ch02

Student: _____

1. Generally Organizations are served by a single and unique information system.
   True False

2. Contemporary information systems are interfacing with customers and suppliers using electronic commerce technology, CRM, and SCM over the internet.
   True False

3. Front office information systems are ones that support business functions that reach out to customers (or constituents).
   True False

4. Back office information systems are ones that support business functions that reach out to customers (or constituents).
   True False

5. Information systems architecture is a unifying framework into which various stakeholders with different perspectives can organize and view fundamental building blocks of information systems.
   True False

6. The goals of an information system include improvement of business knowledge, business processes business communications services and people collaboration.
   True False

7. The average system owner is extremely interested in raw data.
   True False

8. In an information system business knowledge is stored using database technologies.
   True False

9. Business knowledge may initially take the form of a simple list of business entities and business rules.
   True False

10. A data requirement is a representation of the users' data in terms of entities, attributes, relationships, and rules.
    True False

11. As information workers, system users capture, store, process and edit data an a daily basis.
    True False

12. A system designer would tend to view knowledge in terms of data structures, database schemas, indexes, etc.
    True False

13. Processes represent the data acquired from an information system.
    True False

14. Functions cannot be further decomposed.
    True False

15. All stakeholders of an information system share the same perspective of the system.
    True False

16. Different stakeholders have different views or perspectives of an information system because they have different needs, roles, requirements, and tasks.
    True False

17. A business function has a definite starting or stopping time.
    True False

18. Cross functional information system supports relevant business processes from several business functions without regard to traditional organizational boundaries such as divisions, departments, centers and offices.
    True False

19. System owners frequently identify services and level of services that they seek to provide customers, suppliers and employees.
    True False

20. Process requirements are a user's expectations of the processing requirements for a business process and its information systems.
    True False

21. A special purpose application system supports relevant business processes from several business functions with regard to non-traditional organizational boundaries such as divisions, boundaries, departments, centers and offices.
    True False

22. Processes deliver the desired functionality of an information system. Business processes are the "work" performed by the system.
    True False

23. Process requirements are frequently specified in terms of work flow.
    True False

24. The challenge in systems development is to identify, express and analyze business process requirements exclusively in business terms that can be understood by system users.
    True False

25. A procedure is a step-by-step set of instructions and logic for accomplishing a business process.
    True False

26. A policy is a step-by-step set of instructions and logic for accomplishing a business procedure.
    True False

27. Today many businesses prefer COTS to building software in house.
    True False

28. Work flow is the flow of transactions through business processes to ensure appropriate checks and approvals are implemented.
    True False

29. Software specifications represent the technical design of business processes to be automated or supported by computer programs to be written by system builders.
    True False

30. Applications programs are language-based, machine-readable representations of what a software process is supposed to do, or how a software process is supposed to accomplish its task.
    True False

31. Prototyping is a very new and seldom used technique used by system designers of today.
    True False

32. COTS stands for Computer Online Time Sharing, a new Internet-based system for leasing blocks of time on a super computer.
True False

33. Prototyping is a technique for quickly building a functioning, but incomplete model of the information system using rapid application development tools.
True False

34. Information systems must provide effective and efficient interfaces to the system's users.
True False

35. Information systems must interface effectively and efficiently with other information systems, both within the business and increasingly with other businesses' information systems.
True False

36. From the system owner's perspective, communication requirements are a representation of the inputs and outputs.
True False

37. System designers tend to focus on the technical design of system-to-user communication while system builders focus on the technical design of system-to-system communication.
True False

38. A user dialogue describes how the user interacts with the application programs to perform useful work.
True False

39. Graphical user interfaces (GUIs) have simplified life both for system users and system designers.
True False

40. System designers frequently spend as much or more time on system-to-system integration between systems as they do on new system development.
True False

41. Middleware is the layer of software that allows the system software to talk to the Internet.
True False

42. Today the best-designed systems tend to separate the information system into layers that handle the data, process and interface building blocks in a way that allows them to communicate across the network. The goal of this clean layering approach is to allow any one building block to be replaced with another while having little or no impact on other building blocks.
True False

43. Interface specifications are non technical designs that document how system designers interact with a system and how system interacts with other systems.
True False

44. System Designers' views of business processes are constrained by the limitations of specific application development technologies.
True False

45. A common goal of most organization is to improve business communications and collaboration between employees and other constituents..
True False

46. Prototyping is a technique that takes months to complete, but the advantage is that you end up with a complete working model of an information system.
True False

47. As far as interface design is concerned system designers are interested in consistency, completeness and user dialogues.
    True False

48. Contemporary Information Systems are interfacing with customers and suppliers using:
    A. Electronic commerce
    B. CRM
    C. SCM
    D. all of the above
    E. none of these

49. Which of the following is NOT an example of a back-office system?
    A. human resources information system
    B. manufacturing information system
    C. inventory information system
    D. customer management information system
    E. all of these

50. An information system's architecture is:
    A. the latest version of the existing computer system
    B. a new schema for an information system
    C. structured information technology
    D. a knowledge based system
    E. high level framework for understanding different views of the fundamental building blocks of an information system.

51. Information systems that support the business functions that reach out to customers (or constituents) are know as:
    A. back office information systems
    B. decision support systems
    C. expert information systems
    D. front office information systems
    E. none of these

52. System builders and designer's perspective of an information system tend to focus on:
    A. database, software, and interface technologies
    B. data base systems only
    C. business goals
    D. transaction processing systems
    E. none of these

53. Business Knowledge is derived from:
    A. data
    B. information
    C. upper management
    D. information systems
    E. both data and information.

54. Which of the following is a system owner interested in?:
    A. raw data
    B. processed data
    C. information that adds new business knowledge
    D. all of these
    E. none of these

55. Historically, most information systems were _____-centered.
    A. data
    B. function
    C. communication
    D. policy
    E. Internet

56. Which of the following is a database language
    A. SQL
    B. TPS
    C. GUI
    D. .NET
    E. none of these

57. Business process requirements are frequently defined in terms of
    A. policies
    B. procedures
    C. functions
    D. tasks
    E. both policies and procedures

58. A unifying framework into which various people with different perspectives can organize and view the fundamental building blocks of information systems is known as a(n):
    A. information system
    B. information technology
    C. information system architecture
    D. architecture design
    E. none of these

59. Business functions are:
    A. a group of related processes that support the business
    B. a blue print on how to build an information system
    C. a well document process to define business goals and objectives
    D. a methodology that forecasts time
    E. none of these

60. Cross-functional information systems are:
    A. distributed information systems
    B. multi modal information systems
    C. information systems that support relevant business processes from several business functions
    D. none of these
    E. all of these

61. A representation of users' data in terms of entities, attributes, relationships and rules is known as:
    A. data requirements
    B. information requirements
    C. data base requirements
    D. knowledge requirements
    E. none of these

62. Policy can best be defined as:
    A. step by step set of instructions and logic for accomplishing a business process
    B. a set of rules that govern a business process
    C. a users expectations of the processing requirements for a business process
    D. all of the above
    E. none of these

63. Process requirements can best be defined as:
    A. step by step set of instructions and logic for accomplishing a business process
    B. a set of rules that govern a business process
    C. a users expectations of the processing requirements for a business process
    D. policies that govern daily business functions
    E. none of these

64. The technical design of business processes to be automated or supported by computer programs to be written by systems builders is known as:
    A. user dialogue
    B. ergonomics
    C. software specifications
    D. user requirements
    E. none of these

65. Language-based, machine readable representations of what a software process is supposed to do, or how a software process is supposed to accomplish its task is known as:
    A. application programs
    B. software specifications
    C. prototyping
    D. human engineering
    E. none of these

66. System owners view communication in terms of:
    A. which business units, employees, customers and businesses will use the information system
    B. where are the business units, employees, customers and external businesses located that need to access the information system
    C. with what other information systems will it have to interface
    D. all of the above
    E. none of these

67. A layer of utility software that sits between the application software and systems software to transparently integrate differing technologies so that can interoperate is called:
    A. layerware
    B. tool kit
    C. interfaceware
    D. middleware
    E. none of these

68. XML (eXtensible Markup Language) is a technology used for:
    A. sharing data between systems
    B. developing web graphics
    C. decision support systems
    D. specifying business requirements
    E. none of these

69. _____ is the flow of transactions through business processes to ensure appropriate checks and approvals are implemented.
    _____

70. A common goal of most organizations is to improve _____ between employees and other constituents.
    _____

71. _____ are technical designs that document how system users are to interact with a system and how a system interacts with other systems.
    _____

72. _____ are a specification of how the user moves from window to window or page to page.
_____

73. _____ are a representation of users' data in terms of entities, attributes, relationships and rules. They should be expressed in a format that is independent of the technology that can or will be used to store the data.
_____

74. _____ are ongoing activities that support the business and can be decomposed into other sub-functions and eventually into processes that do specific tasks.
_____

75. Today's best-designed information systems tend to separate the building blocks and force them to communicate across the network. This is called a _____.
_____

76. _____ are a representation of the users' business requirements in terms of activities, data flows and work flow.
_____

77. A(n) _____ is a set of rules that govern a business process.
_____

78. A(n) _____ is a step-by-step set of instructions and logic for accomplishing a business process.
_____

79. _____ represent the technical design of business processes to be automated or supported by computer programs to be written by system builders.
_____

80. _____ is a layer of utility software that sits between application software and systems software to transparently integrate differing technologies so that they can interoperate.
_____

81. Through _____ data is refined to produce information.
_____

ch02 Key

1. *(p. 44)* FALSE
2. *(p. 45)* TRUE
3. *(p. 44)* TRUE
4. *(p. 44-45)* FALSE
5. *(p. 46)* TRUE
6. *(p. 47)* TRUE
7. *(p. 47)* FALSE
8. *(p. 47)* TRUE
9. *(p. 50)* TRUE
10. *(p. 50)* TRUE
11. *(p. 50)* TRUE
12. *(p. 50)* TRUE
13. *(p. 51)* FALSE
14. *(p. 51)* FALSE
15. *(p. 46)* FALSE
16. *(p. 46)* TRUE
17. *(p. 52)* FALSE
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37. *(p. 57)* FALSE

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40. *(p. 58)* TRUE

41. *(p. 58)* FALSE

42. *(p. 59)* TRUE

43. *(p. 57)* FALSE

44. *(p. 54)* TRUE

45. *(p. 55)* TRUE

46. *(p. 55)* FALSE

47. *(p. 57)* TRUE

48. *(p. 45)* D

49. *(p. 44)* D

50. *(p. 46)* E

51. *(p. 44)* D

52. *(p. 47)* A

53. *(p. 47)* E

54. *(p. 47)* C

55. *(p. 52)* B

56. *(p. 51)* A

57. *(p. 52)* E

58. *(p. 46)* C

59. *(p. 51)* A

60. *(p. 52)* C

61. *(p. 50)* A

62. *(p. 52)* B

63. *(p. 52)* C

64. *(p. 54)* C

65. *(p. 55)* A

66. *(p. 55)* D

67. *(p. 58)* D

68. *(p. 58)* A

69. *(p. 54)* work flow

70. *(p. 55)* communication and collaboration

71. *(p. 57)* interface specifications

72. *(p. 57)* user dialogue

73. *(p. 50)* data requirements

74. *(p. 51)* Business Functions

75. *(p. 59)* clean layering approach

76. *(p. 52)* Process requirements

77. *(p. 52)* policy

78. *(p. 52)* procedure

79. *(p. 54)* software specifications

80. *(p. 58)* Middleware

81. *(p. 47)* processing

ch02 Summary

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