

1. A POS system, such as the one selected by Johnny's Lunch in the chapter case study, falls into which category of information system?
 - A. TPS
 - B. KWS
 - C. DSS
 - D. MIS
2. Executive support systems are information systems that support the:
 - A. Knowledge and data workers in an organization.
 - B. Long-range planning activities of senior management.
 - C. Day-to-day processes of production.
 - D. Decision-making and administrative activities of middle managers.
3. The term "management information systems" designates a specific category of information systems serving:
 - A. Integrated data processing throughout the firm.
 - B. Transaction process reporting.
 - C. Middle management functions.
 - D. Senior management
4. A(n) _____ collects data from various key business processes and stores the data in a single comprehensive data repository, usable by other parts of the business.
 - A. Transaction processing system
 - B. Enterprise system
 - C. Management information system
 - D. Automatic reporting system

5. Which of the following is an example of a key force in a firm's broader, less immediate environment?

- A. Stockholders
- B. Economic trends
- C. Shipping firms
- D. Regulations

6. These systems are especially suited to situations in which the procedure for arriving at a solution may not be fully predefined in advance.

- A. Management information systems
- B. Knowledge management systems
- C. Decision-support systems
- D. Transaction processing systems

7. Checking for product quality is an activity associated with the _____ function.

- A. Manufacturing and production
- B. Sales and marketing
- C. Finance and accounting
- D. Human resources

8. Which type of system would you use to determine what trends in your supplier's industry will affect your firm the most in five years?

- A. MIS
- B. TPS
- C. DSS
- D. ESS

9. Development and support services for a firm's business systems are provided by:

- A. IT educational services.
- B. IT standards services.
- C. Application software services.
- D. IT management services.

10. Policies that determine which information technology will be used, when, and how are provided by:

- A. Application software services.
- B. IT management services.
- C. IT standards services.
- D. IT educational services.

11. Decision-support systems are also referred to as:

- A. Executive support systems.
- B. Business model systems.
- C. Business intelligence systems.
- D. Business information systems.

12. You work for a highly successful advertiser that is just about to expand nationally. Of utmost importance will be finding a way to store and disseminate their client's frequently updated branding and style guides to all of their branches. The guides include multiple image files and text documents. What system will best serve these needs?

Discuss A. A wiki

- B. An ESS with collaboration capabilities
- C. An extranet with KMS capabilities
- D. A TPS with KMS capabilities

13. Engineers and architects are examples of:

- A. Knowledge workers.
- B. Senior management.
- C. Middle management.
- D. Production workers.

- 14.** A computerized system that performs and records the daily dealings necessary to conduct business is classified as a(n):
- A. Decision support system.
 - B. Management-level system.
 - C. Transaction-processing system.
 - D. Executive support system.
- 15.** _____ systems often deliver information to senior executives through a portal.
- A. Transaction processing
 - B. Decision-support
 - C. Management information
 - D. Executive support
- 16.** A wiki is a type of:
- A. Video conferencing.
 - B. Web site designed for collaborative writing and editing.
 - C. Social networking site.
 - D. Blogging.
- 17.** ESS are specifically designed to serve the _____ level of the organization.
- A. Senior management
 - B. End-user
 - C. Operational
 - D. Middle management
- 18.** Key forces in a business's immediate environment include:
- A. Technology.
 - B. Politics.
 - C. Economy.
 - D. Regulations.

19. A relocation control system that reports summaries on the total moving, house-hunting, and home financing costs for employees in all company divisions would fall into the category of:

- A. Executive-support systems.
- B. Transaction support systems.
- C. Knowledge management systems.
- D. Management information systems.

20. The most widely used collaboration software tool used by very large firms is:

- A. Google Apps
- B. Onehub
- C. Lotus Notes
- D. Microsoft SharePoint

21. The _____ is responsible for ensuring that the company complies with existing data privacy laws.

- A. CIO
- B. CKO
- C. CIP
- D. CPO

22. Which type of information system would an intranet be most easily adapted to?

- A. CRM
- B. TPS
- C. MIS
- D. KMS

23. Interaction jobs are those jobs which:

- A. Are performed typically by operational-level employees.
- B. Involve knowledge that can't be put into an information system.
- C. Are in the service sector and require close coordination, and collaboration.
- D. Require intense levels of interaction with clients.

24. In a business environment, the focus of collaboration is to:

- A. Foster better communication.
- B. Provide a sense of community.
- C. Prevent miscommunication.
- D. Accomplish the task at hand.

25. The principal liaison between the information systems groups and the rest of the organization is a(n):

- A. Programmer.
- B. Information systems manager.
- C. CIO.
- D. Systems analyst.□

26. A _____ is a senior manager who oversees the use of IT in the firm.

Discuss A. CIO

- B. CEO
- C. CIT
- D. CFO

27. Which type of system would you use to forecast the return on investment if you used new suppliers with better delivery track records?

- A. DSS
- B. ESS
- C. MIS
- D. TPS

28. These systems are designed to support organization-wide process coordination and integration.

- A. Decision-support systems
- B. CRM
- C. Management information systems
- D. Enterprise applications

- 29.** You have been hired by Inspiration Inc, to help improve their profit margin. Inspiration Inc. is a business communications consultancy that services many clients in different industries throughout the U.S. The end products of the company are customized recommendations for the best use of a client's existing resources for improving internal communications, typically delivered via documentation in different media. The company has approximately 100 consultants all of whom are located in their central headquarters in Chicago. What system do you recommend to improve the company's business processes and increase their profit margin?
- A. Video conferencing system, for improving collaboration
 - B. KMS, for minimizing redundant work on similar clients
 - C. Extranet, to enable quick collaboration over the Internet, minimize the time spent communicating with the client, and minimize the amount of paperwork needed
 - D. CRM, to maintain easily accessible customer records to minimize the time spent looking for client data
- 30.** Which type of system would you use to determine what trends in your supplier's industry will affect your firm the most in five years?
- A. MIS
 - B. ESS
 - C. TPS
 - D. DSS
- 31.** _____ systems provide information to coordinate all of the business processes that deal with customers in sales, marketing, and service to optimize revenue, customer satisfaction, and customer retention.
- A. CPS
 - B. CRM
 - C. ESS
 - D. MIS
- 32.** Buying or selling goods over the Internet is called:
- A. E-business.
 - B. E-commerce.
 - C. An intranet.
 - D. An extranet.

33. What analytical framework discussed in the chapter helps understand and evaluate the benefits and uses of collaboration tools?

- A. Cost/use matrix
- B. Time/space matrix
- C. Space/cost matrix
- D. Task/time matrixs

34. A finance and accounting information system aids operational management with:

- A. Establishing long term investment goals.
- B. Profit planning.
- C. Accounts receivable.
- D. Budgeting.

35. A sales and marketing information system aids middle management in:

- A. Tracking sales.
- B. Preparing sales forecasts.
- C. Analyzing sales performance.
- D. Planning new products and services.

36. A sales and marketing information system aids operational management in:

- A. Tracking sales.
- B. Planning new products and services.
- C. Analyzing sales performance.
- D. Preparing sales forecasts.

37. Budgeting is typically a feature of an information system serving:

- A. Operational management.
- B. Sales and marketing.
- C. Senior management.
- D. Middle management.

38. Compensation analysis is an example of _____ information systems.

- A. Finance and accounting
- B. Enterprise application
- C. Sales and marketing
- D. Human resources

39. Which of the following types of system could be used to enable different firms to work collaboratively on a product?

- A. Intranet
- B. Extranet
- C. KMS
- D. CRM

40. Employees that assist with paperwork at all levels of the firm are called:

- A. Data workers.
- B. Knowledge workers.
- C. Operational management.
- D. Service workers.

41. Equipment scheduling and facilities maintenance are functions of:

- A. Finance and accounting systems.
- B. Human resources systems.
- C. Manufacturing and production systems.
- D. Sales and marketing systems.

42. Management information systems support the:

- A. Long-range planning activities of senior management.
- B. Knowledge and data workers in an organization.
- C. Administrative activities of middle managers.
- D. Day-to-day processes of production.

43. Pricing analysis is an example of a:

- A. Sales and marketing information system serving senior management.
- B. Sales and marketing information system serving middle management.
- C. Finance and accounting information system serving senior management.
- D. Finance and accounting information system serving management.

44. ____ support making decisions that are unique, rapidly changing, and not easily specified in advance:

- A. Decision-support systems
- B. Management information systems
- C. Executive support systems
- D. Transaction processing systems

45. ____ systems integrate and share information from supplier, manufacturer, distributor, and customer logistics processes.

- A. Supply-chain management
- B. Collaborative distribution
- C. Reverse logistics
- D. Enterprise planning

46. These systems are typically a major source of data for other systems:

- A. Transaction processing systems.
- B. Management information systems.
- C. Executive support systems.
- D. Decision-support systems.

47. The three principal levels of hierarchies within a business organization are:

- A. Management, knowledge workers, and service workers.
- B. Senior management, middle management, and operational management.
- C. Management, data workers, and operational management.
- D. Senior management, middle management, and service workers.

48. The use of digital technology and the Internet to execute the major business processes in the enterprise is called

- A. E-commerce
- B. E-business
- C. Enterprise applications
- D. MIS

49. What is the most important benefit of an enterprise application?

- A. Enabling business functions and departments to share information.
- B. Enabling cost-effective, e-business processes.
- C. Enabling speed of communicating.
- D. Enabling a company to work collaboratively with customers and suppliers.

50. Which of the following is a cross-functional business process?

- A. Hiring an employee.
- B. Identifying a customer.
- C. Fulfilling a customer order.
- D. Creating an invoice.

51. You have been hired by a non-profit agency to implement a system to handle their donations. Event fund-raisers need to be able to quickly access a donor's information and history. The marketing department needs to be able to create customized mailing lists, in order to send different messages to different types of donors. What system(s) will best meet these needs?

- Discuss A. TPS
B. TPS with DSS
C. TPS with MIS
D. TPS with ESS

52. You manage the Information Systems department at a small startup Internet advertiser. You need to set up an inexpensive system that allows customers to see real-time statistics such as views and click-throughs about their current banner ads. Which type of system will most efficiently provide a solution?

- A. CRM
- B. Enterprise system
- C. Extranet
- D. Intranet

53. Promoting the organization's products or services is a responsibility of the:

- A. Finance and accounting function.
- B. Human resources function.
- C. Manufacturing and production function.
- D. Sales and marketing function.

54. Market research is an activity associated with the:

- A. Finance and accounting function
- B. Human resources function
- C. Manufacturing and production function
- D. Sales and marketing function

55. Senior management uses finance and accounting information systems to:

- A. Plan long-term profits.
- B. Decide where to locate new facilities.
- C. Forecast sales trends.
- D. Control the firms' financial resources.

56. TPSs are the basic business systems that serve which level of the organization?

- A. Senior management.
- B. Middle management.
- C. Operational.
- D. Knowledge management.

57. The principal purpose of _____ is to answer routine questions and to track the flow of transactions through the organization.

- A. Senior management-level systems.
- B. Operational-level systems.
- C. Management-level systems.
- D. Knowledge management systems.

58. Managers need _____ to monitor the status of internal operations and the firm's relations with the external environment.

- A. Decision support systems
- B. Knowledge systems
- C. Transaction processing systems
- D. Management information systems

59. Management-level systems are information systems that support the:

- A. Long-range planning activities of senior management.
- B. Knowledge and data workers in an organization.
- C. Decision-making and administrative activities of middle managers.
- D. Day-to-day processes of production.

60. These systems are designed to summarize and report on the company's basic operations.

- A. Decision-support systems
- B. Executive information systems
- C. Transaction processing systems
- D. Management information systems

61. Decisions that are unique, rapidly changing, and not easily specified in advance are best suited to this type of system:

- A. Management.
- B. Transaction processing
- C. Executive support
- D. Decision-support

62. These systems allow users to change assumptions, ask new questions, and include new data:

- A. Decision-support systems.
- B. Transaction processing systems.
- C. Management information systems.
- D. Executive support systems.

63. These systems have more analytical power than other types of systems:

- A. Management information systems.
- B. Transaction processing systems.
- C. Decision-support systems.
- D. Executive support systems.

64. _____ uses a set of integrated applications to address all aspects of the customer relationship.

- A. CRM
- B. MIS
- C. CLE
- D. CLU

65. Which type of system would you use to change a production schedule if a key supplier was late in delivering goods?

- A. ESS
- B. TPS
- C. MIS
- D. DSS

66. Which type of system would you use to determine the five suppliers with the worst record in delivering goods on time?

- A. ESS
- B. TPS
- C. MIS
- D. DSS

67. You would recommend that a system interface use a portal when:

- A. Employees need to communicate with clients and vendors.
- B. Employees need to collaborate with suppliers and vendors.
- C. Employees need to reference multiple sources of data.
- D. Employees need to use data from the Internet.

68. The advantage of a decentralized arrangement of the information services function, in which each functional area of the business has its own information systems department is:

- A. More likely to produce more compatible systems and more coherent long-term systems development plans.
- B. Lower costs of technology purchases.
- C. Systems are built that directly address that function's business needs.
- D. Systems are built that can function independently and more efficiently.

69. What is one of the biggest drawbacks in having separate information systems for separate business functions?

- A. Cost in upgrading to an enterprise system
- B. Lack of speed in communication
- C. Redundancy of information
- D. Lack of communication between systems

70. Second Life is an example of a:

- A. Virtual world.
- B. Wiki.
- C. Social networking site.
- D. Mind mapping tool.

71. The five basic entities that make up any business are suppliers, customers, employees, products and services, and:

- A. Its environment.
- B. Manufacturing and production.
- C. Sales and marketing.
- D. Invoices and payments.

72. Which of the following statements is NOT true about collaboration in a business setting?
(Unsure of answer is correct)

Discuss

- A. Collaboration may be a short-lived activity, lasting just a few minutes.
- B. Collaboration is a many-to-many activity as opposed to a one-to-one or one-to-many activity.
- C. Meaningful collaboration requires a supportive business firm culture and the right, decentralized structure.
- D. The evidence of the business benefits of collaboration are largely anecdotal.

73. Which of the following tools is NOT one of the most important 15 types of collaboration software tools?

- A. Screen sharing
- B. Video streaming
- C. Video conferencing
- D. E-mail and instant messaging

74. Which of the following collaboration tools would be appropriate for participants in separate locations who need to collaborate synchronously?

- A. Blog
- B. Team room
- C. Electronic meeting software
- D. Group calendar