

Exam

Name _____

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

1) Members of a team in a company need to understand business processes since they need to evaluate new technologies.

A) True

B) False

AACSB: Interpersonal Relations and Teamwork

Chapter LO: 1 Why does \$RU need to understand business processes?

2) To design an improved process, it is necessary to understand the existing process.

A) True

B) False

AACSB: Analytical Thinking

Chapter LO: 1 Why does \$RU need to understand business processes?

3) A _____ is a network of activities for accomplishing a business function.

A) workgroup

B) business portfolio

C) task force

D) business process

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Chapter LO: 2 How can business process modelling help organisations?

4) In swimlane format, _____ are specific tasks that need to be accomplished as part of a business process.

A) resources

B) databases

C) repositories

D) activities

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Chapter LO: 2 How can business process modelling help organisations?

5) A _____ is a subset of the activities in a business process that is performed by an actor.

A) data flow

B) sequence flow

C) resource

D) role

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Chapter LO: 2 How can business process modelling help organisations?

6) Activities within a business process are shown in _____.

A) rectangles

B) squares

C) diamonds

D) circles

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Chapter LO: 2 How can business process modelling help organisations?

7) According to the business process modeling notation standard, the start of a business process is symbolised by a _____.

A) circle having a thick border

- B) circle having a narrow border
- C) square having a narrow border
- D) square having a thick border

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Chapter LO: 2 How can business process modelling help organisations?

8) Which of the following statements is true about roles in a business process?

- A) The name of the role is written at the top of the swimlane.
- B) A given role should be fulfilled by just one person.
- C) An employee can be associated with only one particular role.
- D) Activities of a business process are made up of roles.

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Chapter LO: 2 How can business process modelling help organisations?

9) Which of the following statements is true of swimlane formats?

- A) A particular role may be fulfilled by many people.
- B) Roles are written at the top of a swimlane as names can be ambiguous.
- C) An information system cannot fulfill a role by itself.
- D) Each swimlane shows the activities to be performed by one actor.

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Chapter LO: 2 How can business process modelling help organisations?

10) According to the business process modeling notation, the end of a business process is symbolised by a _____.

- A) square having a narrow border
- B) square having a thick border
- C) circle having a narrow border
- D) circle having a thick border

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Chapter LO: 2 How can business process modelling help organisations?

11) A(n) _____ is a collection of data that is stored within business records.

- A) resource
- B) activity
- C) repository
- D) role

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Chapter LO: 2 How can business process modelling help organisations?

12) _____ represent the movement of data from one activity to another.

- A) Data charts
- B) Data flows
- C) Data buses
- D) Data modules

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Chapter LO: 2 How can business process modelling help organisations?

13) According to the business process modeling notation standard, an activity with a boxed plus sign inside it indicates a _____.

- A) subprocess
- B) sequence flow
- C) data flow

D) data repository

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Chapter LO: 2 How can business process modelling help organisations?

14) Which of the following statements is true about business process modeling notation?

A) The medium of data delivery is unimportant in a BPMN diagram.

B) A subprocess is indicated by a rectangle with a circle inside it.

C) Sequence flows are indicated by dashed lines.

D) Data flows are indicated by solid labeled lines.

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Chapter LO: 2 How can business process modelling help organisations?

15) A role is a subset of activities in a business process.

A) True

B) False

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Chapter LO: 2 How can business process modelling help organisations?

16) Swimlane format is a graphical arrangement in which all of the activities for a given role are shown in a single vertical lane.

A) True

B) False

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Chapter LO: 2 How can business process modelling help organisations?

17) According to the business process modeling notation standard, the start of a business process is symbolised by a circle having a thick border.

A) True

B) False

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Chapter LO: 2 How can business process modelling help organisations?

18) According to the business process modeling notation standard, the end of a business process is symbolised by a circle having a narrow border.

A) True

B) False

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Chapter LO: 2 How can business process modelling help organisations?

19) According to the business process modeling notation standard, solid lines between activities are called sequence flows.

A) True

B) False

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Chapter LO: 2 How can business process modelling help organisations?

20) Data flows represent the movement of data from one activity to another.

A) True

B) False

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Chapter LO: 2 How can business process modelling help organisations?

21) Buyers read vendor and product data from the vendor data repository, but they don't write data to it.

A) True

B) False

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Chapter LO: 2 How can business process modelling help organisations?

22) In some business processes, a role can be fulfilled by an information system.

A) True

B) False

AACSB: Information Technology

Chapter LO: 2 How can business process modelling help organisations?

23) A collection of files on the Internet is a repository.

A) True

B) False

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Chapter LO: 2 How can business process modelling help organisations?

24) A repository can be printed records stored in a shoebox or a collection of files in the cloud.

A) True

B) False

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Chapter LO: 2 How can business process modelling help organisations?

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

25) What is a business process? Define activities.

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Chapter LO: 2 How can business process modelling help organisations?

26) Briefly describe activities and roles in swimlane format.

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Chapter LO: 2 How can business process modelling help organisations?

27) Briefly describe data flows.

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Chapter LO: 2 How can business process modelling help organisations?

28) Briefly describe a repository.

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Chapter LO: 2 How can business process modelling help organisations?

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

29) _____ is the ratio of benefits to costs.

A) Performance rating

B) Scalability

C) Efficiency

D) Effectiveness

AACSB: Analytical Thinking

Chapter LO: 3 How can information systems improve process quality?

30) Which of the following statements is true of business processes?

- A) Process effectiveness is determined by the ratio of benefits to costs.
- B) Cost of infrastructure is not included under cost of business process.
- C) An effective business process enables an organisation to accomplish its strategy.
- D) If two versions of a business process create the same benefit, then the higher cost one is more efficient.

AACSB: Analytical Thinking

Chapter LO: 3 How can information systems improve process quality?

31) The outermost components of the IS framework _____.

- A) are the costliest components in the framework
- B) can take action
- C) form a bridge between the human and computer sides
- D) represent sunk costs

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Chapter LO: 3 How can information systems improve process quality?

32) The software and procedure components of the IS framework are both _____.

- A) actors
- B) sets of instructions
- C) bridges between the human side and the computer side
- D) the outermost components

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Chapter LO: 3 How can information systems improve process quality?

33) The _____ component of the IS framework provides instructions for people.

- A) data
- B) software
- C) procedure
- D) information

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Chapter LO: 3 How can information systems improve process quality?

34) In an IS framework, _____ is the bridge between the computer side on the left and the human side on the right.

- A) software
- B) data
- C) information technology
- D) hardware

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Chapter LO: 3 How can information systems improve process quality?

35) Which of the following pairs consists of the two actors in an information system?

- A) hardware and people
- B) procedures and people
- C) software and hardware
- D) data and software

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Chapter LO: 3 How can information systems improve process quality?

36) When work that was formerly done by people has been moved to computers, it is said to be _____.

- A) documented
- B) outsourced
- C) automated

D) systematised

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Chapter LO: 3 How can information systems improve process quality?

37) Automation of a process activity consists of moving work from the _____ of the symmetrical five-component framework.

- A) computer side to the human side
- B) data side to the procedures side
- C) human side to the computer side
- D) software side to the hardware side

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Chapter LO: 3 How can information systems improve process quality?

38) Which of the following statements is true of using an information system to improve process quality?

- A) Information systems can improve process efficiency but not process effectiveness.
- B) Development of information systems should be done solely by technical personnel.
- C) A process that uses a labour saving information system may not be efficient.
- D) The quality of performance analysis remains the same with the implementation of an information system.

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Chapter LO: 3 How can information systems improve process quality?

39) Process quality can be measured in two dimensions: process effectiveness and process efficiency.

- A) True
- B) False

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Chapter LO: 3 How can information systems improve process quality?

40) An effective business process enables an organisation to accomplish its strategy.

- A) True
- B) False

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Chapter LO: 3 How can information systems improve process quality?

41) Effectiveness is the ratio of benefits to costs.

- A) True
- B) False

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Chapter LO: 3 How can information systems improve process quality?

42) An activity is considered automated when it is characterised by people following procedures.

- A) True
- B) False

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Chapter LO: 3 How can information systems improve process quality?

43) The outermost components of the symmetrical five-component framework of an IS are data and procedures.

- A) True
- B) False

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Chapter LO: 3 How can information systems improve process quality?

44) In the five-component framework of an IS, the actors are hardware and people.

A) True

B) False

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Chapter LO: 3 How can information systems improve process quality?

45) In the five-component framework of an IS, data is the bridge between the computer side and the human side.

A) True

B) False

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Chapter LO: 3 How can information systems improve process quality?

46) In an IS framework, data is considered to be a part of the computer side.

A) True

B) False

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Chapter LO: 3 How can information systems improve process quality?

47) In an IS framework, software and procedure components are both sets of instructions.

A) True

B) False

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Chapter LO: 3 How can information systems improve process quality?

48) Procedures act as the bridge between the computer and human sides of the five-component framework of an IS.

A) True

B) False

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Chapter LO: 3 How can information systems improve process quality?

49) Automation is the process in which instructions for humans are transferred to instructions for hardware.

A) True

B) False

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Chapter LO: 3 How can information systems improve process quality?

50) Automation moves work from the software component to the data component.

A) True

B) False

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Chapter LO: 3 How can information systems improve process quality?

51) One of the major benefits of an information system is labour savings.

A) True

B) False

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Chapter LO: 3 How can information systems improve process quality?

52) Information systems can improve process efficiency but not process effectiveness.

A) True

B) False

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Chapter LO: 3 How can information systems improve process quality?

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

53) Describe the process of automation against the background of the five-component framework of an information system.

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Chapter LO: 3 How can information systems improve process quality?

54) Describe the benefits of using an information system to store vendor and product-related data.

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Chapter LO: 3 How can information systems improve process quality?

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

55) _____ is defined as recorded facts or figures.

- A) Substance
- B) Content
- C) Information
- D) Data

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Chapter LO: 4 What is information?

56) John's height is 6 feet 3 inches. This is an example of _____.

- A) information
- B) content
- C) a record
- D) data

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Chapter LO: 4 What is information?

57) The fact that Joe works 9 hours per day is an example of _____.

- A) a record
- B) information
- C) data
- D) content

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Chapter LO: 4 What is information?

58) Data that is summed is called information.

- A) True
- B) False

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Chapter LO: 4 What is information?

59) Information is data presented in a meaningful context.

- A) True
- B) False

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Chapter LO: 4 What is information?

60) Information is data processed by grouping, comparing, or other similar operations.

A) True

B) False

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Chapter LO: 4 What is information?

61) Data is knowledge derived from information.

A) True

B) False

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Chapter LO: 4 What is information?

62) Average wage is knowledge that can be derived from the data of individual wages.

A) True

B) False

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Chapter LO: 4 What is information?

63) The major benefit of using an information system is that the data stored in databases and other repositories can readily be processed to produce information.

A) True

B) False

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Chapter LO: 4 What is information?

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

64) Define information.

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Chapter LO: 4 What is information?

65) Explain data with an example.

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Chapter LO: 4 What is information?

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

66) Which of the following refers to information that is based on correct and complete data and has been processed correctly, as expected?

A) accurate information

B) timely information

C) relevant information

D) measurable information

AACSB: Analytical Thinking

Chapter LO: 5 What data characteristics are necessary for quality information?

67) Which of the following is a characteristic of good information?

A) It must be freely available.

B) It must be based on incomplete data.

C) It must be more than just barely sufficient.

D) It must be contextually relevant.

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Chapter LO: 5 What data characteristics are necessary for quality information?

68) Which of the following statements is true about data characteristics of quality information?

- A) Data that appears on any Web page is reliable.
- B) The timeliness of information can be measured against events.
- C) Accurate information can be conceived from inaccurate data.
- D) Information systems that produce real time data are less expensive than those that produce data at a later time.

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Chapter LO: 5 What data characteristics are necessary for quality information?

69) _____ information is information that directly pertains both to the context and to the subject.

- A) Timely
- B) Measurable
- C) Relevant
- D) Expensive

AACSB: Analytical Thinking

Chapter LO: 5 What data characteristics are necessary for quality information?

70) Which of the following statements is true regarding the characteristics of good information?

- A) Accurate information can be based on incomplete data.
- B) Information must hold an appropriate relationship between its cost and its value.
- C) Good information is just recorded facts and figures.
- D) Information needs to be more than just barely sufficient for the purpose for which it is generated.

AACSB: Analytical Thinking

Chapter LO: 5 What data characteristics are necessary for quality information?

71) A monthly report that arrives 6 weeks late is an example of information that is not _____.

- A) accurate
- B) relevant
- C) timely
- D) sufficient

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Chapter LO: 5 What data characteristics are necessary for quality information?

72) As the CEO of a call centre, which of the following information is good information for you?

- A) department-level averages of revenue generation figures
- B) hourly variance reports of performance parameters in each queue
- C) daily reports of call abandons due to system downtime
- D) lists of stationery usage consolidated weekly

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Chapter LO: 5 What data characteristics are necessary for quality information?

73) As long as information is relevant and timely, it need not always be complete.

- A) True
- B) False

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Chapter LO: 5 What data characteristics are necessary for quality information?

74) Data delivered with active graphics need not be cross-checked for accuracy.

- A) True
- B) False

AACSB: Analytical Thinking

Chapter LO: 5 What data characteristics are necessary for quality information?

- 75) Accurate information is information that is based on correct and complete data, and has been processed correctly.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 5 What data characteristics are necessary for quality information?
- 76) Users develop work-arounds when data from an information system is unreliable.
A) True
B) False
AACSB: Information Technology
Chapter LO: 5 What data characteristics are necessary for quality information?
- 77) Timeliness of information can be measured against events.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 5 What data characteristics are necessary for quality information?
- 78) The quality of thinking determines the quality of the information that is produced.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 5 What data characteristics are necessary for quality information?
- 79) Just barely sufficient information is information that is sufficient for the purpose for which it is generated.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 5 What data characteristics are necessary for quality information?
- 80) Relevant data are those which aptly pertain both to the context and to the subject.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 5 What data characteristics are necessary for quality information?
- 81) All data about an organisation are relevant to the higher management.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 5 What data characteristics are necessary for quality information?
- 82) For data to be worth its cost, an appropriate relationship must exist between the cost of data and its value.
A) True
B) False
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Chapter LO: 5 What data characteristics are necessary for quality information?
- 83) Information systems should not be subject to the same financial analyses to which other assets are subjected.
A) True

B) False

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Chapter LO: 5 What data characteristics are necessary for quality information?

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

84) Describe accurate information. Why is an information system providing accurate information crucial to an organisation?

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Chapter LO: 5 What data characteristics are necessary for quality information?

85) Explain the importance of timeliness of information in an organisation.

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Chapter LO: 5 What data characteristics are necessary for quality information?

86) Describe relevant data. Explain the importance of relevant data in an organisational context.

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Chapter LO: 5 What data characteristics are necessary for quality information?

87) What are the costs associated with data? When is data considered to be worth its cost?

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Chapter LO: 5 What data characteristics are necessary for quality information?

88) In some cases, developing systems that provide data in near real time is much more difficult and expensive than producing data a few hours later. Provide an example that supports this statement.

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Chapter LO: 5 What data characteristics are necessary for quality information?

89) Explain the importance of just barely sufficient data in the information age we live in.

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Chapter LO: 5 What data characteristics are necessary for quality information?

- 1) A
- 2) A
- 3) D
- 4) D
- 5) D
- 6) A
- 7) B
- 8) A
- 9) A
- 10) D
- 11) C
- 12) B
- 13) A
- 14) A
- 15) A
- 16) A
- 17) B
- 18) B
- 19) A
- 20) A
- 21) B
- 22) A
- 23) A
- 24) A
- 25) A business process is a network of activities for accomplishing a business function. Activities are specific tasks that need to be accomplished as part of the process.
- 26) Swimlane format is a graphical arrangement in which all of the activities for a given role are shown in a single vertical lane. Each swimlane has activities, which are specific tasks that need to be accomplished as part of the process. A role is a subset of the activities in a business process that is performed by an actor, which is a person, group, department, organisation, or information system. The name of the role is written at the top of a swimlane, not people's names. This is because a given role may be fulfilled by many people, or the organisation may change the people who are assigned to a given role.
- 27) According to the business process modeling notation (BPMN), the labeled dashed lines are called data flows. They represent the movement of data from one activity to another. The data can be delivered via email, text message, over the phone, by fax, or by some other means. In a BPMN diagram, the medium of the data delivery is also unimportant.
- 28) A repository is a collection of data that is stored within a business process. A repository can be a cardboard box, a notebook, a list, an Excel spreadsheet, a database, or even a collection of databases. For the purpose of documenting a business process, the particular medium in which repository data is stored is unimportant.
- 29) C
- 30) C
- 31) B
- 32) B
- 33) C
- 34) B
- 35) A
- 36) C
- 37) C
- 38) C
- 39) A

- 40) A
- 41) B
- 42) A
- 43) B
- 44) A
- 45) A
- 46) B
- 47) A
- 48) B
- 49) A
- 50) B
- 51) A
- 52) B
- 53) The five components of an information system are hardware, software, data, procedures, and people. They are arranged symmetrically in the framework. The outermost components, hardware and people, are both actors; they take action. The software and procedure components are both sets of instructions: Software is instructions for hardware, and procedures are instructions for people. Finally, data is the bridge between the computer side on the left and the human side on the right. When an activity in a business process is handled by an automated system, it means that work formerly done by people following procedures has been moved so that computers now do that work by following instructions in software. Thus, the automation of a process activity consists of moving work from the right-hand side of the five-component IS framework to the left.
- 54) In order to select a vendor, a buyer has to gather data about vendors and products, make analyses of costs and margins, and store the results of those analyses. If an information system (IS) is not used to store these results, accessing past records and results will require a manual search. An IS makes the process of finding reliable data and reports faster and more reliable, improving the efficiency and quality of the business process.
- 55) D
- 56) D
- 57) C
- 58) A
- 59) A
- 60) A
- 61) B
- 62) A
- 63) A
- 64) The most common definition of information is that information is knowledge derived from data.
- 65) Data is defined as recorded facts or figures. The facts that an employee of an organisation earns \$17.50 per hour and that another employee of the same organisation earns \$25.00 per hour are examples of data.
- 66) A
- 67) D
- 68) B
- 69) C
- 70) B
- 71) C
- 72) A
- 73) B
- 74) B
- 75) A
- 76) A
- 77) A

78) A

79) A

80) A

81) B

82) A

83) B

84) Good information is accurate information, which is based on correct and complete data, and it has been processed correctly as expected. Accuracy is crucial; business professionals must be able to rely on the results of their information systems. The IS function can develop a bad reputation in an organisation if a system is known to produce inaccurate data. In such a case, the information system becomes a waste of time and money as users develop work-arounds to avoid the inaccurate data.

85) Good information requires that data be available in time for its intended use. A monthly report that arrives 6 weeks late is most likely useless. In such a case, the data has arrived long after the decisions that needed that information have been made. An information system that sends a poor customer credit report after the goods have been shipped is unhelpful and frustrating. Notice that timeliness can be measured against a calendar (6 weeks late) or against events (for example, before shipping).

86) Relevant data is data that directly pertains to both the context and the subject. Considering context, a CEO needs data that is summarised to an appropriate level for his job. A list of the hourly wage of every employee in the company is unlikely to be useful. More likely, the CEO needs average wage information by department or division. A list of all employee wages is irrelevant in this context.

Data should also be relevant to the subject at hand. If data about short-term interest rates is required to find a possible line of credit, then a report that shows 15-year mortgage interest rates is irrelevant.

87) Data is not free. There are costs for developing an information system, costs of operating and maintaining that system, and costs of time and salary for reading and processing the data the system produces. For data to be worth its cost, an appropriate relationship must exist between the cost of data and its value.

88) A person who works in marketing needs to be able to assess the effectiveness of new online ad programs. He wants an information system that will not only deliver ads over the Web, but one that will also enable him to determine how frequently customers click on those ads. In this case, determining click ratios in near real time will be very expensive; saving the data in a batch and processing it some hours later will be much easier and cheaper.

If the user can manage with data that is a day or two old, the system will be easier and cheaper to implement.

89) Just barely sufficient data is data that is sufficient for the purpose for which it is generated, but just barely so. We live in an information age; one of the critical decisions that each of us has to make each day is what data to ignore. The higher one rises into management, the more data one will be given, and because there is only so much time, the more data one will need to ignore. So data should be sufficient, but just barely.