



Chapter 1 Multiple Choice

Foundations of Information Systems (Carleton University)

Introduction to Business Information Systems
Norrie/Nanjad/Huber

Test Bank

Chapter 1: IT for Business and Business Professionals

1) Features such as e-mail, meeting facilitation and group scheduling are examples of:

- a) collaboration software
- b) groupware**
- c) productivity software
- d) middleware
- e) none of the above

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

2) The concept of Moore's Law is:

- a) everything that can go wrong will
- b) computing power roughly doubles every eighteen months**
- c) always have a backup plan
- d) the 80/20 rule
- e) none of the above

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

3) Moore's Law states that computing power roughly doubles every:

- a) 18 Days
- b) 18 Weeks
- c) 18 Months**
- d) 18 Years

Difficulty: Easy

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Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

4) Business value is _____.

a) the price structure of a firm's goods and services

b) the positive return on the investment of a firm's resources

c) derived from a firm's marketing/promotional strategy

d) the cost of implementing successful information systems within a firm

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

5) When considering data and information, _____.

a) data is a collection of unorganized facts and information is data that has been transformed into something useful

b) data is unimportant and businesses should only consider information

c) data is critical when developing a solution to a problem while information should be considered only occasionally

d) data and information refer to the same thing

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

6) The Internet generates business value by:

a) enabling the buying and selling of goods

b) protecting domestic markets from foreign competition

c) promoting trade barriers in areas of the world that are underdeveloped

d) ensuring compliance of government legislation regarding foreign investment

e) none of the above

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

7) The Internet has become an integral part of business for which of the following key reasons?:

- a) communication, knowledge, and information
- b) communication, knowledge, and commerce
- c) communication, information, and commerce**
- d) information, commerce, and knowledge
- e) information only

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

8) When information systems are used to integrate people, information, technology, and business processes, you have created _____:

- a) business value**
- b) relevance
- c) knowledge
- d) information
- e) wisdom

Answer: a

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

9) The kind of work that uses discovery, transformation, analysis, synthesis, and communication skills is called _____ work.

- a) business value
- b) relevant
- c) knowledge**

- d) information
- e) wisdom

Answer: c

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

10) When a system has been designed to transform inputs into outputs in order to achieve a goal, the system is called a/an _____ system.

- a) computer
- b) business
- c) knowledge
- d) technology
- e) information**

Answer: e

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

11) The Input-Process-Output model may be designed to accomplish all of the following except:

- a) achieve business goals
- b) apply appropriate use of technology
- c) delivery timely information
- d) create entertainment
- e) enhance knowledge work

Answer:

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

12) You have been asked to create a database of customers for a small, start-up company. Which part of an information system will you begin with?

- a) process
- b) people
- c) input**
- d) output
- e) distribution

Answer: c

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

13) Your supervisor has asked you for a monthly list of overall sales, by region, and by sales representative. Which part of an information system does this request illustrate?

- a) process
- b) people
- c) input
- d) output**
- e) distribution

Answer: d

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

14) Using the monthly list of sales, by region, and by sales representative, you discover that a helpful report would be to add year to date sales. Which part of an information system does your insight illustrate?

- a) process**
- b) people
- c) input
- d) output
- e) distribution

Answer: a

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

15) When a person uses experience, information, and judgment, he/she is using _____.

a) knowledge

b) data

c) systems

d) wisdom

e) savvy

Answer: a

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

16) Which of the following sequences is correct?

a) knowledge-information-data

b) information-knowledge-data

c) data-knowledge-information

d) None of them are correct

e) All of them are correct

Answer: d

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

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17) You needed to purchase a new computer system for your office you have narrowed down your choices from several alternatives. This is an example of a/an _____.

- a) input
- b) output
- c) decision**
- d) knowledge
- e) wisdom

Answer: c

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

18) Choose the statement that is the most accurate.

- a) The World Wide Web runs over the Internet.**
- b) The Internet runs over the World Wide Web.
- c) The Internet runs over an intranet.
- d) The World Wide Web runs over an intranet.
- e) All of the above

Answer: a

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

19) Through processing and reporting features, a/an ____ provides timely information to decision makers.

- a) MIS (Management Information System)**
- b) DSS (Decision Support System)
- c) CRM (Customer Relationship Management System)
- d) ERP (Enterprise Resource Planning System)
- e) None of the above

Answer: a

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

20) Knowledge work is:

- a) A career in information technology
- b) Can be in any industry**
- c) Only in the field of Library Studies
- d) None of the above
- e) All of the above

Answer: b

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

21) Which of the following concepts describes the flow through an information system?

- a) Discovery, Analysis, Transformation, Synthesis and Communication
- b) Input, Output, Process
- c) Data, Information, Knowledge
- d) All of the above
- e) None of the above**

Answer: e

Difficulty: Hard

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

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Feedback: Please review the Importance of Information Systems section in your text.

22) According to Ryan Chong, what is an important career skill?

- a) To know a little bit about everything
- b) To build your network of contacts
- c) To be a specialist in your field
- d) To be flexible and to easily adapt to change

e) To become an expert on your ‘domain’

Answer: e

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today’s world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

23) Organizations and individuals must keep up with these rapid technology changes or risk becoming:

- a) Perfect
- b) Successful
- c) Obsolete**
- d) Forgotten
- e) Unknown

Answer: c

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today’s world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

24) VLSI stands for:

- a) very low-scale integration
- b) very large-scale integration**
- c) varying low-scale integration
- d) varying large-scale integration
- e) none of the above

Answer: b

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today’s world.

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25) According to the text, in today's work environment, it's impossible to do knowledge work without:

- a) **Technology**
- b) Information
- c) Knowledge
- d) Money
- e) All of the above

Answer: a

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

26) "Success is a lousy teacher. It seduces smart people into thinking they can't lose."

- a) **Bill Gates**
- b) Michael Porter
- c) Thomas Friedman
- d) Steve Jobs
- e) None of the above

Answer: a

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

27) An information system (IS) is an organized collection of:

- a) people, transformation, business processes, and communication
- b) people, information, business processes, and communication
- c) **people, information, business processes, and information technology**
- d) people, transformation, business processes, and information technology

Answer: c

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

28) An information system (IS) is designed to:

- a) inform outputs about inputs, in order to achieve a goal
- b) inform inputs about outputs, in order to achieve a goal
- c) transform outputs into inputs, in order to achieve a goal
- d) transform inputs into outputs, in order to achieve a goal**

Answer: d

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

29) Information systems enhance:

- a) work, discussion, problem solving, communicating, and coordinating
- b) work, discussion, problem solving, information, and coordinating
- c) work, decision making, problem solving, information, and coordinating
- d) work, decision making, problem solving, communicating, and coordinating**

Answer: d

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

30) IPO model stands for:

- a) information-process-output
- b) input-process-output**
- c) information-people-output
- d) input-people-output

Answer: b

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

31) A business should design its information system to leverage the _____ ability to use information technology to its best advantage

- a) **Human**
- b) Financial
- c) Environmental
- d) Technological
- e) None of the above

Answer: a

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

32) Input items entered into a system to transform them into:

- a) **Outputs**
- b) Processes
- c) Goals
- d) All of the above
- e) None of the above

Answer: a

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

33) Putting your friends' contact information into your contact list is an example of:

- a) Input**
- b) Data
- c) Outputs
- d) Information
- e) None of the above

Answer: a

Difficulty: Easy

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

34) A series of one or more steps used by a business to transform inputs into outputs describes:

- a) Input
- b) Process**
- c) Outputs
- d) All of the above
- e) None of the above

Answer: b

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

35) A collection of steps that interact with each other to transform inputs into outputs to achieve a goal:

- a) Technology Processes
- b) Human Processes
- c) Financial Processes
- d) Business Processes**
- e) All of the above

Answer: d

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

36) A choice made from one or more alternatives to follow or avoid some course of action:

- a) Option
- b) Risk
- c) Decision**
- d) Mistake
- e) None of the above

Answer: c

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

37) A positive ROI of resources created through the effective and efficient integration of an organization's people, information, information technology, and business processes creates:

- a) Business Value**
- b) Successes
- c) Goals
- d) Profit
- e) None of the above

Answer: a

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

38) A _____ is created at the intersection of people, process, and technology.

- a) cross zone
- b) productivity zone**
- c) hierarchy
- d) pyramid
- e) safe area

Answer: b

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

39) Microsoft Groove, Microsoft SharePoint, and Blackboard are examples of:

a) Collaboration software

b) Portals

c) Data warehouses

d) Gateways

e) Communication software

Answer: a

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

40) _____ generates business value by making it possible for professionals to share information both between themselves and with business partners.

a) Cooperation

b) Collaboration

c) Commerce

d) Communication

e) Conference

Answer: d

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

41) The Internet generates value by being an avenue for the buying and selling of goods, also known as:

- a) eBay
- b) Commerce
- c) Auction
- d) Reverse auction**
- e) Amazon.com

Answer: b

Difficulty: Medium

Learning Objective: Describe what an information system is and explain why IS is so important in today's world.

Section Reference: The Importance of Information Systems

Feedback: Please review the Importance of Information Systems section in your text.

42) CRM stands for:

- a) customer retention management
- b) customer relationship management**
- c) class relationship management
- d) class retention management
- e) none of the above

Answer: b

Difficulty: Easy

Learning Objective: Explain why the study of IT is so important to any future business professional.

Section Reference: What's in IT for Me?

Feedback: Please review the What's in IT for Me? section in your text.

43) ERP stands for:

- a) enterprise risk planning
- b) enterprise resource planning**
- c) enterprise retention planning
- d) enterprise rotation planning
- e) none of the above

Answer: b

Difficulty: Easy

Learning Objective: Explain why the study of IT is so important to any future business professional.

Section Reference: What's in IT for Me?

Feedback: Please review the What's in IT for Me? section in your text.

44) The CCICT launched an education initiative in 2009 to encourage high school students to consider ICT careers, with an ICT degree that several Canadian universities will call the _____ program.

- a) Information Technology Management (ITM)
- b) Business Technology Management (BTM)**
- c) Commercial Technology Management (CTM)
- d) Communication Technology Management (CTM)
- e) Network Technology Management (NTM)

Difficulty: Easy

Learning Objective: Explain why the study of IT is so important to any future business professional.

Section Reference: What's in IT for Me?

Feedback: Please review the What's in IT for Me? section in your text.

45) Who co-founded Intel?

- a) Bill Gates
- b) Steve Jobs
- c) Al Gore
- d) Gordon Moore**
- e) Sean Parker

Difficulty: Medium

Learning Objective: Explain why the study of IT is so important to any future business professional.

Section Reference: What's in IT for Me?

Feedback: Please review the What's in IT for Me? section in your text.

46) Students with more experience (e.g., co-op students) graduating from Ryerson University's Information Technology Management program attained starting salaries of over:

- a) \$40,000
- b) \$50,000
- c) \$60,000**
- d) \$70,000
- e) \$ 80,000

Difficulty: Medium

Learning Objective: Explain why the study of IT is so important to any future business professional.

Section Reference: What's in IT for Me?

Feedback: Please review the What's in IT for Me? section in your text.

47) In preparing for an ICT career, your _____ is the best starting point

- a) network
- b) personality
- c) education**
- d) experience
- e) bank account

Difficulty: Easy

Learning Objective: Explain why the study of IT is so important to any future business professional.

Section Reference: What's in IT for Me?

Feedback: Please review the What's in IT for Me? section in your text.

48) A key decision that you will face in ICT career is the need to choose between a:

- a) technical or managerial path**
- b) software or hardware
- c) Cisco or SAP certification
- d) PMP or CBAP designation
- e) Microsoft or Cisco certification

Difficulty: Medium

Learning Objective: Explain why the study of IT is so important to any future business professional.

Section Reference: What's in IT for Me?

Feedback: Please review the What's in IT for Me? section in your text.

49) Canada's ICT industries alone contribute _____ to the country's GDP in 2008.

- a) \$110 billion
- b) \$120 billion
- c) \$130 billion
- d) \$140 billion
- e) \$59.2 billion**

Difficulty: Easy

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

50) From 2002 to 2007, the ICT sector grew by an average of _____ annually, compared with _____ for the overall Canadian economy.

- a) 5.1 percent ; 2.9 percent
- b) 6.1 percent ; 2.7 percent
- c) 5.1 percent ; 2.7 percent**
- d) 6.1 percent ; 2.9 percent

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

51) The ICT industry plus ICT professionals in other industries comprise nearly _____ workers in Canada.

- a) 1.1 million**
- b) 2.1 million
- c) 3.1 million
- d) 4.1 million

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

52) Which of the following statements best explains why software piracy is both illegal and unethical?

- a) Software piracy is considered wrong because of the act of stealing and unethical because it violates the “do no harm” principle.**
- b) Software piracy violates federal law.
- c) Software piracy means a loss of income to software companies, thus making the software more expensive for the consumer.
- d) Software piracy may make it more difficult for an information worker to get his or her work done.
- e) none of the above

Difficulty: Medium

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

53) DSS stands for:

- a) **decision support systems**
- b) decision service systems
- c) decision supply systems
- d) decision success systems
- e) none of the above

Difficulty: Easy

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

54) TPS stands for:

- a) transaction portal system
- b) transaction paging system
- c) transaction project system
- d) **transaction processing system**
- e) none of the above

Difficulty: Medium

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

55) A/An _____ system integrates and standardizes processes, and centralizes and standardizes the storage and management of data

- a) MIS
- b) DSS
- c) CRM
- d) **ERP**
- e) None of the above

Difficulty: Easy

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

56) _____ is/are added when IS and IT are used to support the goals of the organization:

- a) **Business value**
- b) Information
- c) Knowledge
- d) Data
- e) Wisdom

Difficulty: Medium

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

57) When we refer to a business, we mean an organisation with one or more people who:

- a) decide on common goals to pursue
- b) work together to locate and organise resources
- c) create processes in order to achieve the desired goals
- d) **all of the above**
- e) none of the above

Difficulty: Medium

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

58) A/An _____ provides analytical and visualization tools to support and enhance decision making and planning.

- a) MIS
- b) **DSS**
- c) CRM
- d) ERP
- e) None of the above

Difficulty: Easy

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

59) A _____ is the exchange of something of value the business produces for something in return that the business values:

- a) **transaction**
- b) process
- c) trade
- d) currency
- e) barter

Difficulty: Medium

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

60) Spam is generally known as a (an)

- a) Process of converting readable data into unreadable characters to prevent unauthorized access
- b) Encrypted code that a person, Web site, or company attaches to an electronic message to verify the identity of the message sender
- c) Exclusive rights given to the person to use e-mail addresses
- d) **Unsolicited e-mail message or newsgroups posting sent to many recipients or newsgroups at once**
- e) None of the above

Difficulty: Medium

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

61) Which of the following are types of information systems?

- a) MIS, TPS, DSS
- b) URL, HTTP, XML
- c) HTML, ASCII, WWW
- d) UML, USB, SCM

Difficulty: Easy

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

62) Capturing and processing online order transactions is an example of a/an _____ system.

- a) **TPS**
- b) MIS
- c) DSS
- d) ERP
- e) CRM

Difficulty: Easy

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

63) Providing timely information to decision makers is an example of a/an _____ system.

- a) TPS
- b) **MIS**
- c) DSS
- d) ERP
- e) CRM

Difficulty: Medium

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

64) Integrating and analyzing customer transactions data is an example of a/an _____ system.

- a) TPS
- b) MIS
- c) DSS
- d) ERP
- e) **CRM**

Difficulty: Easy

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

65) Integrating and standardizing processes to store and manage data is an example of a/an _____ system.

- a) TPS
- b) MIS
- c) DSS
- d) ERP**
- e) CRM

Difficulty: Medium

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

66) A system that enables data-based decisions that lead to new business opportunities is an example of a/an _____ system.

- a) TPS
- b) MIS
- c) DSS**
- d) ERP
- e) CRM

Difficulty: Medium

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

67) MIS stands for:

- a) minimized information systems
- b) maximized information systems
- c) management information systems**
- d) monetary information systems
- e) must inform Sharma

Difficulty: Easy

Learning Objective: Describe some of the most common types of information systems used in businesses.

Section Reference: What's in IT for an Organization?

Feedback: Please review the What's in IT for an Organization? section in your text.

68) Of the 10 forces identified by Friedman as responsible for flattening the world, only one is not directly related to technology. Which is it?

a) Collapse of the Berlin Wall

b) Open sourcing

c) Offshoring

d) Supply-chaining

e) None of the above

Difficulty: Easy

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

69) When should the person report the cyber-terrorism attack?

a) the IP address of an attacker belongs to the well-known terrorist organization

b) when a hacker threatens to terrorize company network

c) when company site is defaced by a terrorist group

d) treat an attack as an individual incident

e) none of the above

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

70) The best way to fight cyber-terrorist attack is to:

a) establish a company procedure to fight cyber-terrorist

b) hire skillful hacker to shut down terrorist sites

c) establish mutual cooperation between law enforcement and industry

d) post cyber-terror incidents to various mail-list

e) hire counter-terrorist organization

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

71) Identity theft is most often committed in order to:

- a) avoid criminal prosecution
- b) make illicit purchases**
- c) discredit the victim
- d) invade privacy
- e) jail time

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

72) _____ involves using official-looking e-mail messages to steal valuable information.

- a) Phishing**
- b) Cloning
- c) Phreaking
- d) Softlifting
- e) Spoofing

Difficulty: Hard

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

73) A person is called _____ when he/she tries to hurt a group of people with the use of a computer.

- a) craker
- b) black-hat intruder
- c) hacker
- d) cyber-terrorist**
- e) social worker

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

74) Cybercrime is a(an)

a) online or internet based illegal acts

b) exclusive rights given to any person to duplicate and publish and sell any materials

c) use of a computer without permission

d) use of private network without permission

e) any illegal act involving a computer

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

75) Denial of service (DoS) attack is a (an)

a) Unsolicited e-mail message or newsgroups posting sent to many recipients or newsgroups at once

b) Assault on a computer or network whose purpose is to disrupt computer access to an Internet service such as the Web or e-mail

c) Computer security risk that occurs when someone steals personal or confidential information

d) Scam in which a perpetrator sends an official looking e-mail that attempts to obtain your personal and financial information

e) None of the above

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

76) Computer crime is often refer to as:

a) a separate area of a hard disk that holds the infected file until a virus can be removed.

b) giving exclusive rights to authors and artists to duplicate and sell their materials on internet

c) any illegal act involving a computer

d) giving someone an accesses to a computer illegally

e) giving someone an access to a network illegally

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

77) Which of the following is not an indirect cost for victims of identity theft?

- a) The costs incurred in overcoming obstacles in obtaining credit
- b) The costs incurred when offenders misuse existing accounts
- c) The costs incurred in civil litigation initiated by creditors**
- d) None of the above
- e) a and b

Difficulty: Hard

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

78) Globalization suggests that modern businesses are using information technology to:

- a) expand their market to customers around the globe
- b) find the lowest-cost suppliers regardless of location
- c) create 24-hour business days by shuttling work across time zones
- d) broaden the range of business activities across multiple nations
- e) all of the above**

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

79) Allowing companies to take their operations to another location, which allows them to produce items better, faster, and cheaper defines:

- a) Offshoring**
- b) Insourcing
- c) Open Sourcing
- d) Informing
- e) Outbound

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

80) Globalization has affected businesses in all of the following ways except:

- a) marketing to new customers

b) understanding company grapevine

- c) finding new suppliers
- d) creating 24-hour workdays
- e) None of the above

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

81) Using Internet technologies to allow work to be done without human intervention refers to:

a) Workflow software

- b) Offshoring
- c) Insourcing
- d) Open Sourcing
- e) None of the above

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.

82) Globalization means:

- a) that modern businesses are using information technology to expand their market
- b) to find the lowest cost suppliers regardless of location
- c) to create 24 hour business days by shovelling work across time zones and nations
- d) all of the above**
- e) none of the above

Difficulty: Medium

Learning Objective: Describe some of the ways that IT has changed society.

Section Reference: What's in IT for Society?

Feedback: Please review the What's in IT for Society? section in your text.