

1. Which of the following are considered knowledge workers?
 - *a. product manager
 - *b. sales executive
 - *c. production manager
 - d. accounting clerk
 - e. insurance claims processor

2. Which of the following are key skills necessary for a knowledge worker?
 - *a. strategic thinking
 - *b. communication and collaboration
 - *c. information literacy
 - d. computer programming
 - e. software development

3. Which of the following are typical functional areas in a business?
 - *a. Purchasing
 - *b. Marketing and Sales
 - *c. Finance and Accounting
 - d. Purchase Requisition
 - e. Purchase Order

4. Which of the following are negative consequences of paper-based processes?
 - *a. delays
 - *b. excess inventory
 - *c. lack of visibility
 - d. increased dependence on technology
 - e. globalization

5. Which of the following are true about the manner in which an enterprise system supports a process?
 - *a. An ES helps execute process steps.
 - *b. An ES captures and stores process data
 - *c. An ES helps monitor process performance by providing information.
 - d. An ES creates the critical paperwork that is sent to the next step in the process.
 - e. An ES stores data in various departmental databases for easy access to needed data.

6. Which of the following are sources of delays in the execution of manual, paper-based processes?
 - a. high visibility across the process resulting in immediate access needed to complete a task
 - *b. creating and maintaining needed paperwork
 - *c. transmitting paperwork to other departments
 - d. a large common database that slows down information retrieval
 - e. information overload due to increased volume of email

7. Which of the following are characteristics of knowledge work?

- *a. Knowledge work is typically unstructured.
- b. Knowledge work is typically structured.
- *c. Knowledge work relies on information.
- d. Knowledge work is repetitive.
- e. Knowledge work is well defined.

8. Which of the following are knowledge workers?

- *a. product managers
- *b. sales executive
- *c. production manager
- d. accounting clerk
- e. insurance claims processor

9. Which of the following are typical business processes?

- a. accounting
- *b. procurement
- *c. fulfillment
- d. marketing
- e. research and development

10. In a manual, paper-based process, delays are caused due to which of the following?

- a. increased inventories
- b. increased cycle times
- *c. creating paperwork
- d. reduced cycle times
- *e. sending paperwork