

Ism3013 quiz 1 review

[Technology](#), [Information Technology](#)



Which of the following is an example of a cross-functional business process?

- A. identifying customers
- B. creating a new product
- C. assembling a product
- D. paying creditors

Functional systems that support business processes within a single functional group, such as human resources, are being phased out in favor of cross-functional systems.

True/False? True Which systems often deliver information to senior executives through a portal, which uses a Web interface to present integrated personalized business content?

- A. transaction processing systems
 - B. executive support systems
 - C. management information systems
 - D. decision-support systems
- B. executive support systems Which type of system would you use to change a production schedule if a key supplier was late in delivering goods?

- A. ESS
 - B. TPS
 - C. MIS
 - D. DSS
- B. TPS Which of the following decisions requires knowledge based on collaboration and interaction?

- A. How long will it take to manufacture this product?
- B. Should we work with outside vendors on new products and services?
- C. In which geographical locations are our products garnering the most sales?

D. Which product design is the most efficient for the user in terms of energy use? B. Should we work with outside vendors on new products and services?

Decision-support systems help managers make decisions that are unique, rapidly changing, and not easily specified in advance.

True/False True A transaction processing system is a computerized system that performs and records the daily routine transactions necessary to conduct business.

True/False True All of the following are direct business benefits of collaboration except for

A. improved quality.

B. improved financial performance.

C. improved customer service.

D. improved compliance with government regulations. D. improved compliance with government regulations. Which of the following is not one of the reasons for the increased business focus on collaboration and teamwork?

A. the need for creating innovative products and services

B. growth of "interaction" jobs

C. greater global presence

D. the need for more efficient work hierarchies D. the need for more efficient work hierarchies Operational management is responsible for directing the day-to-day operations of the business and therefore needs transaction-level information.

True/False True The move of retail banking to use ATMs after Citibank unveiled its first ATMs illustrates the use of information systems to achieve

which business objective?

- A. improved efficiency
- B. customer and supplier intimacy
- C. survival
- D. competitive advantage

C. survival A fully digital firm produces only digital goods or services.

True/False False Networking and telecommunications technologies, along with computer hardware, software, data management technology, and the people required to run and manage them, constitute an organization's

- A. data management environment.
- B. networked environment.
- C. IT infrastructure.
- D. information system.

C. IT infrastructure. A firm that must invest in new information systems capabilities in order to comply with federal legislation can be said to be investing to achieve which business objective?

- A. customer intimacy
- B. operational excellence
- C. survival
- D. improved reporting

C. survival Developing a new product, fulfilling an order, and hiring a new employee are examples of business processes.

True/False True Studies have consistently shown that firms that invest greater amounts in information technology receive greater benefits than firms that invest less.

True/False False The six important business objectives of information technology are new products, services, and business models; customer and

supplier intimacy; survival; competitive advantage; operational excellence;
and

A. improved flexibility.

B. improved decision making.

C. improved business practices.

D. improved efficiency. B. improved decision making. The use of information systems because of necessity describes the business objective of

A. survival.

B. improved business practices.

C. competitive advantage.

D. improved flexibility. A. survival. Converting raw data into a more meaningful form is called

A. capturing.

B. processing.

C. organizing.

D. feedback. B. processing. Which of the following is not one of the current changes taking place in information systems technology?

A. growing business use of "big data"

B. growth in cloud computing

C. development of telepresence software

D. emerging mobile platform C. development of telepresence software