers the highest payoff for the organization. The design phase consists of three parts: conceptual design, logical design, and physical design.

The conceptual design is an overview of the system and does not include hardware or software choices. The logical design makes the conceptual design more specific by indicating hardware and software, such as specifying Linux servers, Windows clients, an object-oriented programming language, and a relational database management system (DBMS). These choices usually require changing the conceptual design to fit the platforms and programming languages chosen. Finally, the physical design is created for a specific platform, such as choosing Dell servers running Ubuntu Linux, Dell laptops running Windows 10 and Internet Explorer, Java for the programming language, and SQL Server 2016 for the relational DBMS.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the design phase.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.04
TOPICS: System design
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

97. Discuss the five capabilities of computer-aided systems engineering (CASE) tools.

ANSWER: Answers will vary. The capabilities of CASE tools vary, depending on the product, but generally include the following:
a. Graphics tools, such as data flow diagrams, to illustrate an information system's operation
b. Dictionary tools designed to record the system's operation in detail
c. Prototyping tools for designing input and output formats, forms, and screens
d. Code generators to minimize or eliminate programming efforts
e. Project management tools to help control the system's schedule and budget

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the design phase.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.04
TOPICS: System design
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

98. Discuss the four steps involved in prototyping.

ANSWER: Answers will vary. Prototyping is done in four steps:
a. Define the initial requirements.
b. Develop the prototype.
c. Review and evaluate the prototype.
d. Revise the prototype.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the design phase.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.04
TOPICS: System design
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

99. Describe the advantages of prototypes.

ANSWER: Answers will vary. Prototyping offers several advantages:
a. It provides a method for investigating an environment in which the problem is poorly defined and information is difficult to gather.

b. It reduces the need to train information system users because the users are involved in developing the system.
c. It reduces costs because building a model is less expensive than building the complete system. If users and top management decide the system should not be developed, the organization has not lost all the money that would have been spent on building a complete system.
d. It increases the system’s chance of success by encouraging users’ involvement.
e. It is easier to modify a prototype than a complete system.
f. It improves documentation because users and designers can walk through several versions of the system.
g. It improves communication among users, top management, and information systems personnel because seeing a concrete model often prompts potential users of the system to ask questions, express opinions, point out shortcomings and strengths, and so forth.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the design phase.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.04
TOPICS: System design
KEYWORDS: Understand
DATE CREATED: 6/6/2018 4:01 PM
DATE MODIFIED: 7/25/2018 11:27 AM

100. Describe how information systems are implemented using a plunge conversion method.

ANSWER: Answers will vary. In plunge (direct cutover) conversion, an old system is stopped and a new system is implemented. This approach is risky if there are problems with the new system, but an organization can save on costs by not running the old and new systems concurrently.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Explain the tasks involved in the implementation phase.
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: MIS9.BIDG.19.10.05
TOPICS: System implementation

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

101. Explain how a request for proposal (RFP) is prepared. Discuss the advantages of an RFP.

ANSWER: Answers will vary. An RFP is usually prepared during the implementation phase of the systems development life cycle (SDLC) and contains detailed information about the functional, technical, and business requirements of the proposed information system. Drafting an RFP can take 6 to 12 months, but with software, the Internet, and other online technologies, time and costs can be reduced.

A crucial part of this process is comparing bids from single and multiple vendors. Using a single vendor to provide all the information system's components is convenient, but the vendor might not have expertise in all areas of the information system's operations.

The main advantage of an RFP is that all vendors get the same information and requirements, so bids can be evaluated more fairly. Furthermore, all vendors have the same deadline for submitting bids, so no vendor has the advantage of having more time to prepare an offer. RFPs are also useful in narrowing down a long list of prospective vendors.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE: Essay

HAS VARIABLES: False

LEARNING OBJECTIVES: MIS9.BIDG.19.10.05

TOPICS: System implementation

KEYWORDS: Understand

DATE CREATED: 6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM

102. Describe the concept of crowdsourcing.

ANSWER: Answers will vary. Crowdsourcing refers to the process of outsourcing tasks that are traditionally performed by employees or contractors to a large group of people (a crowd) through an open call. Crowdsourcing has become popular with publishers, journalists, editors, and businesses that want to take advantage of the collaborative capabilities offered by Web 2.0.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Explain the tasks involved in the implementation phase.

QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.05
TOPICS:	System implementation
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

103. Discuss the disadvantages of outsourcing.

ANSWER:	Answers will vary. The disadvantages of outsourcing include the following: a. Loss of control-Relying on an outsourcing company to control information system functions can result in the system not fully meeting an organization’s information requirements. b. Dependency-If an organization becomes too dependent on an outsourcing company, changes in the outsourcing company’s financial status or managerial structure can have a major impact on the organization’s information system. c. Vulnerability of strategic information-The risk of leaking confidential information to competitors increases because third parties are involved in outsourcing.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the implementation phase.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.05
TOPICS:	System implementation
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

104. Discuss the basic steps involved in the maintenance phase of the systems development life cycle (SDLC).

ANSWER:	Answers will vary. During the maintenance phase of the SDLC, an information system is operating, enhancements and modifications to the system have been developed and tested, and hardware and software components have been added or replaced. The maintenance team assesses how the system is working and takes steps to keep the system up and running. As part of this phase, the team collects performance data and gathers information on whether the system is meeting its objectives by talking with users, customers, and other people

	affected by the new system. If the system's objectives are not being met, the team must take corrective action. Creating a help desk to support users is another important task in this phase. With the ongoing nature of the SDLC approach, maintenance can lead to starting the cycle over at the planning phase if the team discovers the system is not working correctly.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Explain the tasks involved in the maintenance phase.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.06
TOPICS:	System maintenance System development phases
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM
DATE MODIFIED:	7/25/2018 11:27 AM

105. Discuss the key features of extreme programming (XP).

ANSWER:	Answers will vary. XP uses incremental steps to improve a system's quality, addressing major issues that have not been examined before. Its key features are the following: • Simplicity • Incremental process • Responsiveness to changing requirements and changing technology • Teamwork • Continuous communication among key players • Immediate feedback from users
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Describe new trends in systems analysis and design, including service-oriented architecture, rapid application development, extreme programming, and agile methodology.
QUESTION TYPE:	Essay
HAS VARIABLES:	False
LEARNING OBJECTIVES:	MIS9.BIDG.19.10.07
TOPICS:	System development trends
KEYWORDS:	Understand
DATE CREATED:	6/6/2018 4:01 PM

DATE MODIFIED: 7/25/2018 11:27 AM