

Information Systems Today, 7e (Valacich)

Chapter 1 Managing in the Digital World

1) Identify a true statement about the function of knowledge workers.

- A) They use knowledge to perform their jobs but do not create knowledge.
- B) They create, modify, and/or synthesize knowledge as a fundamental part of their jobs.
- C) They lack the ability to solve non-routine problems at work.
- D) They modify knowledge created by others but do not create knowledge themselves.
- E) They work in a monotonous workplace and lack innovation.

Answer: B

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

2) Which of the following predictions made by Peter Drucker is true?

- A) Knowledge workers have lesser bargaining power than workers in other industries.
- B) Knowledge workers lack valuable real-world skills.
- C) Knowledge workers lack reliance on formal education.
- D) Knowledge workers are continually learning how to do their jobs better.
- E) Knowledge workers are paid less in comparison with their prior industrial counterparts.

Answer: D

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

3) Who among the following coined the term "knowledge worker"?

- A) Peter Drucker
- B) Alvin Toffler
- C) Johannes Gutenberg
- D) Thomas L. Friedman
- E) Mark Zuckerberg

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

- 4) Which of the following occurred when Alvin Toffler's "third wave" gained speed?
- A) Society moved from a predominantly agrarian culture to the urbanized machine age.
 - B) Occupations changed to accommodate the mechanized society.
 - C) The ability to perform repetitive tasks became a quality to be instilled and valued.
 - D) Individuals shifted from handcrafting items for sale to working in factories.
 - E) Information became the currency of the realm.

Answer: E

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

- 5) The various services offered by Google, such as Gmail (e-mail), Google Drive (word processing), or Google Calendar, are good examples of _____.

- A) cloud computing
- B) computer assembling
- C) data mining
- D) systems integration
- E) internetworking

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

- 6) Which of the following terms means "knowing how to use a computer"?

- A) information security
- B) cloud computing
- C) computer literacy
- D) computer compatibility
- E) collaborative thinking

Answer: C

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

7) The ability to independently learn new technologies as they emerge and assess their impact on your work and life is called _____.

- A) computer networking
- B) computer adaptation
- C) computer fluency
- D) computer compatibility
- E) computer assembling

Answer: C

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

8) Advances in cloud computing (think Gmail, Evernote, or DropBox) allow for accessing e-mails, files, notes, and the like from different devices, enhancing portability and mobility in computing.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

9) The use of nearly any information technology or system to support every part of the business is known as e-business.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

10) The trend of using one's own device for communicating in the workplace is an example of consumerization of IT.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

11) Discuss Peter Drucker's predictions about knowledge workers and the knowledge society.
Answer: In 1959, Peter Drucker predicted the rise in the importance of information and of information technology (IT) and coined the term knowledge worker. Knowledge workers are professionals who are relatively well educated and who create, modify, and/or synthesize knowledge as a fundamental part of their jobs.

Drucker's predictions about knowledge workers were very accurate. As he predicted, they are generally paid better than their prior agricultural and industrial counterparts; they rely on and are empowered by formal education, yet they often also possess valuable real-world skills; they are continually learning how to do their jobs better; they have much better career opportunities and far more bargaining power than workers ever had before; they make up about a quarter of the workforce in the United States and in other developed nations; and their numbers are rising quickly.

Drucker also predicted that, with the growth in the number of knowledge workers and with their rise in importance and leadership, a knowledge society would emerge. He reasoned that, given the importance of education and learning to knowledge workers and the firms that need them, education would become the cornerstone of the knowledge society. Possessing knowledge, he argued, would be as important as possessing land, labor, or capital.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

12) In his book *The Third Wave*, futurist Alvin Toffler describes three distinct phases, or "waves of change," that have taken place in the past or are presently taking place within the world's civilizations. Discuss the characteristics of these phases.

Answer: The first wave-a civilization based on agriculture and handwork-was a comparatively primitive stage that began as civilizations formed and lasted for thousands of years.

The second wave of change-the industrial revolution-overlapped with the first wave. The industrial revolution began in Great Britain toward the end of the eighteenth century and continued over the next 150 years, moving society from a predominantly agrarian culture to the urbanized machine age. Steel mills, textile factories, and eventually automobile assembly lines replaced farming and handwork as the principal source of family income. As the industrial revolution progressed, not only did occupations change to accommodate the mechanized society, but so did educational, business, social, and religious institutions. On an individual level, punctuality, obedience, and the ability to perform repetitive tasks became qualities to be instilled and valued in children in public schools and, ultimately, in workers.

In a much shorter period of time than it took for civilization to progress past the first wave, societies worldwide moved from the machine age into the information age-a period of change Toffler has dubbed the "third wave." As the third wave gained speed, information became the currency of the realm and a tremendous acceleration occurred in the amount and kind of information available to populations. Now knowledge could be imparted in written form and sometimes came from distant locations. Information could be saved, absorbed, debated, and written about in publications, thus adding to the exploding data pool.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.1: Describe the characteristics of the digital world and the advent of the Information Age.

Classification: Concept

13) Which of the following is an economic change brought about by globalization enabled by information technology?

- A) increase in the frequency of worldwide fads and phenomena
- B) development of low-cost computing platforms
- C) availability of low-cost communication systems
- D) increase in the outsourcing of labor
- E) decentralization of organizations

Answer: D

AACSB: Analytical thinking

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

14) Identify a technological change brought about by globalization enabled by information technology.

- A) increase in the frequency of international travel
- B) increase in the levels of immigration
- C) enforcement of global patent and copyright laws
- D) decrease in the frequency of worldwide fads
- E) decentralization of organizations

Answer: C

AACSB: Analytical thinking

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

15) Which of the following is a cultural change brought about by globalization enabled by information technology?

- A) the enforcement of global patent and copyright laws
- B) the availability of low-cost communication systems
- C) the development of low-cost computing platforms
- D) the frequency of worldwide fads and phenomena
- E) decrease in the outsourcing of labor

Answer: D

AACSB: Analytical thinking

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

16) Identify a key factor of globalization.

- A) evolution of technology
- B) anchor point milestones
- C) concept development projects
- D) timeboxing strategies
- E) external interface requirements

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

- 17) Identify a true statement about the impact of globalization.
- A) It led to a tremendous decrease in prices for computing devices.
 - B) It led to a tremendous increase in prices for computing devices.
 - C) It led to a tremendous decrease in processing power.
 - D) It led to a tremendous decrease in the creation of automated tools.
 - E) It led to a tremendous increase in communication costs.

Answer: A

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

- 18) Which of the following best explains the process of moving business processes or tasks to another company?

- A) offshoring
- B) liquidating
- C) cloud computing
- D) downsizing
- E) outsourcing

Answer: E

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

- 19) Which of the following can be cited as an example of outsourcing?

- A) Microsoft hands over its customer service function to Convergys, located in India.
- B) Volkswagen acquires a steel manufacturing plant to reduce its overall production costs.
- C) Dell sources computer parts from suppliers located in Russia.
- D) Audi starts a manufacturing facility in China to take advantage of low labor costs.
- E) P&G acquires a retail outlet to reduce its distribution costs.

Answer: A

AACSB: Analytical thinking

Difficulty: Difficult

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Application

20) Aircraft manufacturer Boeing designed its new 787 Dreamliner aircraft in Russia making use of the availability of highly skilled aeronautical engineers. Identify this strategy.

- A) offshoring
- B) outsourcing
- C) liquidating
- D) franchising
- E) importing

Answer: A

AACSB: Analytical thinking

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

21) In order to take advantage of the high quality talent pool, Ernst & Young sets up operations in the Philippines and moves a part of its tax services to its new facility. Identify this strategy.

- A) outsourcing
- B) franchising
- C) offshoring
- D) importing
- E) liquidating

Answer: C

AACSB: Analytical thinking

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Application

22) Outsourcing has seen a huge increase because of the _____.

- A) increase in decentralization
- B) increase in the use of cloud computing
- C) increase in advertising costs
- D) decrease in telecommunication costs
- E) decrease in the cost of raw materials

Answer: D

AACSB: Analytical thinking

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

23) According to Nicholas Carr, cloud computing may contribute to the decline in outsourcing. Which of the following justifies this statement?

- A) An IT outsourcer's business is built around managing complex internal systems. A shift to a simpler cloud-based IT infrastructure should reduce the need for outsourcing.
- B) Cloud computing focuses on maximizing the effectiveness of the shared resources.
- C) Cloud computing is customized in each country, thus, making it impossible to outsource.
- D) Cloud computing is standardized in all countries, thus, reducing the need for outsourcing.
- E) An IT outsourcer's business is aimed at focusing on core business activities and increasing control costs, thus, a simpler cloud-based IT infrastructure would discourage outsourcing.

Answer: A

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

24) Identify a reason why many countries are declining offshore outsourcing.

- A) rising salaries
- B) decreasing salaries
- C) process efficiencies
- D) design efficiencies
- E) imposed deadlines

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

25) TransCorp is an IT firm that is looking to outsource its payroll processes. Which of the following statements, if true, would most strengthen the decision to outsource?

- A) Companies in other countries can do the same amount of work at a comparable cost.
- B) Outsourcing has become a trend among most firms in developed nations.
- C) Companies in other countries are more efficient in all aspects of work and are also cost effective.
- D) Firms across the globe are adopting cloud computing systems.
- E) The firm is enjoying good profit margins.

Answer: C

AACSB: Reflective thinking

Difficulty: Difficult

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Application

26) Worldwide banking group HSBC moving its back-office operations to China and India is an example of _____.

- A) franchising
- B) liquidating
- C) offshoring
- D) internetworking
- E) cloud computing

Answer: C

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

27) Which of the following is a governmental challenge of operating in the digital world?

- A) differences in power distance and uncertainty avoidance
- B) import and export regulations
- C) aging population in the United States
- D) videoconferences across different time zones
- E) availability of labor force and salary differences

Answer: B

AACSB: Analytical thinking

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

28) Which of the following is a cultural challenge of operating in the digital world?

- A) conducting videoconferences across different time zones
- B) aging populations in the United States and Western Europe
- C) differences in power distance and uncertainty avoidance
- D) availability of labor force and salary differences
- E) differences in academic degrees and measurement units

Answer: C

AACSB: Analytical thinking

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

29) Which of the following is a geoeconomic challenge of operating in the digital world?

- A) differences in network infrastructures
- B) differences in the concept of time and life focus
- C) differences in measurement units
- D) differences in export and import regulations
- E) differences in languages

Answer: A

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

30) The development of low-cost computing platforms and communication technologies is an economic change brought about by globalization enabled by information technology.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

31) Increase in frequency of international travel, tourism, and immigration is a cultural change brought about by globalization enabled by information technology.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

32) Globalization is the integration of economies throughout the world, enabled by innovation and technological progress.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

33) One of the main reasons for a company to outsource its business is to focus on non-core business activities.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

34) Countries such as India remain popular for offshore outsourcing because of rising salaries.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

35) According to the suggestions of the noted technology author Nicholas Carr, cloud computing can contribute to an increase in outsourcing.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

36) List a few economic, cultural, and technological changes that take place due to globalization enabled by information technology.

Answer: The effects of globalization can be seen in many ways, such as the greater international movement of commodities, money, information, and labor, as well as the development of technologies, standards, and processes to facilitate this movement. Specifically, a more global and competitive world spurs visible economic, cultural, and technological changes, including the following:

1. Economic Changes - Increases in international trade, in the development of global financial systems and currency, and in the outsourcing of labor.
2. Cultural Changes - Increases in the availability of multiculturalism through television and movies; the frequency of international travel, tourism, and immigration; the availability of ethnic foods and restaurants; and the frequency of worldwide fads and phenomena such as Facebook, Groupon, Twitter, and YouTube.
3. Technological Changes - The development of low-cost computing platforms and communication technologies; the availability of low-cost communication systems such as e-mail, Skype, and instant messaging; the ubiquitous nature of a low-cost global telecommunications infrastructure like the Internet; and the enforcement of global patent and copyright laws to spur further innovation.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.2: Define globalization, describe how it evolved over time, and describe the key drivers of globalization.

Classification: Concept

37) _____ refers to physical computer equipment, such as the computer monitor, central processing unit, or keyboard.

- A) Adware
- B) Malware
- C) Stealware
- D) Hardware
- E) Spyware

Answer: D

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

38) _____ refer(s) to a program or set of programs that tell the computer to perform certain tasks.

- A) Software
- B) Firmware
- C) Hardware logic
- D) Data
- E) Networks

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

39) Which of the following statements is true about information systems (IS) and information technology (IT)?

- A) IT programs have a stronger managerial focus than IS programs.
- B) IS programs have a stronger data retrieval capacity than IT programs.
- C) Software and telecommunications are present in IS but excluded from IT.
- D) The difference between IT and IS is increasing due to globalization.
- E) IT programs are more technical than IS programs.

Answer: E

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

40) Which of the following statements is true about data?

- A) It can be defined as a representation of reality.
- B) It is the ability to understand information.
- C) It has no meaning in and of itself.
- D) It is the ability to make decisions or predictions based on information.
- E) It organizes or manipulates information to make it suitable for a given task.

Answer: C

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

41) Which of the following statements is true about information?

- A) It has no meaning in and of itself.
- B) It organizes or manipulates knowledge to make it suitable for a given task.
- C) It is a set of unformatted words and numbers.
- D) It is a representation of reality.
- E) It is the ability to make predictions based on data.

Answer: D

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

42) Which of the following statements is true about knowledge?

- A) It has no meaning in and of itself.
- B) It is a set of unformatted words and numbers.
- C) It is the ability to understand information.
- D) It helps to convert information into raw data.
- E) It has little value in comparison with raw data.

Answer: C

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

43) Which of the following IS personnel is responsible for managing the firm's Web site?

- A) IS auditor
- B) Web host
- C) Web hacker
- D) Webmaster
- E) systems analyst

Answer: D

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

44) Which of the following is true about the responsibility of an IS manager in the context of information systems management?

- A) He is the highest-ranking official and is responsible for IS use throughout the firm.
- B) He is responsible for managing an existing information system.
- C) He is the lowest-ranking official responsible for managing databases throughout the organization.
- D) He is responsible for managing security measures of a newly installed information system.
- E) He is the highest-ranking official and is responsible for strategic planning throughout the organization.

Answer: B

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

45) Which of the following IS personnel is responsible for managing disaster recovery within an organization?

- A) IS security manager
- B) IS auditor
- C) Webmaster
- D) programmer
- E) database administrator

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

46) Which of the following is the highest-ranking IS personnel responsible for strategic planning and IS use throughout a firm?

- A) chief information officer
- B) IS security manager
- C) IS auditor
- D) systems analyst
- E) database administrator

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

- 47) In information systems management, a systems consultant is responsible for _____.
A) analyzing business requirements and selecting information systems that meet those needs
B) coding, testing, debugging, and installing programs
C) auditing information systems for compliance with internal and external standards
D) managing security measures and disaster recovery
E) providing information systems knowledge to external clients

Answer: E

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

- 48) Which of the following core competencies are part of an IS personnel's technical knowledge and skills?

- A) systems analysis and design
- B) integrating subsystems and systems
- C) interpersonal skills and group dynamics
- D) network administration
- E) technological communication and presentation

Answer: D

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

- 49) Which of the following core competencies is part of an IS personnel's business knowledge and skills?

- A) cloud computing
- B) technological communication and presentation
- C) systems development life cycle
- D) integrating subsystems and systems
- E) virtualization

Answer: B

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

50) Which of the following core competencies is part of an IS personnel's systems knowledge and skills?

- A) hardware platforms
- B) virtualization
- C) information gathering and analysis
- D) cabling and network interface cards
- E) application software

Answer: C

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

51) Connecting host computers and their networks together to form even larger networks is called _____.

- A) data mining
- B) internetworking
- C) ethernet framing
- D) network simulation
- E) queuing

Answer: B

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

52) The process of connecting separate information systems and data to improve business processes and decision making is known as _____.

- A) database development
- B) business intelligence
- C) systems integration
- D) cloud computing
- E) data mining

Answer: C

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

53) Which of the following types of information systems facilitates collaboration and knowledge sharing?

- A) visualization system
- B) word processor
- C) intelligent system
- D) electronic commerce system
- E) social software

Answer: E

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

54) Which of the following types of information systems enables people to communicate, team up, and coordinate with each other?

- A) electronic commerce system
- B) geographic information system
- C) virtualization system
- D) intelligent system
- E) collaboration system

Answer: E

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

55) Which of the following types of information systems creates, stores, analyzes, and manages spatial data?

- A) electronic commerce system
- B) collaboration system
- C) virtualization system
- D) geographic information system
- E) decision support system

Answer: D

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

56) Which of the following types of information systems enables customers to buy goods and services from a firm's Web site?

- A) supply chain management system
- B) electronic commerce system
- C) geographic information system
- D) collaboration system
- E) customer relationship management system

Answer: B

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

57) Which of the following types of information systems supports the coordination of suppliers, product or service production, and distribution?

- A) supply chain management system
- B) electronic commerce system
- C) intelligent system
- D) collaboration system
- E) geographic information system

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

58) Identify the purpose of a transaction processing system used in organizations.

- A) to support the activities within a specific functional area of the firm
- B) to handle day-to-day business event data at the operational level of the organization
- C) to produce detailed information to help manage a firm or part of a firm
- D) to support the coordination of suppliers, product or service production, and distribution
- E) to enable customers to buy goods and services from a firm's Web site

Answer: B

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

59) The purpose of a(n) _____ is to support and integrate all facets of the business, including planning, manufacturing, sales, marketing, and so on.

- A) intelligent system
- B) functional area information system
- C) electronic commerce system
- D) enterprise resource planning system
- E) management information system

Answer: D

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

60) The purpose of an intelligent system is to _____.

- A) enable people to communicate, collaborate, and coordinate with each other
- B) create, store, analyze, and manage spatial data
- C) emulate or enhance human capabilities
- D) support the coordination of suppliers, product or service production, and distribution
- E) produce detailed information to help manage a part of the firm

Answer: C

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

61) Which of the following can be cited as an example of a supply chain management system?

- A) procurement planning
- B) market analysis
- C) knowledge portal
- D) sales force automation
- E) product demand forecasting system

Answer: A

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

62) Identify the purpose of an office automation system.

- A) to create, store, analyze, and manage spatial data
- B) to provide access to databases in order to support quantitative decision making
- C) to support a wide range of predefined day-to-day activities of individuals and small groups
- D) to support interaction between the firm and its customers
- E) to enable customers to buy goods and services from a firm's Web site

Answer: C

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

63) With respect to the types of information systems used in organizations, a grocery store checkout cash register with a connection to a network is an example of a(n) _____.

- A) intelligent system
- B) functional area information system
- C) decision support system
- D) transaction processing system
- E) electronic commerce system

Answer: D

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

64) Microsoft's Exchange/Outlook and Lotus Notes provide people with e-mail, automated calendaring, and online, threaded discussions, enabling close contact with others, regardless of their location. Identify the type of information system.

- A) collaboration system
- B) office automation system
- C) data mining and visualization system
- D) functional area information system
- E) geographic information system

Answer: A

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

65) With respect to the types of information systems used in organizations, Amazon.com is an example of a(n) _____ system.

- A) electronic commerce
- B) geographic information
- C) virtualization and data mining
- D) supply chain management
- E) office automation

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

66) With respect to the types of information systems used in organizations, a word processor is an example of a(n) _____ system.

- A) electronic commerce
- B) supply chain management
- C) office automation
- D) geographic information
- E) data mining and virtualization

Answer: C

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

67) With respect to the types of information systems used in organizations, an automated system for analyzing bank loan applications is an example of a(n) _____ system.

- A) geographic information
- B) electronic commerce
- C) social software
- D) visualization
- E) intelligent

Answer: E

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

68) With respect to types of information systems used in organizations, an inventory management and planning system is an example of a(n) _____ system.

- A) geographic planning
- B) management information
- C) electronic commerce
- D) virtualization
- E) social software

Answer: B

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

69) With respect to the types of information systems used in organizations, an Online Analytical Processing (OLAP) system is an example of a(n) _____ system.

- A) business intelligence system
- B) geographic information
- C) electronic commerce
- D) office automation
- E) social software and collaboration

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

70) With respect to the types of information systems used in organizations, a product demand forecasting system is an example of a(n) _____ system.

- A) visualization
- B) geographic information
- C) decision support
- D) social software
- E) electronic commerce

Answer: C

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

71) With respect to the types of information systems used in organizations, sales force automation is an example of a(n) _____ system.

- A) customer relationship management
- B) electronic commerce
- C) geographic information
- D) supply chain management
- E) data mining and visualization

Answer: A

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

72) With respect to the types of information systems used in organizations, financial, operations, and human resource management is an example of a(n) _____ system.

- A) social software
- B) data mining and visualization
- C) geographic information
- D) enterprise resource planning
- E) electronic commerce

Answer: D

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

73) Software refers to a group of two or more computer systems linked together with communications equipment.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

74) Knowledge is the ability to understand information, form opinions, and make decisions or predictions based on the information.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

75) An information system is a combination of hardware, software, and telecommunications networks that people build and use to collect, create, and distribute data.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

76) The technical area of competency of an IS professional is the most easy to maintain in the digital world because of the huge popularity of individual technologies.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

77) Transaction processing systems (TPS) are used by a narrow range of organizations only to process customer transactions more efficiently.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

78) The purpose of a knowledge management system is to create, store, analyze, and manage spatial data.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

79) Office automation systems such as Microsoft Office and the OpenOffice.org Productivity Suite provide word processing, spreadsheet, and other personal productivity tools, enabling knowledge workers to accomplish their tasks.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

80) IS personnel with service mentality put up roadblocks to customers' new systems ideas and give reasons that the new ideas cannot, or will not, work.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

81) IS personnel with service mentality believe that the customers own the technology and the information and that the technology and information are there for the customers, not for the systems personnel.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

82) Define data-the most basic element of an information system. Give an example.

Answer: Unformatted data, or simply data, are raw symbols, such as words and numbers. Data have no meaning in and of themselves, and are of little value until processed. For example, if a person was asked what 465889727 meant or stood for, he or she would be unable to say. However, if the same data was presented as 465-88-9727 and the person was told it was located in a certain database, in John Doe's record, in a field labeled "SSN," he or she might rightly surmise that the number was actually the Social Security number of someone named John Doe.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

83) Describe the technical, business, and systems competencies that IS personnel should possess.
Answer: The technical competency area includes knowledge and skills in hardware, software, networking, and security. In a sense, this is the "nuts and bolts" of information systems. This is not to say that the IS professional must be a high-level technical expert in these areas. On the contrary, the IS professional must know just enough about these areas to understand how they work and how they can and should be applied. Typically, the IS professional manages or directs those who have deeper, more detailed technical knowledge. The technical area of competency is the most difficult to maintain because of the rapid pace of technological innovation in the digital world.

The business competency area is one that sets the IS professional apart from others who have only technical knowledge and skills. It is absolutely vital for IS professionals to understand the technical areas and the nature of the business as well. IS professionals must also be able to understand and manage people and projects, not just the technology. These business skills propel IS professionals into project management and, ultimately, high-paying middle- and upper-level management positions.

Systems competency is another area that sets the IS professional apart from others with only technical knowledge and skills. Those who understand how to build and integrate systems and how to solve problems will ultimately manage large, complex systems projects as well as manage those in the firm who have only technical knowledge and skills.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

84) Briefly describe transaction processing systems.

Answer: Transaction processing systems (TPS) are used by a broad range of organizations to not only more efficiently process customer transactions, but also generate a tremendous amount of data that can be used by the organization to learn about customers or ever-changing product trends. Your local grocery store uses a TPS at the checkout that scans bar codes on products; as this occurs, many stores will print discount coupons on the backs of receipts for products related to current purchases. Every hour, online retailer Amazon.com's Web site processes thousands of transactions from around the world. This massive amount of data is fed into large data warehouses and is then analyzed to provide purchase recommendations to future customers. In addition, TPS data are sorted and organized to support a broad range of managerial decision making using a variety of systems; the most common of these is generally referred to as a management information system. TPS data also provide input into a variety of information systems within organizations, including decision support systems, intelligent systems, data mining and visualization systems, knowledge management systems, social software, geographic information systems, and functional area information systems.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.3: Explain what an information system is, contrasting its data, technology, people, and organizational components.

Classification: Concept

85) Technology use by organizations can be strategic and a powerful enabler of competitive advantage.

Answer: TRUE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.4: Describe the dual nature of information systems in the success and failure of modern organizations.

Classification: Concept

86) Which of the following is used to describe the issues and standards of conduct as they pertain to the use of information systems?

A) virtual ethics

B) social informatics

C) cyber security

D) cloud computing

E) computer ethics

Answer: E

AACSB: Information technology; Ethical understanding and reasoning

Difficulty: Easy

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

87) _____ is concerned with what information an individual should have to reveal to others in the workplace or through other transactions, such as online shopping.

A) Information accessibility

B) Information accuracy

C) Information privacy

D) Information asymmetry

E) Information piracy

Answer: C

AACSB: Information technology; Ethical understanding and reasoning

Difficulty: Easy

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

88) Information about one's identity and place of living is an example of _____.

- A) behavioral data
- B) geographic data
- C) psychographic data
- D) demographic data
- E) attitudinal data

Answer: D

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

89) Which of the following statements is true about the companies operating in the online world and a customer's online privacy?

- A) The vendor cannot track the Web pages a customer looks at.
- B) The vendor cannot track what products a customer examines in detail.
- C) The vendor is not capable of knowing the method of payment a customer chooses to use.
- D) The vendor is not required by law to respect a customer's privacy.
- E) The vendor cannot know where a customer is having the product delivered.

Answer: D

AACSB: Information technology; Ethical understanding and reasoning

Difficulty: Moderate

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

90) The _____ Act of 1986 made it much more difficult for anyone, including the government, to eavesdrop on phone conversations.

- A) Electronic Communication Modernization
- B) Internet Privacy
- C) Sarbanes-Oxley
- D) Gramm-Leach-Bliley
- E) Electronic Communications Privacy

Answer: E

AACSB: Information technology; Ethical understanding and reasoning

Difficulty: Easy

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

91) WorldTravel (www.worldtravel.com) is a travel Web site that provides detailed information about the different places that tourists can visit across the globe. Additionally, it also helps visitors to book tickets and hotels in these destinations. Which of the following, if true, would most assure the customers of their online privacy?

- A) When collecting personal information, WorldTravel explicitly states the purpose of the information and that it will not be used for anything else.
- B) WorldTravel informs its members that it is following the best practices in the industry.
- C) When collecting personal information, WorldTravel explicitly tells all of its customers that the information collected will be protected by a third party who specializes in this domain.
- D) WorldTravel decides not to send any spam mails to any of its members.
- E) When collecting personal information, WorldTravel explicitly tells all of its customers that the information collected is protected under the Electronic Communications Privacy Act.

Answer: A

AACSB: Reflective thinking

Difficulty: Difficult

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Application

92) Which of the following steps should be taken by a person to ensure his or her privacy online?

- A) Avoid Web sites that are monitored by independent organizations.
- B) Visit Web sites anonymously.
- C) Adjust his or her Web browser settings to save cookies.
- D) Ensure he or she receives a confirmation e-mail whenever he or she buys products online.
- E) Maintain only one e-mail account and use it when making online purchases.

Answer: B

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

93) Identify a major ethical challenge society faces nowadays when considering the strong linkage between computer literacy and a person's ability to compete in the information age.

- A) horizontal disparity
- B) digital divide
- C) electronic gap
- D) power distance
- E) knowledge divide

Answer: B

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

- 94) Which of the following can be cited as an example of a digital divide?
- A) Unlike Joey, Ryan has access to more books and good advice because he studies in a better school.
 - B) Unlike Ben, Claudia possesses superior analytical skills that make her better at mathematics.
 - C) Kevin has better chances of promotion when compared to Vincent because of his people skills.
 - D) Lora has access to more information than Frank because she knows how to operate a computer.
 - E) Sam has better multitasking skills than Neal that make him a better manager.

Answer: D

AACSB: Analytical thinking; Information technology

Difficulty: Moderate

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Application

- 95) A global project called One Laptop per Child is attempting to distribute low-cost laptop computers to children in developing countries around the world in an attempt to shrink the _____.

- A) digital divide
- B) systems integration
- C) power distance
- D) horizontal disparity
- E) information privacy

Answer: A

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Application

- 96) Data about one's tastes and preferences is an example of demographic data.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

- 97) Vendors are required by law to respect the privacy of people who make Web purchases.

Answer: FALSE

AACSB: Information technology; Ethical understanding and reasoning

Difficulty: Easy

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

98) The Electronic Communications Privacy Act (ECPA) offered far stronger support for e-mail communications than it did for voice mail.

Answer: FALSE

AACSB: Information technology

Difficulty: Easy

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

99) Discuss the Electronic Communications Privacy Act and its implications for e-mail privacy.

Answer: In 1986, Congress passed the Electronic Communications Privacy Act (ECPA), which offered far stronger support for voice mail than it did for e-mail communications. This act made it much more difficult for anyone (including the government) to eavesdrop on phone conversations. E-mail privacy is, therefore, much harder to protect. In addition, no other laws at the federal or state levels protect e-mail privacy.

The ECPA and the court case judgments thus far on e-mail monitoring suggest that companies must be prudent and open about their monitoring of e-mail messages and Internet usage.

Companies should use good judgment in monitoring e-mail and should make public their policy about monitoring messages. One primary reason that employees perceive their e-mail to be private is the fact that they are never told otherwise. In addition, employees should use e-mail only as appropriate, based on their company's policy and their own ethical standards.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

100) With respect to online privacy, list the widely accepted fair information practice principles outlined by the U.S. Federal Trade Commission which must be followed by businesses operating online.

Answer: When surveyed about concerns related to Internet use, most consumers list issues of information privacy as a top concern. As a result, governments have pressured businesses to post their privacy policies on their Web sites. As outlined in the U.S. Federal Trade Commission "Fair Information Practice Principles" widely accepted fair information practices include:

1. Notice/Awareness - Providing information about what data are gathered, what the data are used for, who will have access to the data, whether provision of the data is required or voluntary, and how confidentiality will be ensured. Such information is typically contained in data privacy statements on a Web site.
2. Choice/Consent - Providing options about what will be done with the data (e.g., subscription to mailing lists after a purchase). Typically, consumers are given a choice to opt-in (i.e., signal agreement to the collection/further use of the data, e.g., by checking a box) or opt-out (i.e., signal that data cannot be collected/used in other ways).
3. Access/Participation - Providing customers with means to access data collected about them, check for accuracy, and request correction of inaccuracies.
4. Integrity/Security - Ensuring integrity of the data (e.g., by using only reputable sources of data), as well as implementing safeguards against unauthorized access, disclosure, or destruction of data.
5. Enforcement/Redress - Providing means to enforce these practices, and/or for customers to receive remedies, for example, through self-regulation or appropriate laws and regulations.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

101) Discuss a few steps taken to maintain one's privacy when shopping online.

Answer: To make sure one's online shopping experience is a good one, a customer can take a few additional steps to maintain his privacy:

1. Choose Web Sites That Are Monitored by Independent Organizations - Several independent organizations monitor the privacy and business practices of Web sites (e.g., www.truste.com).
2. Avoid Having "Cookies" Left on the Machine - Many commercial Web sites leave cookies on the user's machine so that the owner of the site can monitor where the user goes and what he does on the site. To enhance one's privacy, a user should carefully manage his browser's cookie settings or get special "cookie management" software.
3. Visit Sites Anonymously - There are ways to visit Web sites anonymously. Using services provided by companies such as Anonymizer (www.anonymizer.com), one has a high degree of privacy from marketers, identity thieves, or even coworkers when surfing the Web.
4. Use Caution When Requesting Confirmation E-Mail - When one buys products online, many companies will send him a confirming e-mail message to let him know that the order was received correctly. A good strategy is to have a separate e-mail account, such as one that is available for viewing via a Web browser that one uses when making online purchases.
5. Beware What You Post or Say Online - As an old adage goes, "the Internet never forgets"; anything from status updates to Twitter messages to blog posts can be stored forever, and most information remains somewhere on the Web, even after the original page has long been taken down. It is safe to say that probably almost everybody engages in some regrettable activities at some point in time. Yet, having such activities appear on the Web can be devastating for one's career.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept

102) What is the digital divide? Identify its challenges.

Answer: The gap between those individuals in our societies who are computer literate and have access to information resources like the Internet and those who do not is referred to as the digital divide. The digital divide is one of the major ethical challenges facing society today when you consider the strong linkage between computer literacy and a person's ability to compete in the information age.

The digital divide in America is rapidly shrinking, but there are still major challenges to overcome. In particular, people in rural communities, the elderly, people with disabilities, and minorities lag behind national averages for Internet access and computer literacy. Outside the United States, the gap gets even wider, and the obstacles get much more difficult to overcome, particularly in the developing countries, where infrastructure and financial resources are lacking. For example, most developing countries are lacking modern informational resources such as affordable Internet access or efficient electronic payment methods like credit cards.

AACSB: Information technology

Difficulty: Moderate

Learning Obj.: 1.5: Describe how computer ethics impact the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.

Classification: Concept