**Chapter 1:**

Volume includes the scale of data in big data.

Internet of things is devices that can share things

Speech analysis analyzes recorded calls to gather information

Data democratization is the ability for data to be collected and analyzed.

Big data is a collection of large, complex datasets.

Knowledge is skills, experience and expertise

Correlation analysis determines a statistical relationship between variables.

Outlier is numerically distant from other data points in a dataset

Dynamic report changes automatically during creation

Business analytics if the process of transforming data into insight for making better choices.

Predictive analytics uses techniques that extract info from data and use it to predict

Knowledge facilitators help harness the wealth of knowledge in the org

Business intelligence is info collected from multiple sources such as suppliers.

Human resources maintains policies.

Mis enables business success and innovation

Cutting hair is a service or example of one

Accounting records, measures, and reports

Finance keeps track of financial issues

Information systems, information tech and management is

System thinking output is resulting info from computer system

**Chapter 2**: Employees include fair compensation

Government is adhere to laws

Shareholders want to maximize profits

Increasing employment and recycling is community

Swot analysis is core competencies, market leaders and cost advantages

Fair compensation main concern for employees

Job security not a concern for shareholders

Threats in swot are external, harmful

Rivralry among competitors is high when comp is fierce in a market and low when complacent

Using mis to create alternative products can decrease supplier power

Focused strategy, comp scope is narrow market

Firm infrastructure is included in the support value activities

Create comp advantage with cost advantage and product differentiation

**Chapter 3:**

Promoting of discounts would be found in the marketing division.

Processing payroll is not a cross functional business process

Strategic planning is a business facing process

Customer facing are front office whereas business facing are back office

Management department is ordering inventory

Business process reengineering is the analysis and redesign of workflow

Supply chain management involves managing information flows between and among activities

Source is where you build relationships with suppliers

Increase supplier power has to do with effective supply chain management

Cost is not one of the five basic components

Processing is not one of three CRM phases

CRM increases customer loyalty

Why did sales not meet forecasts is a CRM ?

CRM analyzing tech when asking why was revenue so high

CRM reporting helps identify its customers

ERP is integration of all departments and functions throughout an organization

**Chapter 4:**

Social recruiting, off site training, and mentoring services are closing MIS skills gap

Chief user experience officer creates the optimal relationship between user and tech

Comp salary is not an approach for closing the MIS skills gap

CPO training program for employees about the privacy policy, customer confidentiality, and data security

National chief tech officer was the first ever national appointment for Obama

CSO ensures security of business systems

Follower is not a broad function of a CIO

CPO ensures ethical and legal use of info

Percentage of help desk calls answered in first minute is key performance indicator

Critical success factors are crucial steps to achieve their goals

Efficiency MIS metrics measure response time, system av, and transaction speed

Usability is an effectiveness MIS metric

Effectiveness mis metrics measure customer satisfaction

Managers focus on efficiency metrics

CRM metrics includes marketing campaigns and new customer retention rates

SCM metrics include back orders

Click through is the count of the number of people who visit one site and click on an advertisement that takes them to the site of the advertiser

**Chapter 5:**

Information governance is for information management and control

Digital info is key info in some legal cases

Intellectual property is intangible creative work that is embodied ion physical form

E business is trust between companies, customers and partners

Quadrant 1 is the decision making quadrant

Digital rights management is a tech solution that allows publishers to control their digital media

Ethics and security is the two fundamental building blocks that protect org info

Right to be left alone when you want to be is privacy

Ransomware is malicious software that infects your computer

IS protects information from accidental misuse

Spyware is adware that collects data and transmits it over the internet

White hat hacker is identifying holes in the system

Malware is intended to damage your computer

Travel expenses are other expenses

Scareware is used to trick people into giving personal info

**Chapter 6:**

Data integrity issues produces incorrect or duplicate data

Real time system provides real time data in response to query requests

Transactional data is all data contained within a single business process or unit of work

Data validation is a term for tests and evaluations to determine compliance with data governance

Airline tickets, sales receipts and packing slips are all transactional data

Stewardship is the management and oversight of an orgs data assets

Entity is a table that stores data about people and an attribute is a column or specific field of data

Primary key is a field that uniquely identifies a given entity in a table

Primary/foreign keys used in a database model

Identity management is an area that identifies individuals in a system

Redundant data is often inconsistent, is difficult to determine which values are the most current and which values are most accurate

Adding lines to notes for change