

Ch 01 Information Systems: People, Technology, Processes, and Structure

1. A well-designed information system includes some form of _____ to monitor and control its operation.

- a. feedback mechanism
- b. data analysis
- c. information component
- d. software processing

ANSWER:

a

2. The _____ component of an information system makes the difference between success and failure in all organizations.

- a. procedures
- b. people
- c. data
- d. software

ANSWER:

b

3. A _____ is a set of related activities that takes input, adds value, and creates output for the customer.

- a. standard
- b. procedure
- c. process
- d. model

ANSWER:

c

4. An organization's data center, servers, software applications, and databases are an example of its _____.

- a. technology infrastructure
- b. five-component model
- c. software
- d. hardware

ANSWER:

a

5. Which of the following is NOT an example of a process?

- a. A chef makes spaghetti and serves it to a customer.
- b. A salesperson takes a customer order for a truck.
- c. A university student turns on a computer in the lab.
- d. A porter checks in and cleans a vehicle to be re-rented.

ANSWER:

c

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6. A series of activities that an organization performs to transform inputs into outputs in such a way that the value of the input is increased is a _____.

- a. process
- b. procedure
- c. supply chain
- d. value chain

ANSWER:

d

7. Which of the following is NOT true about Amazon's proprietary information systems?

- a. They were created to manage products, vendor partners, and fulfillment centers, which enabled the company to surpass their competitors.
- b. They are now a product that Amazon has sold to other companies looking to support their own supply chains.
- c. They are not fully integrated into the value chain and supply chain processes and can easily be separated from their integral components.
- d. They were created to allow Amazon to create, build, and maintain a strong competitive advantage in the marketplace.

ANSWER:

c

8. Which of the following is NOT true about information systems?

- a. Information systems use information technology components and apply them to solve problems.
- b. Information systems create business value and perform other business tasks.
- c. Good information systems can enable people to produce extraordinary results.
- d. An information system's most important component is its data component.

ANSWER:

d

9. Which of the following is NOT an example of a business using information systems to create a competitive advantage?

- a. Home Depot uses a vendor-managed inventory system to streamline product flow and better manage its store inventories, which reduce holding costs and out-of-stocks.
- b. A roofing company employs an information system to track and analyze the movement and tasks of employees on job sites to speed up the process and reduce labor costs.
- c. Panera uses kiosks and online ordering so that customers place their own orders, so employees can focus more on producing the order and speeding up the ordering process.
- d. A marketing firm uses an information system to keep track of its customer email list to provide monthly newsletters about its offerings and to keep track of those who wish to unsubscribe.

ANSWER:

d

10. Jordan White is a new employee at your company. He introduces himself and describes his new role in the

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Information Systems department at the company. He says he will be responsible for collecting and analyzing finance information to solve problems and address challenges within the finance area. What is most likely his role at the company?

- a. business analyst
- b. systems analyst
- c. chief information officer
- d. data science analyst

ANSWER:

a

11. An information system is a combination of hardware and software components, along with _____, processes, and people, that function collaboratively to complete a task.

- a. feedback
- b. data
- c. information
- d. transactions

ANSWER:

b

12. Strategic planning is a process that helps leaders identify initiatives and projects that will achieve _____ objectives.

- a. organizational
- b. communication
- c. information
- d. management

ANSWER:

a

13. Which of the following is NOT a benefit of strategic planning?

- a. Focuses the organization's resources on agreed-on key priorities.
- b. Allows the organization to take advantage of opportunities and trends.
- c. Improves communication among the organization's customers.
- d. Provides direction to guide decision making across all organizational units.

ANSWER:

c

14. An organization develops an overall strategic plan, which then sets the direction for _____ of the organization.

- a. the customers
- b. data applications
- c. supplier analysts
- d. other business units

ANSWER:

d

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15. Three-One-Three Restaurants has asked a software company to create a program within their online app in which customers can create an account and earn points for dining at the restaurant. Once customers have earned enough points, they can redeem them for free items such as appetizers and meals. Which strategic theme is the restaurant using?

- a. increase market share
- b. attract and retain new customers
- c. increase customer loyalty
- d. reduce time required to deliver products

ANSWER:

c

16. To maintain _____, organizations and their products and services must continually evolve to account for changes in customer needs, market conditions, industry conditions, and competitor actions.

- a. an information system
- b. a consolidation strategy
- c. competitive advantage
- d. Leavitt's Diamond

ANSWER:

c

17. XiaoJing is the vice president of marketing for Three-One-Three Restaurants. The company has implemented a new marketing information system and, according to Leavitt's Diamond, XiaoJing now has the key responsibility to ensure that the people, _____, and structure components are fully addressed.

- a. processes
- b. data
- c. hardware
- d. software

ANSWER:

a

18. _____ are people who work directly with information systems and can include anyone in the organization such as receptionists, financial managers, salespeople, executives, and manufacturing line operators.

- a. Chief information officers
- b. Software developers
- c. End users
- d. Business analysts

ANSWER:

c

19. Jane is training a new employee and is detailing the steps she takes to create an order in the company's information system. She is discussing the _____.

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- a. process
- b. procedure
- c. technology infrastructure
- d. hardware

ANSWER:

b

20. _____ is one of the five components of an information system and includes programs and applications you use, such as Microsoft Word, and the operating systems that run your devices.

- a. Procedures
- b. Software
- c. Technology infrastructure
- d. Hardware

ANSWER:

b

21. Complete the sentence about the Five-Component Model. _____ is all the technology components you can touch, whereas _____ is intangible and includes the programs that you interact with to perform tasks and functions.

- a. software, hardware
- b. hardware, data
- c. hardware, software
- d. technology infrastructure, data

ANSWER:

c

22. _____ is/are the central component(s) of the Five-Component Model and includes information about customers, products, inventories, orders, vendors, and employees.

- a. Data
- b. Hardware
- c. Software
- d. Processes

ANSWER:

a

23. The Five-Component Model states that changes to the _____ side are easier to make than those to the _____ side.

- a. technology, human
- b. hardware, software
- c. human, processes
- d. software, hardware

ANSWER:

a

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24. The Five-Component Model also shows that information systems move work away from _____ and into _____.

- a. technology, people
- b. people, technology
- c. people, processes
- d. software, hardware

ANSWER:

b

25. The _____ encompasses the processes required to get the right product or service into the right consumer's hands in the right quantity at the right time and at the right cost.

- a. value chain
- b. supply chain
- c. technology infrastructure
- d. structure

ANSWER:

b

26. The _____ is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing, and sales.

- a. hardware
- b. strategic planning
- c. technology infrastructure
- d. supply chain

ANSWER:

d

27. The supply chain includes four main support processes: technology infrastructure, human resource management, accounting and finance, and _____.

- a. procurement
- b. marketing
- c. service providers
- d. eCommerce

ANSWER:

a

28. Which information systems career employs the department's resources (including equipment, budgets, and personnel) in a manner that best achieves the goals of the organization?

- a. chief information officer
- b. software developer
- c. business analyst

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- d. systems analyst

ANSWER:

a

29. Which information systems career frequently consults with management and users to define the scope of and requirements for new information systems and conveys system requirements to software developers and network architects for implementation?

- a. chief information officer
- b. software developer
- c. business analyst
- d. systems analyst

ANSWER:

d

30. Which information systems career is responsible for improving a company's competitiveness and performance across a broad spectrum of criteria, often specializing in a particular functional area?

- a. chief information officer
- b. software developer
- c. business analyst
- d. systems analyst

ANSWER:

c