

Package Title: Assessment Questions
Course Title: IS 5e
Chapter Number: 1

Question Type: True/False

1. An information system collects, processes, stores, analyzes, and disseminates information for a specific purpose using a computer.

Answer: False

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

2. Information technology refers to computer-based tools used to support the needs of an organization

Answer: True

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

3. IT is enabling more and more people to communicate, collaborate, and compete, thereby leveling the digital playing field.

Answer: False

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Easy

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

4. You do not have to work in the IT department to benefit from learning about IT

Answer: True

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Easy

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

5. An informed user of IT can enhance his or her organization's competitive position.

Answer: True

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Easy

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

6. Managing the IS function within an organization is the exclusive responsibility of the IS department

Answer: False

Section Reference 1: Why Should I Study Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

7. A systems analyst focuses on designing specifications for new technology.

Answer: True

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Easy

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

8. An auditing manager focuses on the ethical and legal use of information systems.

Answer: True

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Medium

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

9. End-user computer refers to a group of end users working together to manage their interactions with a computer.

Answer: False

Section Reference 1: Why Should I Study Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

10. Information technology and information systems are the same thing.

Answer: False

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

11. In general, informed users tend to get more value from whatever technologies they use.

Answer: True

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Medium

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

12. A combination of your high school grades, application essays, letters of recommendation, and Scholastic Aptitude Test (SAT) scores would be considered information.

Answer: True

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

13. A university registrar who uses her experience with university admissions along with your high school grades, application essays, letters of recommendation, and Scholastic Aptitude Test (SAT) scores, would be applying her knowledge in your application process.

Answer: True

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

14. A list of football scores with the names of the teams that played the games would be considered information.

Answer: True

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

15. Information technology deals with the planning, development, management, and use of management information tools to help people perform all the tasks related to information processing and management.

Answer: False

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

16. A student's decision to drop one course and add another would be considered a transaction to the university's information system but not to its accounting system.

Answer: True

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

17. An ERP system is an interorganizational information system.

Answer: False

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

18. An organization's supply chain starts at the supplier and ends at the customer.

True

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

19. E-commerce systems are a type of interorganizational information systems.

Answer: True

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

20. An organization's IT platform consists of the IT components and IT services.

False

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

21. IT personnel use the IT infrastructure to develop information systems.

Answer: False

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

22. Information is data that have been organized to provide value.

Answer: True

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

23. Knowledge is data that have been organized to convey accumulated learning.

Answer: False

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

24. Digital dashboards are special information systems that that support all managers of the organization.

Answer: True

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

Question Type: Multiple Choice

25 . Which of the following is not a benefit of being an informed user of IT?

- A. Understanding what is “behind” applications you use in your organization.
- B. Providing input to enhance your organization’s applications
- C. Helping to select new applications
- D. Keeping abreast of new technologies
- E. Working in the IT side of the organization.

Answer: E

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Easy

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

26. The title of the executive who is in charge of the people who design and build information systems, the people who use those systems, and the people responsible for managing those systems is the

- A. CEO
- B. CFO
- C. CIO
- D. CIS
- E. CIT

Answer: C

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Easy

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

27. What does a systems analyst do?

- A. Manages an IS service
- B. Writes computer code.
- C. Interfaces between end users and programmers
- D. Forecasts technology trends
- E. Creates Web sites and pages

Answer: C

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Medium

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

28. Which of the following statements concerning the management of information resources is not true?

- A. They have an enormous strategic value within an organization and therefore are relied on.
- B. Information systems are expensive to acquire, operate, and maintain.
- C. Computers are decentralized throughout the organization, which makes it harder to manage.
- D. Managing mainframes has become more difficult.
- E. Managing information resources is divided between the MIS department and end users.

Answer: D

Section Reference 1: Why Should I Study Information Systems

Difficulty: Easy

Learning Objective 1: Identify the reasons why being an informed user of information systems is important in today's world.

29. Which of the following is the correct hierarchy from the lowest level to the highest level?

- A. knowledge, information, data
- B. information, data, knowledge
- C. data, information, knowledge
- D. data, information, experience
- E. information, experience, wisdom

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

30. _____ conveys understanding, accumulated learning, and expertise as they apply to a current problem.

- A. Data
- B. Information
- C. Knowledge
- D. Experience
- E. Wisdom

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

31. _____ is (are) data that have been organized to have meaning and value to a recipient.

- A. Insights
- B. Information
- C. Knowledge
- D. Experience
- E. Wisdom

Answer: B

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

32. The list of all your purchases from Amazon (books bought, price paid, dates) is defined as _____.

- A. data
- B. information
- C. knowledge
- D. experience
- E. wisdom

Answer: B

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

33. If Amazon uses a list of all your purchases (books bought, price paid, dates) to recommend other books to you, then it is applying its _____.

- A. data
- B. information
- C. knowledge
- D. experience
- E. wisdom

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

34. A listing of all courses offered at your university would be considered _____, whereas a listing of all courses required in your major would be considered _____.

- A. information, data
- B. knowledge, information
- C. information, knowledge
- D. data, information
- E. data, knowledge

Answer: D

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

35. You are registering for the next semester at your university. You take into account your major, the courses you need, the prerequisites for each course, the times you take each course, and the professors teaching each section, as well as your work schedule. ansYou are using _____ to select your class schedule.

- A. information
- B. knowledge
- C. experience
- D. wisdom
- E. data

Answer: B

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

36. A purchase of books in the college bookstore is _____. The report at the end of the day showing sales totals for the day is _____.

- A. information, knowledge
- B. information, data
- C. data, information
- D. data, database
- E. data item, business intelligence

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

37. An organization's information technology architecture:

- A. provides a guide for current operations.
- B. provides a blueprint for future directions.
- C. integrates the information requirements of the organization and all users.
- D. is analogous to the architecture of a house.
- E. all of the above

Answer: E

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information

systems in an organization.

38. An organization's IT components include all of the following except:

- A. a network.
- B. programs
- C. procedures
- D. a database
- E. monitors

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

39. A(n) _____ is a computer program designed to support a specific task or business process.

- A. Interface
- B. Application
- C. Functional area
- D. Network
- E. Database

Answer: B

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

40. _____ is/are the computer hardware, software, and communications technologies that are used by IT personnel to produce IT services.

- A. IT components
- B. IT services
- C. Information technology
- D. An information system
- E. A computer-based information system

Answer: A

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

41. An organization's _____ consists of the physical facilities, IT components, IT services, and IT management that will support the entire organization.

- A. information technology architecture
- B. information technology infrastructure
- C. information technology
- D. information system
- E. computer-based information system

Answer: B

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Easy

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

42. IT personnel use _____ to produce _____.

- A. IT components, IT services
- B. computer-based information systems, IT architecture
- C. IT infrastructure, IT architecture
- D. IT infrastructure, IT platform
- E. IT components, IT architecture

Answer: A

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

43. The IT infrastructure is comprised of _____ and _____.

- A. IT components, IT personnel
- B. IT components, IT services
- C. IT services, IT personnel
- D. IT personnel, computer-based information systems
- E. Computer-based information systems, IT personnel

Answer: B

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

44. Which of the following statements is false?

- A. An application is a computer program designed to support a specific business process.
- B. Each functional area within an organization has only one application.
- C. A functional area information system is the same as a departmental information system.
- D. A functional area information system can obtain data from other functional area information systems.
- E. App, application, and application program all mean the same thing.

Answer: B

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

45. Enterprise resource planning systems

- A. were designed to process transactions faster.
- B. evolved because newer technologies made older systems obsolete.
- C. use a common database for all functional areas.
- D. are utilized to conduct site analyses.
- E. All the above statements are true.

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

46. Knowledge workers

- A. handle day-to-day operations within an organization.
- B. make tactical decisions.
- C. advise middle managers
- D. make routine decisions.
- E. are generalists

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

47. Office automation systems

- A. support only the clerical staff.
- B. are comprised of software that is used to develop documents and spreadsheets
- C. include report generators.
- D. are a type of interorganizational system.
- E. are usually developed in-house.

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Hard

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

48. _____ include B2B and B2C.

- A. Enterprise resource planning systems
- B. Computer-based information systems
- C. Functional area information systems
- D. Interorganizational information systems

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

49. Which of the following statements is false?

- A. IT ultimately decreases the number of managers and experts.
- B. IT makes managers more productive.
- C. IT increases the number of employees who can report to a single manager.
- D. IT reduces stress by giving managers more time to make decisions.
- E. IT decreases the number of promotional opportunities.

Answer: D

Section Reference 1: How Does IT Impact Organizations

Difficulty: Medium

Learning Objective 1: LO 1.3 Discuss ways in which information technology can affect managers and nonmanagerial workers.

50. Which of the following statements about the potential impact of IT on non-managerial workers is true?

- A. IT will create more jobs than it eliminates.
- B. Employees will feel a higher degree of loyalty towards their company.
- C. IT could cause employees to experience a loss of identity.
- D. The flexibility of IT can minimize stress on the job.

Answer: C

Section Reference 1: How Does IT Impact Organizations

Difficulty: Medium

Learning Objective 1: LO 1.3 Discuss ways in which information technology can affect managers and nonmanagerial workers.

51. Which of the following statements about your future role as a manager is false?

- A. The people I manage will likely be dispersed geographically.
- B. The size of my team will likely be smaller than teams of today.
- C. There will be less emphasis on office politics.
- D. Many of my decisions will be “real time”.
- E. I will need IT tools to handle the data I utilize to make decisions.

Answer: B

Section Reference 1: How Does IT Impact Organizations

Difficulty: Medium

Learning Objective 1: LO 1.3 Discuss ways in which information technology can affect managers and nonmanagerial workers.

52. Which of the following statements about IT’s role in society is false?

- A. IT has created employee flexibility.
- B. Robots can do many routine tasks.
- C. Robots can handle unfamiliar situations.
- D. IT can be used to help doctors diagnose diseases.
- E. Telepresence robots can act as the eyes and ears of a business manager.

Answer: C

Section Reference 1: Importance of Information Systems to Society

Difficulty: Medium

LO 1.4 Identify positive and negative societal effects of the increased use of information technology

53. Development in software technologies result in

- A. Increased competition from established industry rivals
- B. Increased competition from new entrants into the industry
- C. Increased competition from new entrants offering substitute products or services
- D. A and B only
- E. A, B and C

Answer: E

Section Reference 1: Opening case

Difficulty: Medium

Learning Objective 1: LO 1.0. Provide a real-world application of the value of becoming an informed user of information systems.

54. Refer to IT’s About Business Section Reference 1: 1.1 – Warby Parker : Which of the following statements is false?

- A. Warby Parker is using IT to provide better customer experience
- B. Warby Parker is using IT to reduce it’s cost to increase profit margins
- C. Warby Parker’s innovative IT based business model can be easily replicated

Answer: B

Section Reference 1: IT's About Business Section Reference 1: 1.1

Difficulty: Medium

LO 1.0. Provide a real-world application of the value of becoming an informed user of information systems.

55. Refer to IT's About Business Section Reference 1: 1.2 – Internet Registry Enhances Island Nation's Economy,

Which of the following statements is true about the ways Tokelau has benefited by giving the use the its top level country domain .tk to Freedom Registry

- A. Freedom Registry sells the .tk domain name at a cost and pays Tokelau a portion of its earnings
- B. Freedom Registry earns revenue from advertising on expired websites that is shared with Tokelau

Answer: B

Section Reference 1: IT's About Business 1.2

Difficulty: medium

LO 1.0. Provide a real-world application of the value of becoming an informed user of information systems.

56. Refer to IT's About Business 1.3 – Different Types of Robots

_____ enable an individual to maintain a consistent connection with co-workers, customers, or clients.

- A. Drones
- B. Telepresence Robots
- C. Autonomous Cars
- D. Remote Sensors

Answer: B

Section Reference 1: IT's About Business 1.3

Difficulty: medium

LO 1.0. Provide a real-world application of the value of becoming an informed user of information systems.

57. Refer to Closing Case: Baxter: Coming to Work Right Next to You

Modern industrial robots must be suited to the following situations:

- A. They can be used in the same production line as human workers
- B. They can easily be modified to learn new tasks
- C. They should be low cost and easy to install
- D. A and C only
- E. All of the above

Answer: E

Section Reference 1: Closing Case

Difficulty: easy

Learning Objective 1: LO 1.5 Summarize the fundamental concepts and skills related to the impact of information systems on individuals, organizations, and society.

Question Type: Short Answer

58. Differentiate between information systems and information technology.

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Medium

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

59 . Differentiate among data, information, and knowledge.

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

60 . Differentiate between information technology and information technology infrastructure.

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

61. Discuss why information systems and information technologies are integral to your lives.

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Medium

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

62. Discuss three ways in which information technology can impact managers.

Section Reference 1: How Does IT Impact Organizations

Difficulty: Medium

Learning Objective 1: LO 1.3 Discuss ways in which information technology can affect managers and nonmanagerial workers.

63. Discuss three ways in which information technology can impact non-managerial workers.

Section Reference 1: Importance of Information Systems on Society

Difficulty: Medium

LO 1.4 Identify positive and negative societal effects of the increased use of information technology

Essay

64. Explain how information technology impacts individuals, organizations, and the world. Support your answer with concrete examples.

Difficulty: Medium

Learning Objective 1: LO 1.5 Summarize the fundamental concepts and skills related to the impact of information systems on individuals, organizations, and society.

65. Discuss three positive and three negative societal effects of the increased use of information technology.

Section Reference 1: Importance of Information Systems to Society

Difficulty: Medium

LO 1.4 Identify positive and negative societal effects of the increased use of information technology

66 Define the terms data, information, and knowledge, and provide examples of each one.

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

Question Type: Multiple Choice

67. You have just been hired by the largest manufacturer in your area to join their management trainee program. You enjoyed your “computer course” in college and hope that you’ll be able to put that knowledge to good use. Which of the following might you expect to do during the management training program?

- A. Code a new application
- B. Recommend new technologies that might impact the organization
- C. Design a new application
- D. Become familiar with tools to support using data for decision making
- E. Work 9-5 in your office.

Answer: D

LO 1.5 Summarize the fundamental concepts and skills related to the impact of information systems on individuals, organizations, and society.

Difficulty: Medium

68. As a manager in your company, you expect to retrieve _____ from operational systems and present it as _____ to your boss, who will react based on his _____.

- A. knowledge, information, data
- B. information, data, knowledge
- C. data, information, knowledge
- D. data, information, experience
- E. information, experience, wisdom

Answer: C

Section Reference 1: Overview of Computer-based Information Systems

Difficulty: Medium

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

69. In your new position, you are told that you will be working with a business analyst. What would you expect this work to entail?

- A. Review computer code.
- B. Explain the business process
- C. Test programs
- D. Identify new technology that might benefit the organization
- E. Create Web sites and pages

Answer: B

Section Reference 1: Why Should I Study Information Systems?

Difficulty: Medium

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.