

Package Title: Test Bank

Course Title: MIS 4th Edition, Rainer & Prince

Chapter Number: 1

Multiple Choice:

- 1) FanDuel spends millions of dollars on computing power from _____.
- a. Alphabet's Google
 - b. Amazon Web Services
 - c. Facebook
 - d. Twitter

Answer: B

Difficulty: Easy

Section: Opening Case

Learning Objective: 1.4

Bloom: Knowledge

AACSB: Technology

- 2) _____ owns an equity stake in FanDuel.
- a. NBA
 - b. NFL
 - c. NHL
 - d. MLB

Answer: A

Difficulty: Hard

Section: Opening Case

Learning Objective: 1.4

Bloom: Knowledge

AACSB: Technology

- 3) FanDuel is legal according to _____ law but not necessarily _____ law.
- a. federal; local
 - b. federal; state
 - c. local; federal
 - d. state; federal

Answer: B

Difficulty: Medium

Section: Opening Case

Learning Objective: 1.4

Bloom: Knowledge

AACSB: Technology

- 4) IT is making our world _____ and _____ the competitive playing field.
- a. larger; leveling

- b. larger; shrinking
- c. smaller; leveling
- d. smaller; shrinking

Answer: C

Difficulty: Medium

Section: Introduction

Learning Objective: 1.3

Bloom: Knowledge

AACSB: Technology

- 5) The *MIT Technology Review* refers to you as Homo _____ because you are the most connected generation in history.
- a. Conexus
 - b. Generatus
 - c. Internetus
 - d. Mobilus

Answer: A

Difficulty: Easy

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 6) The _____ is the highest-ranking IS manager, responsible for all _____ planning in the organization.
- a. CIO, operational
 - b. CIO, strategic
 - c. IS Director, operational
 - d. IS Director, strategic

Answer: B

Difficulty: Easy

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 7) The _____ manages all systems throughout the organization and the _____ of the entire IS organization.
- a. CIO, operations
 - b. CIO, strategies
 - c. IS Director, operations
 - d. IS Director, strategies

Answer: C

Difficulty: Medium

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 8) Managing information systems in modern organizations is _____ because _____.
- a. difficult; organizations are dependent on them and they are expensive to acquire, operate, and maintain
 - b. difficult; while people are accustomed to using technology in their daily lives, they don't adjust so easily to using them at work
 - c. easy; organizations are dependent on them but they don't cost that much to acquire, operate, and maintain
 - d. easy; people are so accustomed to using technology in their daily lives that they easily adjust to using them at work

Answer: A

Difficulty: Easy

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 9) In modern organizations, the responsibility for managing information resources is _____. Generally speaking, the _____ handles corporate-level and shared resources and the _____ is responsible for departmental resources.
- a. divided by the MIS department and end users; end user; MIS department
 - b. divided by the MIS department and end users; MIS department; end user
 - c. given to the end user; end user; end user
 - d. given to the MIS department; MIS department; MIS department

Answer: B

Difficulty: Medium

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 10) Which of the following is a traditional function of the MIS department?
- a. Educating the MIS staff about the business
 - b. Initiating and designing specific strategic information systems
 - c. Managing system integration including the internet, intranets, and extranets
 - d. Staffing, training, and developing IS skills

Answer: D

Difficulty: Easy

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 11) Which of the following is a consultative function of the MIS department?
- a. Educating the non-MIS managers about IT
 - b. Infrastructure planning, development, and control
 - c. Managing systems development and systems project management
 - d. Providing technical services

Answer: A

Difficulty: Easy

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 12) Which of the following is a traditional function of the MIS department?
- a. Creating business alliances with business partners
 - b. Managing computer operations, including the computer center
 - c. Managing outsourcing
 - d. Partnering with business-unit executives

Answer: B

Difficulty: Easy

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 13) _____ refer(s) to an elementary description of things, events, activities, and transactions that are recorded, classified, and stored but are not organized to convey any specific meaning.
- a. Data items
 - b. Knowledge
 - c. Information
 - d. Wisdom

Answer: A

Difficulty: Easy

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

- 14) _____ are/is organized so that they have meaning and value to the recipient.
- a. Data items
 - b. Knowledge
 - c. Information
 - d. Wisdom

Answer: C

Difficulty: Easy

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

- 15) _____ are/is organized and processed to convey understanding, experience, accumulated learning, and expertise as they apply to a current business problem.
- a. Data items
 - b. Knowledge
 - c. Information
 - d. Wisdom

Answer: B

Difficulty: Easy

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

- 16) You take orders at a local fast food restaurant. A customer approaches the counter and says "I would like 3 please." This is _____.
- a. A data item
 - b. Knowledge
 - c. Information
 - d. Wisdom

Answer: A

Difficulty: Medium

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge, Application

AACSB: Technology

- 17) You take orders at a local fast food restaurant. A customer approaches the counter and says "I would like 3 hamburgers please." This is _____.
- a. A data item
 - b. Knowledge

- c. Information
- d. Wisdom

Answer: C

Difficulty: Medium

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge, Application

AACSB: Technology

- 18) You take orders at a local fast food restaurant. A customer approaches the counter and says "I would like 3 hamburgers please." Since this customer comes in every day, you know he also wants 3 small fries to go with it. This is _____.
- a. A data item
 - b. Knowledge
 - c. Information
 - d. Wisdom

Answer: B

Difficulty: Medium

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge, Application

AACSB: Technology

- 19) _____ accepts, processes, and displays data and information.
- a. A database
 - b. A network
 - c. Hardware
 - d. Software

Answer: C

Difficulty: Easy

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

- 20) _____ is a program or collection of programs that enable the hardware to process data.
- a. A database
 - b. A network
 - c. A procedure
 - d. Software

Answer: D

Difficulty: Easy

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

- 21) _____ is a connecting system that permits different computers to share resources.
- a. A database
 - b. A network
 - c. Hardware
 - d. Software

Answer: B

Difficulty: Easy

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

- 22) Which of the following is NOT part of the IT infrastructure?
- a. IT components
 - b. IT personnel
 - c. IT services
 - d. IT systems

Answer: D

Difficulty: Easy

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

- 23) Which of the following systems does NOT support the entire organization?
- a. CRM
 - b. ERP
 - c. FAIS
 - d. TPS

Answer: C

Difficulty: Medium

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

24) Information systems that connect two or more organizations are referred to as _____-organizational information systems

- a. infra
- b. infer
- c. inter
- d. intra

Answer: C

Difficulty: Easy

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

25) Which of the following is NOT a AAA competitor?

- a. Honk
- b. OnStar
- c. RescueMeNow
- d. Urgent.ly

Answer: C

Difficulty: Medium

Section: IT's About Business 1.1

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

26) Which of the following is FALSE of app-based roadside assistance services?

- a. They are cheaper than AAA.
- b. They limit customers to particular tow-truck operators.
- c. They promise quick response times.
- d. They provide real-time updates.

Answer: B

Difficulty: Easy

Section: IT's About Business 1.1

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

27) Which of the following is TRUE of app-based roadside assistance services?

- a. Drivers for these services are well-paid employees, so they are happier.
- b. They charge annual membership fees for using the app.
- c. They limit customers to particular tow-truck operators.
- d. Tow-truck drivers earn nearly double the traditional fee.

Answer: D

Difficulty: Easy

Section: IT's About Business 1.1

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

28) When thinking about how IT eliminates jobs, which of the following is FALSE?

- a. Many companies have responded to difficult economic times by increasing their IT investments.
- b. Employees need to find a way to show they add value beyond IT and ensure their managers are aware of this value.
- c. IT creates entirely new categories of jobs.
- d. Organizations are finding ways to do less with more IT resources.

Answer: D

Difficulty: Easy

Section: IT's About Business 1.1

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

29) Which of the following statements is TRUE?

- a. IT decreases the number of executives
- b. IT eliminates all jobs eventually
- c. IT impacts entire industries
- d. IT reduces job stress

Answer: C

Difficulty: Easy

Section: 1.3

Learning Objective: 1.3

Bloom: Knowledge

AACSB: Technology

30) Which of the following is NOT a problem associated with IT?

- a. Carpal tunnel syndrome
- b. Fewer managerial positions
- c. Lower pay
- d. Job stress

Answer: C

Difficulty: Easy

Section: 1.3

Learning Objective: 1.3

Bloom: Knowledge

AACSB: Technology

31) Which company has impacted the recruiting industry?

- a. Dreamworks
- b. LinkedIn
- c. Microsoft
- d. Shutterfly

Answer: B

Difficulty: Medium

Section: 1.3

Learning Objective: 1.3

Bloom: Knowledge

AACSB: Technology

32) Which company did NOT file for bankruptcy because of technology?

- a. Blockbuster
- b. Borders
- c. Kodak
- d. Sony

Answer: D

Difficulty: Easy

Section: 1.3

Learning Objective: 1.3

Bloom: Knowledge

AACSB: Technology

33) Which of the following is NOT a way that IT affects our lives?

- a. Businesses can offer 24/7/265 service
- b. Employees are constantly on call
- c. It improves the quantity of leisure time
- d. It is easier to work from any location

Answer: C

Difficulty: Easy

Section: 1.4

Learning Objective: 1.4

Bloom: Knowledge

AACSB: Technology

34) _____ is an industrial, social, and collaborative robot.

- a. Baxter
- b. Blackstone
- c. Square
- d. Watson

Answer: A
Difficulty: Easy
Section: 1.4
Learning Objective: 1.4
Bloom: Knowledge
AACSB: Technology

- 35) Which of the following is TRUE of current drones?
- a. They are extremely helpful in dangerous environments.
 - b. They handle unfamiliar situations well.
 - c. They interact with people.
 - d. They make decisions by themselves.

Answer: A
Difficulty: Easy
Section: 1.4
Learning Objective: 1.4
Bloom: Knowledge
AACSB: Technology

- 36) Which of the following is NOT a major improvement in healthcare delivery brought on by IT?
- a. Making better and faster diagnoses
 - b. Monitoring critically ill patients more accurately
 - c. Replacing doctors with machines for simpler diagnoses like colds
 - d. Streamlining the process of researching and developing new drugs

Answer: C
Difficulty: Medium
Section: 1.4
Learning Objective: 1.4
Bloom: Knowledge
AACSB: Technology

- 37) As of mid-2015, _____ percent of Cubans could access the internet from home.
- a. 5
 - b. 25
 - c. 75
 - d. 95

Answer: A
Difficulty: Medium
Section: IT's About Business 1.2
Learning Objective: 1.4
Bloom: Knowledge

AACSB: Technology

- 38) _____ is the Craigslist of Cuba and is _____.
- a. Revolico; illegal
 - b. Revolico; legal
 - c. Vistar; illegal
 - d. Vistar; legal

Answer: A

Difficulty: Easy

Section: IT's About Business 1.2

Learning Objective: 1.4

Bloom: Knowledge

AACSB: Technology

- 39) Cubans get access to apps like AlaMesa and online magazines like Vistar through ____.
- a. Government-provided internet access
 - b. Passing memory sticks to one another
 - c. The "internet-in-a-box" El Paquete Semanal
 - d. Visits to cybercafes

Answer: B

Difficulty: Medium

Section: IT's About Business 1.2

Learning Objective: 1.4

Bloom: Knowledge

AACSB: Technology

- 40) Which of the following is TRUE of physicians in China?
- a. Most of them use apps to reduce their expenses.
 - b. They are often beat, stabbed, or killed by unhappy patients.
 - c. They can purchase apps from Apricot Forest to track patients more easily.
 - d. They earn only a little less than doctors in the US.

Answer: B

Difficulty: Medium

Section: IT's About Business 1.3

Learning Objective: 1.4

Bloom: Knowledge

AACSB: Technology

- 41) Which of the following is NOT a medical app provided by Apricot Forest?
- a. E-Pocket
 - b. MedClip
 - c. Medical Journals
 - d. Weixin

Answer: D
Difficulty: Medium
Section: IT's About Business 1.3
Learning Objective: 1.4
Bloom: Knowledge
AACSB: Technology

- 42) Which of the following is NOT a way Apricot Forest earns (or plans to earn) revenues?
- a. Charging patients for using the apps to contact their doctors
 - b. Charging doctors to download the apps
 - c. Charging drug companies for ads within the apps
 - d. Commission on the books and other publications purchased through the apps

Answer: B
Difficulty: Easy
Section: IT's About Business 1.3
Learning Objective: 1.4
Bloom: Knowledge
AACSB: Technology

- 43) By early 2015, roughly _____ in 4 of China's physicians were using at least one of Apricot Forest's apps.
- a. 1
 - b. 2
 - c. 3
 - d. 4

Answer: A
Difficulty: Medium
Section: IT's About Business 1.3
Learning Objective: 1.4
Bloom: Knowledge
AACSB: Technology

- 44) _____ fund(s) the USPS and has _____ control over the cost-saving measures the USPS needs to take.
- a. Congress; great
 - b. Congress; little
 - c. Taxpayers; great
 - d. Taxpayers; little

Answer: A
Difficulty: Easy
Section: Closing Case 1
Learning Objective: 1.3 and 1.4

Bloom: Knowledge
AACSB: Technology

- 45) Which of the following is NOT a cost-saving measure the USPS is taking?
- a. Using drones to deliver to more rural areas
 - b. Using dynamic routing to map out the most cost-effective delivery routes
 - c. Using mobile delivery devices to track parcels in real time
 - d. Using their Intelligent Mail bar code system

Answer: A
Difficulty: Easy
Section: Closing Case 1
Learning Objective: 1.3 and 1.4
Bloom: Knowledge
AACSB: Technology

- 46) The USPS has a partnership with _____ to deliver packages on Sundays in select cities.
- a. Amazon
 - b. eBay
 - c. Google
 - d. Matternet

Answer: A
Difficulty: Easy
Section: Closing Case 1
Learning Objective: 1.3 and 1.4
Bloom: Knowledge
AACSB: Technology

- 47) _____ is an online grocery business that went bankrupt in 2001.
- a. AmazonFresh
 - b. FreshDirect
 - c. Peapod
 - d. Webvan

Answer: D
Difficulty: Easy
Section: Closing Case 2
Learning Objective: 1.3 and 1.4
Bloom: Knowledge
AACSB: Technology

- 48) _____ focuses on hot meals and has become more effective at stacking (the next pickup is already assigned and prepared as they are dropping off another order).
- a. Instacart
 - b. Postmates

- c. Sidecar
- d. Uber

Answer: B

Difficulty: Easy

Section: Closing Case 2

Learning Objective: 1.3 and 1.4

Bloom: Knowledge

AACSB: Technology

- 49) _____ is a meal-delivery service for local restaurants in New York and Chicago.
- a. Instacart
 - b. Postmates
 - c. Sidecar
 - d. Uber

Answer: D

Difficulty: Hard

Section: Closing Case 2

Learning Objective: 1.3 and 1.4

Bloom: Knowledge

AACSB: Technology

- 50) Most on-demand grocery/food companies use _____ for their workforce.
- a. Dependent contractors
 - b. Full-time employees
 - c. Independent contractors
 - d. Part-time employees

Answer: C

Difficulty: Easy

Section: Closing Case 2

Learning Objective: 1.3 and 1.4

Bloom: Knowledge

AACSB: Technology

True/False:

- 1) As of May 2016, FanDuel is a highly profitable business.

Answer: False

Difficulty: Easy

Section: Opening Case

Learning Objective: 1.4

Bloom: Knowledge

AACSB: Technology

- 2) FanDuel is legal in all 50 states due to an exclusion in the 2006 Unlawful Internet Gambling Enforcement Act.

Answer: False

Difficulty: Easy

Section: Opening Case

Learning Objective: 1.4

Bloom: Knowledge

AACSB: Technology

- 3) Managing the IS function within an organization is the exclusive responsibility of the IS department.

Answer: False

Difficulty: Easy

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 4) The IS function can be strategic within organizations.

Answer: True

Difficulty: Easy

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 5) When businesses first began to use computers in the early 1950s, the MIS department owned all the computing resources.

Answer: True

Difficulty: Easy

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge

AACSB: Technology

- 6) The traditional functions of the MIS department tend to be technology-focused while the consultative functions of the MIS department tend to be strategic or inter-disciplinary in nature.

Answer: True

Difficulty: Hard

Section: 1.1

Learning Objective: 1.1
Bloom: Comprehension
AACSB: Technology

7) Information and knowledge are the same things because both depend on data in context.

Answer: False
Difficulty: Easy
Section: 1.2
Learning Objective: 1.2
Bloom: Knowledge
AACSB: Technology

8) TPS are critical to the success of any enterprise.

Answer: True
Difficulty: Easy
Section: 1.2
Learning Objective: 1.2
Bloom: Knowledge
AACSB: Technology

9) All TPSs are ERP systems.

Answer: False
Difficulty: Medium
Section: 1.2
Learning Objective: 1.2
Bloom: Knowledge
AACSB: Technology

10) AAA employees often call-and-cancel orders from their competitors to compare services.

Answer: True
Difficulty: Easy
Section: IT's About Business 1.1
Learning Objective: 1.2
Bloom: Knowledge
AACSB: Technology

11) IT eliminates the need for human workers in all industries.

Answer: False
Difficulty: Easy
Section: 1.3
Learning Objective: 1.3

Bloom: Knowledge
AACSB: Technology

12) While drones are cool for science fiction, they aren't actually used by businesses today.

Answer: False
Difficulty: Easy
Section: 1.4
Learning Objective: 1.4
Bloom: Knowledge
AACSB: Technology

13) The Cuban government is sanctioning 35 Wi-Fi hotspots around the country with access costing \$2 per hour.

Answer: True
Difficulty: Hard
Section: IT's About Business 1.2
Learning Objective: 1.4
Bloom: Knowledge
AACSB: Technology

14) The Cuban government is highly supportive of entrepreneurial activities on the Internet.

Answer: False
Difficulty: Easy
Section: IT's About Business 1.2
Learning Objective: 1.4
Bloom: Knowledge
AACSB: Technology

15) In the past, IT was a cost center and an area of weakness for the USPS.

Answer: True
Difficulty: Easy
Section: Closing Case 1
Learning Objective: 1.3 and 1.4
Bloom: Knowledge
AACSB: Technology

16) The on-demand delivery market is a highly profitable business and is inexpensive for customers.

Answer: False
Difficulty: Easy
Section: Closing Case 2

Learning Objective: 1.3 and 1.4
Bloom: Knowledge
AACSB: Technology

Fill-in-the-Blank:

- 1) A(n) _____ user is a person knowledgeable about information systems and information technology.

Answer: informed
Difficulty: Easy
Section: 1.1
Learning Objective: 1.1
Bloom: Knowledge
AACSB: Technology

- 2) Computers are located in all departments with almost all employees using computers in their work. This is called _____ computing.

Answer: end user
Difficulty: Easy
Section: 1.1
Learning Objective: 1.1
Bloom: Knowledge
AACSB: Technology

- 3) Information _____ relates to any computer-based tool that people use to work with information and to support the information and information-processing needs of an organization.

Answer: technology
Difficulty: Easy
Section: 1.2
Learning Objective: 1.2
Bloom: Knowledge
AACSB: Technology

- 4) An information _____ collects, processes, stores, analyzes, and disseminates information for a specific purpose.

Answer: system
Difficulty: Easy
Section: 1.2
Learning Objective: 1.2
Bloom: Knowledge
AACSB: Technology

- 5) Information systems that connect two or more organizations are referred to as _____ information systems.

Answer: interorganizational

Difficulty: Easy

Section: 1.2

Learning Objective: 1.2

Bloom: Knowledge

AACSB: Technology

Essay Questions:

- 1) Thinking about the benefits of being an informed user of IT, why is this important if you decide to start your own business? Why is being an informed user important if you join a small organization (think about a company with 2-10 employees)? Why is being an informed user important if you join a large organization (think about a company with thousands of employees)?

Answer:

Entrepreneur = you will be selecting the IT applications you use, keeping abreast of new technologies to make educated decisions, improve productivity

Small organization = will need to provide input into IT applications, will be selecting IT applications, keeping abreast of new technologies to make educated decisions, improve productivity for entire team

Large organization = all the points in this section except the entrepreneurship point

Difficulty: Medium

Section: 1.1

Learning Objective: 1.1

Bloom: Knowledge, Comprehension, Application

AACSB: Technology, Reflective Thinking

- 2) Suppose you decide to work for a large organization when you graduate from college. What functional area is of most interest to you? How could you use IT to support that functional area?

Answer:

Sales/Marketing = product analysis, site analysis, promotion analysis, price analysis (anything that has to do with relationships with customers...CRM)

Manufacturing = CAD, CAM, SCM

HRM = recruiting, analyzing and screening job applicants, hiring new employees, manage careers, performance tests, monitor employee productivity

Any functional area = ERP, TPS

Difficulty: Medium

Section 1.2

Learning Objective: 1.2

Bloom: Knowledge, Comprehension, Application

AACSB: Technology, Reflective Thinking

- 3) List and describe the five categories of employees. List and describe a type of system that supports each employee category. Make sure you explicitly state which system supports which employee.

Answer:

Clerical workers = support managers at all levels of the organization; systems = OAS (maybe the other systems in support of managers)

Lower-level managers = handle the day-to-day operations of the organization, making routine decisions; systems = FAIS, TPS, ERP, OAS, MIS, SCM, e-commerce and maybe DSS

Middle managers = make tactical decisions (e.g. short-term planning, organizing, control); systems = FAIS, ERP, OAS, MIS, DSS, SCM, e-commerce

Knowledge workers = professional employees, experts in a particular subject area; systems = FAIS, ERP, OAS, MIS, SCM, e-commerce

Executives = make strategic decisions; systems = OAS, DSS, executive dashboard (maybe the other systems if necessary)

Difficulty: Medium

Section 1.2

Learning Objective: 1.2

Bloom: Knowledge, Comprehension, Analysis

AACSB: Technology, Analytic

- 4) Discuss the positive and negative ways IT affects your life as a college student. Think about your future career and how IT can positively or negatively affect you in the future. HINT: This is not an opinion question; the book discusses some specific positives and negatives associated with IT (particularly in the workforce).

Answer:

Changing industries (e.g. listening to music, watching movies, etc.)

Reducing middle managers (future = harder to get a promotion)

Changing manager's job (making decisions faster, etc.)

Eliminate jobs (future = may need to think about a technology-based career)

Stress (current = always connected...this can be good and bad; future = always working, even on vacation)

Repetitive strain injuries (current and future issue)

Difficulty: Easy

Section: 1.3 (and a little 1.4)

Learning Objective: 1.3 (and a little 1.4)

Bloom: Knowledge, Comprehension, Application

AACSB: Technology, Reflective Thinking

- 5) List and describe five ways drones are currently being used in business. The book indicates "It probably will be a long time before we see robots making decisions by themselves, handling unfamiliar situations, and interacting with people." Discuss at least two positives and two negatives if and when robots/drones can do these things.

Answer:

Precision agriculture – optimizing fertilizer mix

Construction sites – monitor progress and supply stockpiles

Energy – ensure complying with environmental guidelines, search for oil, inspect solar panels

Mining – detecting potential landslides, inspections, monitor how much is being extracted

Film and TV – for production

Positives and negatives – students may consider Amazon’s proposed drone system (mentioned in Closing Case 1) or military drones...positives = less dangerous for humans (in repetitive, harsh, or dangerous environments); negatives = who answers for decisions machines make (movies like “Terminator” for sci-fi fans)

Difficulty: Hard

Section: 1.4

Learning Objective: 1.4

Bloom: Knowledge, Comprehension, Application

AACSB: Technology, Reflective Thinking