

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

1)

Intranets are computer networks that include users from outside the organization as well as inside.

1)

_____ Answer

True



False

2)

"Redefinition of product value" is one of the features of internet-based business that has an impact on the business models adopted.

2)

_____ Answer



True

False

3)

By moving from bricks to clicks , Canadian banks have substantially changed their business models by reducing infrastructures costs and increasing technology costs.

3)

_____ Answer



True

False

4)

Offering customized products at Dell Computers' online site has had a minimal effect on its manufacturing and distribution model.

4)

_____ Answer

True



False

5)

A trading exchange is an online marketplace that enables suppliers and customers to carry out business electronically.

5)

Answer



True

False

6)

The rise in the use of the internet is the single most important enabler of ebusiness of any type.

6)

Answer



True

False

7)

In the B2B arena, activity has centred on the streamlining of the customer relationship management applications by establishing shared systems between suppliers and customers, using the internet or related technology.

7)

Answer

True



False

8)

The streamlining of the internal supply chain and the external value chain are the key activities, which enable businesses to respond quickly to the increasingly stringent demands of ecustomers.

8)

Answer



True

False

9)

Businesses achieve systems integration by using intranets to connect their systems internally, and by using extranets to connect their systems to customers and suppliers.

9)

Answer



True

False

10)

One of the reasons people use the internet is for convenience.

10)

Answer



True

False

11)

Media flexibility means the capabilities of internet to cooperate with multimedia companies.

11)

Answer



True

False

12)

The internet is not used when and where extranets and intranets are available.

12)

_____ Answer



True

False

13)

Government to Government (G2G) is one of the domains of ebusiness.

13)

_____ Answer

True



False

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

14)

In the domain of ebusiness, activity has centred on the streamlining of the supply chain by establishing shared systems between suppliers and customers using the internet or related technology.

14)

_____ A)

Government-to-Business

B)

Business-to-Business

C)

Business-to-Government

D)

Business-to-Consumer

_____ Answer

B

15)

_____ is a wireless smart card offered by MasterCard credit card services.

15)

_____ A)

EasyPay

B)

PayPass

C)

Wave

D)

PayPal

Answer

B

16)

The one of first signs that a person has been the victim of identity theft is

16)

A)

the bank foreclosing on the victim's house.

B)

products being delivered to the victim's house that he or she did not order.

C)

the victim receiving telephone calls from creditors demanding payment.

D)

unaccounted for purchases on the victim's credit card bill.

Answer

C

17)

PIPEDA is

17)

A)

a smart card.

B)

Canadian privacy legislation.

C)

an algorithm that is applied to electronic data to render it illegible to anyone without the decoding key.

D)

a payment system.

Answer

B

18)

In banking, the most cost effective transaction is via _____.

18)

_____ internet

A)

telephone

B)

teller

C)

ATM

D)

Answer

A

19)

Which of the following is most reflective of the true definition of ebusiness?

19)

A)

any business activities carried out in electronic form

B)

Ebusiness existed before the internet became an economic force.

C)

the strategic use of technology to integrate business processes and organizational structure

D)

Only business conducted over the internet can be considered "true ebusiness."

E)

usage of electronic data interchange (EDI)

Answer

C

20)

Which of the following best describes a supply chain?

20)

A)

logical flow of goods and services through an organization

B)

excellent customer service

C)

an interrelated set of functions that provide the goods and services which will be sold to customers

D)

a process that enables the business to make continuous improvements in offerings to customers

E)

none of these choices is correct

Answer

C

21)

Which of the following increases privacy and security on the internet?

21)

A)

smart card

B)

ewallet

C)

encryption

D)

firewall

E)

all of the above add security and privacy for internet users

Answer

E

22)

Which of the following scenarios best describes basic firewall architecture?

22)

A)

Firewall Computer - Internet - Network Server - Community of Users

B)

Internet - Firewall Computer - Network Server - Community of Users

C)

Internet - Network Server - Firewall Computer - Community of Users

D)

Firewall Computer - Network Server - Internet - Community of Users

E)

Network Server - internet - Firewall Computer - Community of Users

Answer

B

23)

Hypertext Markup Language (HTML)

23)

A)

is a programming language for creating web pages.

- B)
is exactly the same as XML.
- C)
is a set of standards for transferring files.
- D)
serves the same purpose as XML.
- E)
is a programming language for creating web applications.

Answer

D

24)

Which of the following statements is true of Extensible Markup Language (XML)?

24)

-
- A)
is a meta-language that can define new tags
 - B)
is an outdated language
 - C)
is the same as HTML
 - D)
relies solely on pre-defined tags to identify information
 - E)
none of these choices is correct

Answer

A

25)

The predominant scripting language used to create web pages is

25)

-
- A)
IP.
 - B)
HTML.
 - C)
HTTP.
 - D)
TCP.
 - E)
none of these choices is correct

Answer

B

26)

Which of the following statements is true with regard to ERP systems?

26)

-
- A)
ERP systems are predominately used in small to medium sized companies.
- B)
ERP systems usually use a number of different databases.
- C)
Customer Relationship Management (CRM) systems are large systems, but present few difficulties for the ERP system.
- D)
ERP systems are large software applications that are used in a business to automate activities across their full range.
- E)
none of these choices is correct

Answer

D

27)

Which of the following tools could businesses use when trying to achieve full system integration?

27)

-
- A)
eprocurement
- B)
supply chain management
- C)
enterprise resource planning
- D)
customer relationship management
- E)
all of the above

Answer

E

28)

Which of the following features of internet-based business have an impact on the models adopted by businesses?

28)

-
- A)
speed and convenience
- B)
customization and
- C)
redefinition of product value
- D)
media flexibility
- E)
all of the above

Answer

E

29)

Which of the following is true of sell-side procurement systems?

29)

A)

They are the same as B2C commerce.

B)

They involve the selling end of the supply chain, which consists of customers and the processes that connect them.

C)

They involve systems within a business that fully automate purchases by staff and involve contact with outside suppliers.

D)

They have no direct link to the systems of both the suppliers and the customers.

E)

all of these are correct

Answer

B

30)

With regard to ebusiness, business models have changed substantially in all but which of the following ways?

30)

A)

increasing infrastructure costs

B)

increasing technology costs

C)

adding new sources of revenue

D)

making old sources of revenue obsolete

E)

all of these are correct

Answer

A

31)

Ebusiness can be defined as

31)

A)

the use of technology to reduce costs and/or increase profits.

B)

online advertising and web pages.

C)

the use of technology to connect with customers and suppliers.

D)
using electronic networks to reach new markets.

E)
all of the above
Answer

E

32)
Supply chain management is related to customer relationship management in the following way

32)

_____ A)
SCM and CRM both are parts of EDI.
B)
SCM gets parts from suppliers to sell to customers online.
C)
SCM and CRM are competing business theories.
D)
The supply chain allows companies to market to customers efficiently.
E)
CRM and SCM can share information and are critical to each other due to data integration.

Answer

E

33)
Which of the following is the driving force for ebusiness growth in many companies?

33)

_____ A)
use technology to improve efficiency inside the company
B)
improved communication with customers
C)
cultural shift within the firm
D)
employee downsizing due to automation
E)
perceived market reach increase

Answer

E

34)
Systems integration is important to ebusiness because

34)

_____ A)

rapid changes and actions require efficient data movements.

B)

the internet is an integrated environment.

C)

the functional areas of business need to combine information secretively.

D)

programmers need to use one language to integrate everything.

E)

data needs to be written in specific code to be read.

Answer

A

35)

Ebusiness models that have been tried in the past number of years have focussed on

35)

A)

integration of supply chain management and public relations.

B)

speed, convenience, mass marketing, and online selling.

C)

speed, convenience, customization, and flexibility.

D)

convenience, customization, flexibility, and email campaigns.

E)

establishing businesses as bricks-based enterprises.

Answer

C

36)

Which of the statements below most accurately describes privacy on the internet?

36)

A)

Web browsers are not good enough to protect privacy.

B)

Privacy is not really an issue on the internet.

C)

New legislation takes away personal privacy online.

D)

Surfing online has no privacy risks.

E)

Companies have little to worry about for privacy.

Answer

A

37)

Business-to-consumer electronic commerce focuses primarily on

37)

-
- A)
developing a valuable subscriber list that has tremendous value.
 - B)
gathering marketing data on web users to sell products.
 - C)
getting consumers involved in entering data online.
 - D)
close expensive bricks stores and use more digital technology.
 - E)
assisting customers to efficiently find, purchase, and receive goods.

Answer

E

38)

The business-to-business arena of electronic commerce can be described as

38)

-
- A)
ecommerce transactions between customers and companies.
 - B)
using the internet to invest in other companies.
 - C)
electronic transactions between businesses, primarily through the internet.
 - D)
pooling together resources so that small businesses can compete.
 - E)
electronic transactions between businesses in the same area.

Answer

C

39)

Which among the following is not one of the benefits of ebusiness named in this chapter?

39)

-
- A)
reducing costs
 - B)
expanding market reach
 - C)
providing Graphical User Interface (GUI)
 - D)
increasing sales
 - E)
improving customer service

Answer

C

40)

The use of mathematical formula that is applied to electronic data to render it illegible to anyone without the coding key is called

40)

A)

encryption.

B)

code privatization.

C)

pseudo coding.

D)

firewall blocking.

E)

all of the above.

Answer

A

41)

A firewall is placed between

41)

A)

extranet and client computer.

B)

computer and server.

C)

internet and network.

D)

Intranet and client computer.

E)

network interfaces and client computers.

Answer

C

42)

Businesses achieve systems integration by tying their systems together internally and externally using

42)

A)

Intranets and extranets.

B)

Enterprise Resources Planning (ERP) and Business Reengineering Process (BPR).

C)
ebusiness domains and ecommerce.

D)
supply chain and customer relation management.

E)
none of these choices is correct

Answer

A

43)
Two sides are involved in trading exchange activities

43)

A)
manufacturers and distributors.

B)
vendors and supplies.

C)
customers and customers.

D)
customers and suppliers.

E)
suppliers and manufacturers.

Answer

D

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

44)
Three recent examples of "new economy" business success stories are _____

44)

Answer

FaceBook
My Space
YouTube

45)
Name two (2) major vendors of ERP software.

45)

Answer

SAP
Oracle
PeopleSoft

46)

How is encryption related to security and payment systems?

46)

Answer

When credit card numbers are sent over the internet in plain text, they are susceptible to theft. Encryption uses an algorithm (that is applied to electronic data to render it illegible to anyone without the decoding key) to prevent unauthorized persons from reading data.

47)

EDI started on private networks but has been moving to the World Wide Web. Why?

47)

Answer

EDI has been moving to the web because of the economies that are possible when using standardized, internet-based systems as opposed to proprietary, private networks which involve leasing communication lines.

48)

Why is systems integration important for ebusiness?

48)

Answer

To make ebusiness work, a great deal of activity must take place behind the webpages. The corporate systems need to be organized and integrated in such a way that there is a fast and free flow of information throughout the system.

49)

List two benefits of ebusiness.

49)

Answer

Increasing Sales
Reducing costs
Improving customer service
Minimizing competitive pressure
Expanding market reach
Addressing user concerns

50)

What are the major two challenges of ebusiness discussed in this chapter?

50)

Answer

Privacy and security

51)

What is the role of buy-side procurement systems?

51)

Answer

Involves systems within a business that fully automate purchases by staff and involve electronic contact with outside suppliers, often through the internet or extranet.

52)

What does Business Intelligence mean?

52)

Answer

A powerful application or set of applications that allows businesses to capture, analyze, interpret, and report on data across an enterprise, thus creating valuable information for the enterprises

53)

What are the other 4 tools apart from intranets and extranets that are used by companies to achieve systems integration?

53)

Answer

Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Customer Relationship Management (CRM), and eprocurement

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

54)

A market exchange provides a vehicle for suppliers to connect with customers.

54)

Answer

True



False

55)

The advertising model can remain viable, even when there is a moderate volume of traffic on the site.

55)

Answer

True



False

56)

The utility model is a user-pay site, offering specific services for a fee.

56)

Answer



True

False

57)

Ebusiness planning must be done in conjunction with an entity's IT strategy but not necessarily with its overall corporate strategy.

57)

Answer

True



False

58)

Strategic management process is the process by which resources are acquired, developed, and allocated to the core business activities.

58)

Answer

True



False

59)

Traditional business models have usually revolved around a central product or service.

59)

Answer



True

False

60)

Travel reservations (Expedia) is an example of a C2C model.

60)

Answer

True



False

61)

One business can be involved in B2C, B2B, and B2E at the same time.

61)

Answer



True

False

62)

Business models that are solely or predominantly based on the internet are also called "pure plays."

62)

Answer



True

False

63)

A reverse auction has one buyer offering a supply contract to many sellers, who compete by bidding down the supply price for the contract.

63)

Answer



True

False

64)

If the ebusiness is a pure-play situation, then the corporate strategic plan will be one and the same as the ebusiness plan.

64)

Answer



True

False

65)

One main drawback of a using procurement system such as ChinaECNet is the fact that registrants cannot operate without the extensive government regulations that have been blamed for bogging down Chinese foreign business.

65)

Answer

True



False

66)

In most business models a key resource is capital. This is one place where an internet-based business model differs from most business models.

66)

Answer

True



False

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

67)

Which of the following would be appropriate when defining a business model?

67)

A)

the manner in which a business organizes itself so as to achieve its objectives

B)

the accounting standards which are used

C)

a business model typically refers to the traditional "push system" of conducting business

D)

traditional business models have usually revolved around a number of products and or services so as not to limit the business

E)

all of these choices are correct

Answer

A

68)

Which of the following is one of the ebusiness models defined in the literature?

68)

A)

infomediary

B)

direct advertiser

C)

franchise

D)

distributor

E)

all of these choices are correct

Answer

A

69)

There are a large number of brokerage sites that make money by charging a fee for transactions they enable on their site. Which of the following is a type of brokerage site?

69)

A)

buyer aggregators

B)

booksellers

C)

market maker

D)

buy/sell fulfillment sites

E)

none of these choices is correct

Answer

D

70)

Priceline.com is an example of which of the following types of brokerage sites?

70)

A)

Search Agent

B)

Buy/sell Fulfillment Site

C)

Market Exchange

D)

Reverse Auction

E)

Auction Broker

Answer

D

71)

ChemConnect is a good example of which of the following?

71)

A)

Business Trading Community

B)

Buyer Aggregator

C)

Buy/Sell Fulfillment Site

D)

Market Exchange

E)

Distributor

Answer

D

72)

Roboshopper is an example of which of the following?

72)

A)

Classified

B)
Search Agent
C)
Auction Broker
D)
Bounty Brokers
E)
Reverse Auction
Answer

B

73)

Which of the following statements is true in regards to Infomediary?

73)

_____ A)
Data collected from users are sold to companies who are charged a fee for having their ebusiness activity monitored.
B)
sites that build on the economic value of information about people's purchasing habits
C)
asks the users to fill out information about themselves and their buying habits
D)
may offer free internet access
E)
all of these choices are correct

Answer

E

74)

The _____ model is a wholesaler or retailer of goods and services.

74)

_____ A)
affiliate
B)
merchant
C)
community
D)
manufacturer
E)
subscription

Answer

B

75)

If a business sells over the Web and also has a bricks-and-mortar presence, it is referred to as what type of operation?

75)

- _____
- A)
surf and turf
 - B)
bricks-and-clicks
 - C)
pure-play
 - D)
real-click
 - E)
none of these choices is correct

Answer

B

76)

Which of the following statements holds true about the "direct sales by manufacturer" model?

76)

- _____
- A)
No matter who the manufacturer sells to, there are no variations of this model.
 - B)
This model does not result in channel conflict.
 - C)
The manufacturer can not compete through reintermediation.
 - D)
It is the use of the Web by product manufacturers to sell their products directly to customers.
 - E)
all of these choices are correct

Answer

D

77)

An affiliate model can be described by which of the following statements?

77)

- _____
- A)
www.amazon.com is an example of this model.
 - B)
Affiliate programs can be joined through affiliate manger sites.
 - C)
Affiliate manager sites can offer a point of contact for all those interested in exchanging banners.
 - D)
A good example of this model is a banner and ad exchange.
 - E)
all of these choices are correct

Answer

E

78)

Which of the following reflects the characteristics of a community model?

78)

A)

It is often difficult for community sites to remain current.

B)

They can present an opportunity for businesses to advertise and to provide a convenient access point to their own site.

C)

Sites are usually built with volunteer labour and feature a variety of content from the community.

D)

They depend on user loyalty and community identification for their viability.

E)

all of these choices are correct

Answer

E

79)

Which of the following statements most clearly defines the relationship between business models and business strategy?

79)

A)

The specific model or combination of models that a business uses helps to define its internet or ebusiness strategy.

B)

Business models and business strategy are closely linked to each other.

C)

Models provide a menu for a business strategist to consider when addressing questions that will directly impact the particular.

D)

The various models are all mutually exclusive of one another.

E)

none of these choices is correct

Answer

A

80)

Which of the following are major activities normally included in ebusiness planning?

80)

A)

application architecture

B)

defining a tactical plan

C)

business model

D)

technology architecture

E)

defined mission

Answer

B

81)

An ebusiness model is

81)

A)

an advertising mechanism for online sales.

B)

a flow chart that shows how products are delivered.

C)

a method by which a bricks company converts to a clicks company.

D)

an information technology process for ecommerce efficiency.

E)

a means by which an ebusiness can earn a profit.

Answer

E

82)

A brokerage business model earns profits through

82)

A)

selling low cost goods at high markups.

B)

charging a commission on each transaction.

C)

advertising revenue.

D)

working exclusively for large distributors.

E)

getting reimbursed for a portion of its overhead costs by members.

Answer

B

83)

Advertising is a major area of online revenues and expenses for many companies. Which of the following are issues of concern for advertising?

83)

-
- A)
Email campaigns can have negative effects on image.
- B)
Paying for banner ads can be a waste of money.
- C)
Affiliate programs only work for certain products.
- D)
Click through counts are not necessarily good payment systems.
- E)
all of these choices are correct

Answer

E

84)

It is important for long-standing enterprises that wish to embrace ebusiness to

84)

-
- A)
sell different products online to avoid cannibalism.
- B)
hire a number of internet experts to launch the strategy.
- C)
go all out and design a great website.
- D)
evaluate the corporate strategy and ebusiness strategy prior to proceeding.
- E)
all of these choices are correct

Answer

D

85)

The development of a strategic plan for an ebusiness strategy should

85)

-
- A)
not be done as documenting strategy is a waste of time.
- B)
establish online objectives which align with offline.
- C)
be outsourced.
- D)
be based upon existing offline business knowledge.
- E)
be done after the website is designed.

Answer

B

86)

In the affiliate model for online business

86)

A)

websites lend credibility to each other through PR but share no revenues.

B)

companies share profits equally amongst all affiliates.

C)

no advertising costs are paid unless a customer buys a product.

D)

the customer pays a fee directly to the affiliate business.

E)

none of these choices is correct.

Answer

D

87)

Which models represent a higher proportion of ebusiness activity conducted in the economy than B2C models?

87)

A)

B2G

B)

B2B

C)

B2E

D)

C2G

E)

C2C

Answer

B

88)

What label is used to distinguish the degree to which core business processes depend on the internet?

88)

- A)
wireless versus posts
- B)
bricks versus wood
- C)
net versus wire
- D)
networks versus hotspots
- E)
bricks versus clicks

Answer

E

89)

Web storefronts in the continuum of internet business models represent one step up from what model?

89)

-
- A)
clicks
 - B)
internet-based sales channels
 - C)
merchant
 - D)
affiliate
 - E)
bricks

Answer

E

90)

Which models have business dealings that often involve long-term arrangements that are documented in legal contracts?

90)

-
- A)
B2B
 - B)
C2C
 - C)
B2E
 - D)
C2G

E)

B2G

Answer

A

91)

The following are examples of ebusiness revenue models

91)

A)

virtual malls, auction brokers, and metamediaries.

B)

bricks models, clicks models, and pure play models.

C)

licensing models, brokerage models, and utility models.

D)

B2B models, B2C models, and B2G models.

E)

search agents, classifieds, and market exchanges.

Answer

C

92)

Workopolis.com is an example of what kind of brokerage model?

92)

A)

search agents

B)

metamediaries

C)

reverse auctions

D)

classifieds

E)

buy/sell fulfillment sites

Answer

D

93)

The term "strategy" focuses on which of the following?

93)

A)

A general description of how a business structures its activities to earn a profit.

B)

The specific choices that a business makes which are aimed at giving the business a competitive advantage.

C)

The relationships established by an entity to attain business objectives, expand business opportunities and reduce or transfer business risk.

D)

The processes that develop, produce, market, and distribute an entity's products and services

Answer

B

94)

During the tech boom, numerous media reports and articles by influential business executives suggested that the internet "changes everything" so that "old economy" business models no longer apply. The preceding statement represents an example of which of the following elements of a business model?

94)

A)

alliances

B)

external forces

C)

core business processes

D)

markets/formats

Answer

B

95)

Which of the following business does not operate using a B2C model?

95)

A)

Canada Revenue Agency

B)

Expedia

C)

President's Choice Financial

D)

Amazon

Answer

A

96)

According to the literature, which label is used to distinguish the degree to which core business processes depend on the internet?

96)

A)

bricks versus clicks

B)

pure plays

C)

business to business

D)

internet presence

Answer

A

97)

Complete the following statement, "it is very difficult to implement a pure-play model unless the goods or services being provided are _____.

97)

A)

supported by physical distribution network

B)

primarily brochures, flyers and coupons used to attract customers to a physical sales or services sites

C)

digital

D)

not held in inventory but supplied using a brokerage model

Answer

C

98)

This revenue model is often applied to long-lived intellectual property such as software.

98)

A)

Merchant Model

B)

Licensing Model

C)

Manufacturing Service Model

D)

Infomediary Model

Answer

B

99)

What has led some visionaries to predict the disappearance of the "e" in ebusiness ?

99)

A)

the tech bust

B)

the adoption of ebusiness models by all businesses

C)

the economic viability of ebusiness

D)

a sharp pullback in technology spending

Answer

B

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

100)

Describe the revenue generating activities of metamediaries.

100)

Answer

Intermediaries that gather and coordinate the products and services offered by other intermediaries that specialize in specific areas

101)

Why are brokers often referred to as market makers?

101)

Answer

Because they bring buyers and sellers together and facilitate transactions between them.

102)

List 3 examples of government to consumer (G2C) ebusiness activities.

102)

Answer

Online tax filings (Canada Revenue Agency), driver's license renewal kiosks, Passport application processing (Passport Canada), and information dissemination over the web (provincial and federal governments).

103)

Name any 3 key elements of an internet business model.

103)

Answer

Any 3 for the following

- a. External forces
- b. Market formats
- c. Customers
- d. Core business processes
- e. Core products and services
- f. Alliances
- g. Strategic management process
- h. Resource management processes

104)

Describe how PayPal acts as a transaction broker.

104)

Answer

PayPal is an example of a third-party transaction broker that operates on the internet to facilitate settlements for purchases for a small fee per transaction. PayPal provides a "shopping cart" that sellers can easily add to their websites. Buyers purchase items by depositing funds into the seller's PayPal account. The seller then retrieves the funds from its PayPal account.

105)

The extent to which a business is involved in ebusiness influences how the ebusiness strategy fits into the corporate strategy. Explain this statement by referring to pure plays and then to business where ebusiness is a small part of the overall business.

105)

Answer

If it is a pure-play situation, where the only business is ebusiness, then the corporate strategic plan will be one and the same as the ebusiness plan. At the other end of the spectrum, where the ebusiness is a small part of the overall business, there may be a separate ebusiness strategic plan prepared. If this is the case, then there needs to be a process under which the objectives of the ebusiness plan are compared to the corporate objectives for consistency of purpose and aligned with them.

106)

From what two perspectives are B2B processes are more complex than B2C counterparts.

106)

Answer

Often the B2B models are more complex than their B2C counterparts from both a **revenue** and a **cost** perspective.

107)

What model is included in the Subscription Model?

107)

Answer

Includes the Free Trial model

1)

FALSE

2)

TRUE

3)

TRUE

4)

FALSE

5)

TRUE

6)

TRUE

7)

FALSE

8)

TRUE

9)

TRUE

10)

TRUE

11)

FALSE

12)

TRUE

13)

FALSE

14)

B

15)

B

16)

C

17)

B

18)
A
19)
C
20)
C
21)
E
22)
B
23)
D
24)
A
25)
B
26)
D
27)
E
28)
E
29)
B
30)
A
31)
E
32)
E
33)
E
34)
A
35)
C
36)
A
37)
E
38)
C
39)
C
40)
A
41)
C
42)
A
43)
D

44)

FaceBook

My Space

YouTube

45)

SAP

Oracle

PeopleSoft

46)

When credit card numbers are sent over the internet in plain text, they are susceptible to theft. Encryption uses an algorithm (that is applied to electronic data to render it illegible to anyone without the decoding key) to prevent unauthorized persons from reading data.

47)

EDI has been moving to the web because of the economies that are possible when using standardized, internet-based systems as opposed to proprietary, private networks which involve leasing communication lines.

48)

To make ebusiness work, a great deal of activity must take place behind the webpages. The corporate systems need to be organized and integrated in such a way that there is a fast and free flow of information throughout the system.

49)

Increasing Sales

Reducing costs

Improving customer service

Minimizing competitive pressure

Expanding market reach

Addressing user concerns

50)

Privacy and security

51)

Involves systems within a business that fully automate purchases by staff and involve electronic contact with outside suppliers, often through the internet or extranet.

52)

A powerful application or set of applications that allows businesses to capture, analyze, interpret, and report on data across an enterprise, thus creating valuable information for the enterprises

53)

Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Customer Relationship Management (CRM), and eprocurement

54)

FALSE

55)

FALSE

56)

TRUE

57)

FALSE

58)

FALSE

59)

TRUE

60)

FALSE

61)

TRUE

62)
TRUE
63)
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64)
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68)
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69)
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70)
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73)
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86)
D
87)
B

88)

E

89)

E

90)

A

91)

C

92)

D

93)

B

94)

B

95)

A

96)

A

97)

C

98)

B

99)

B

100)

Intermediaries that gather and coordinate the products and services offered by other intermediaries that specialize in specific areas

101)

Because they bring buyers and sellers together and facilitate transactions between them.

102)

Online tax filings (Canada Revenue Agency), driver's license renewal kiosks, Passport application processing (Passport Canada), and information dissemination over the web (provincial and federal governments).

103)

Any 3 for the following

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them.

106)

Often the B2B models are more complex than their B2C counterparts from both a **revenue** and a **cost** perspective.

107)

Includes the Free Trial model