Mis 10-13 – college essay

25) Which of the following is true? a) Transactions are only critical to the area they occur in. b) Transactions can only involve one database. c) Transactions can only involve one computer. d) The actual processing of a Transaction has to be standard. e) Transactions generate a small volume of data. d

26) Which of the following is false? a) Corporate data is supplied by Transaction processing systems. b) Information systems are only used by large organizations. c) Reports from information systems are used in all levels of the organization. d) Data from TPS systems feeds ERP systems. e) Information systems within an organization support internal and external processes. b

27) Organizational transactions are typically _____ volume, _____, and therefore _____ to computerize. a) low, repetitive, difficultb) high, repetitive, easyc) high, different, difficultd) low, different, easye) high, different, easyb

28) Business transactions that are processed as they occur is an example of

a) batch processingb) source data automationc) OLTPd) TPSe) ESS

c

29) The most fundamental information systems in an organization are: a) office automation systemsb) decision support systemsc) functional area information systemsd) Transaction processing systemse) business intelligence systemsd

30) When interest is credited to your savings account at your bank, it is called a: a) processb) functionc) calculationd) Transactione) decisiond

31) Crediting interest to your savings account at your bank once a month, it is called a: a) processb) functionc) calculationd) Transactione) decisiona

32) When interest is credited to your savings account at your bank, it is called a: a) processb) functionc) calculationd) Transactione) decisiond

33) Data that have been processed by the organization's _____ are inputs into the organization's database. a) office automation systemsb) functional area information systemsc) Transaction processing systemsd) decision support systemse) digital dashboardsc

34) Which of the following is not a characteristic of a transaction processing system? a) small amounts of data are processedb) sources of data are mainly internalc) low computation complexityd) high level of accuracy, data integrity, and securitye) high level of detaila

35) Which of the following is not an example of a transaction? a) A person hiredb) A payroll check generatedc) A service soldd) Printing a reporte) Checking out at Walmartd

36) Which of the following is false? a) TPS need large computers to process the transactions. b) Business transactions can be processed when they occur. c) Business transactions can be processed after they occur. d) Data for transactions can be collected by sensors. e) A transaction is a business event. a

37) Which of the following is not a function of functional area information systems? a) providing information to managers in the functional areasb) supporting the managerial tasks of planning, organizing, and controlling operationsc) providing information mainly in the form of reportsd) providing data from business events to the corporate databasee) providing analysis capabilities to middle level managers and staffd

38) Which of the following is not a process within an information system for Accounting and Finance? a) Budgetingb) Managing Currenciesc) Inventory managementd) Auditinge) Expense managementc

39) Which of the following is not a process within an information system for Human Resource Management? a) Benefits administrationb) Firing decisionsc) Peer evaluationsd) Recruitmente) Trainingb

40) Which of the following is false? a) Inventory management determines how much inventory to order. b) Large companies allow their vendors to manage their inventory. c) The POM function within an organization monitors sales. d) Quality control used by manufacturing units uses metrics. e) Computer systems are used to integrate all aspects of product design. c

41) Which of the following is false? a) ERP systems are an evolution of functional information systems. b) ERP systems look the same to users as functional information systems. c) ERP systems have much the same functionality as functional information systems. d) ERP systems produce the same reports as functional information systems. e) ERP systems use the same data as functional information systems. b

42) Enterprise resource planning systems take a(n) _____ view of the overall organization. a) User'sb) Managementc) Functionald) Business processe) Transactionald

43) _____ integrate the planning, management, and use of all of an organization's resources, and are designed to tightly integrate the functional areas of the organization. a) Transaction processing systemsb) Supply chain management systemsc) Functional area information systemsd) Enterprise resource planning systemse) Corporate extranetsd

44) Which of the following is false? a) Functional area information systems were usually developed independently. b) Functional area information systems easily communicate with each other. c) ERP systems are designed to integrate business processes. d) ERP systems use a common database. e) ERP systems integrate functional areas within an organization. b

45) The characteristics of ERP systems include all of the following except: a) integrating the planning, management, and use of all resources of the organizationb) providing information necessary to control the business processes of the organizationc) including a set of interdependent software modulesd) typically fitting an organization's existing business processese) they are expensive and time-consumingd

46) Enterprise resource planning systems are very _____ software products, meaning that companies typically have to change their _____ to accommodate how the software functions. a) unstructured, business processesb) structured, reporting relationshipsc) structured, accounting

processesd) unstructured, inventory controle) structured, business processese

47) _____ are interorganizational ERP systems that provide Web-enabled links between an organization's key business systems and its customers, suppliers, business partners, and others. a) Functional area information systemsb) Supply chain management systemsc) Transaction processing systemsd) Office automation systemse) ERP II systemse

48) _____ are the most successful solutions or problem-solving methods for achieving a business objective. a) Business functionsb) Best practicesc) Optimal strategiesd) Business processese) Enterprise solutionsb

49) The drawbacks of ERP systems include all of the following except: a) They are complexb) They are expensivec) They are time-consuming to implementd) Companies may need to change existing business processes to fit the softwaree) They consist of modulese

50) Which of the following was not included in early ERP systems? a) Sales and Marketingb) Inventory Controlc) Order Entryd) Distributione) Raw materials managementa

51) Which of the following is false about ERP II systems? a) They utilize the Web. b) They include human resources processes. c) Functionality is delivered as e-business suites. d) They support internal- facing applications as well as external-facing applications. e) These ERP systems have no optional modules. e

52) Which of the following is false? a) Breaking down functional silos makes an organization more adaptive. b) An organization doesn't have to use the business processes coded into the ERP. c) ERP systems change an organization's business processes. d) ERP systems are time consuming to implement. e) ERP systems require functional areas to work together. b

53) Which of the following has not been identified as a reason for ERP implementation failure? a) Failure to include affected employees in planningb) The complexity of the planningc) Lack of documentationd) Insufficient traininge) No change management processesc

54) Which of the following is true? a) Implementing an ERP system will maintain a competitive advantage. b) Implementing an ERP system will allow a company to operate faster than their competition. c) The IT costs of an ERP implementation goes down over time. d) Customizing an ERP system is permitted. e) The benefits of an ERP implementation go down over time. d

55) _____ reports contain special information not found in routine reports. a) Ad hocb) Summaryc) Drill-downd) Key-indicatore) Exceptiona

56) _____ reports are produced at scheduled intervals. a) Ad hocb) Routinec) Exceptiond) Detailede) Key indicatorb

57) _____ reports summarize the performance of critical activities. a) Ad hocb) Routinec) Exceptiond) Detailede) Key indicatore

58) When the chief financial officer of a company wants a report on business units who have spent 10 percent more than their allotted budget, she would

be requesting which type of report? a) Ad hocb) Routinec) Exceptiond) Detailede) Key indicatorc

59) _____ reports include only information that falls outside certain threshold standards. a) Ad hocb) Routinec) Exceptiond) Detailede) Key indicatorc

60) To effectively manage by exception (i. e., use exception reports), the company must first create: a) performance standardsb) best practicesc) user information requirementsd) a databasee) employee evaluation guidesa

33) Over time, the customer relationship with vendors has become more impersonal for all of the following reasons except: a) people move from farms to citiesb) consumers became mobilec) supermarkets and department stores proliferatedd) customer relationship management systems were developede) the Internet grew rapidlyd

34) Which of the following best describes CRM? a) a processb) a set of technologiesc) an information systemd) a way of thinking and actinge) a set of decisionsd

35) Which of the following is an important enabler of CRM? a) recognizing that there are many customer touch pointsb) recognizing the necessity of treating all customers the samec) recognizing the need for sophisticated CRM information systemsd) recognizing the need for sophisticated customer databasese) recognizing the need for a data warehousea

36) Which of the following is not a customer touch point? a) telephone contactb) e-mailc) Web sitesd) customer visits to a storee) none of these – all are touch pointse

37) The complete data on a customer is called: a) a profileb) a recordc) a 360-degree viewd) a filee) a consolidated customer mapc

38) Which of the following is the most important enabler of the 360-degree view of the customer across an organization? a) the organization's databaseb) the organization's data warehousec) the organization's CRM systemsd) the organization's collaborative CRM systemse) the organization's analytical CRM systemsb

39) Which of the following statements is false? a) Data consolidation and 360-degree view mean the same thing. b) Data about customers in various functional areas was difficult to share. c) Collaborative CRM systems enable customers to provide direct feedback to the organizationd) CRM systems use a data warehouse to make all customer data available to every unit of the business. e) Organizations can use blogs for customer input about their products and services. a

40) _____ systems support the front-office business processes which directly interact with customers. a) CRMb) Collaborative CRMc) Operational CRMd) Analytical CRMe) Transactional CRMc

41) _____ includes those areas where customers directly interact with the company. a) CRMb) Analytical CRMc) Customer-facing CRMd) Customer-touching CRMe) Transactional CRMc

42) Which of the follow statements is false about customer interaction centers (CIC)? a) A call center is an example of a CIC. b) A Help Desk is an example of a CIC. c) In outboard telesales the sales person contacts the

customer. d) In inboard telesales the customer calls the CIC. e) Live chat provides an advantage over telephone conversations. d

43) The sales, marketing, and service functions are part of: a) CRMb) analytical CRMc) operational CRMd) collaborative CRMe) transactional CRMc

44) In _____, company representatives use multiple communication channels to support the communications preferences of customers. a) telesales roomsb) group decision support roomsc) videoconferencing centersd) sales team meetingse) customer interaction centerse

45) _____ is the component of an operational CRM system that automatically records all the aspects in a sales transaction process. a) Inbound telesalesb) Outbound telesalesc) Sales team effortsd) Sales force automatione) The customer help deskd

46) _____ is the practice of marketing additional related products to customers based on a previous purchase. a) Bundlingb) Up-sellingc) Re-sellingd) Additional sellinge) Cross-sellinge

47) AT&T sells telephone services that include local and long-distance service, voice mail service, caller ID, and digital subscriber line access to the Internet. This is a form of: a) up-sellingb) cross-sellingc) bundlingd) customer relationship managemente) customer intimacyc

48) You are in the market for a small economy car. The salesperson has you drive the economy car, and then hands you the keys to a mid-size car of the same brand for you to drive. The salesperson is engaged in: a) up-sellingb)

cross-sellingc) bundlingd) customer relationship managemente) customer intimacya

49) _____ is a sales strategy where the business person will provide to customers the opportunity to purchase higher-value related products. a) Bundlingb) Up-sellingc) Re-sellingd) Additional sellinge) Cross-sellingb

50) _____ is a form of _____. a) Up-selling, re-sellingb) Bundling, cross-sellingc) Up-selling, bundlingd) Cross-selling, re-sellinge) Re-selling, additional sellingb

51) A check-in kiosk at the airport would be what type of CRM application? a) Inbound telesalesb) Customer touchingc) Outbound telesalesd) Salese) Customer facingb

52) _____ are simple tools for answering repetitive customer questions. a) Personalized Web pagesb) Customized products and servicesc) Frequently asked questionsd) E-mail systemse) Automated response systemsc

53) Which of the following statements about loyalty programs is false? a) Loyalty programs work when there is a high frequency of repeat purchases. b) Loyalty programs work when there is not personal customization. c) The purpose of loyalty programs is to influence future behavior. d) The purpose of loyalty programs is to reward past behaviore) Loyalty programs are a customer-touching applicationd

54) _____ systems study customer behavior and perceptions to provide business intelligence. a) CRMb) Collaborative CRMc) Operational CRMd) Analytical CRMe) Transactional CRMd

55) _____ creates statistical models of customer behavior and the value of customer relationships over time. a) CRMb) Analytical CRMc) Operational CRMd) Collaborative CRMe) Transactional CRMb

56) _____ is a CRM system that is hosted by an external vendor in the vendor's data center. a) Mobile CRMb) Analytical CRMc) Operational CRMd) On-demand CRMe) Customer-facing CRMd

57) Potential problems with on-demand CRM include all of the following except: a) increases costs for the organizationb) vendor could prove unreliablec) difficult to modify hosted softwared) may be difficult to integrate hosted software with existing software in the organizatione) giving strategic data to a vendor is riskya

58) The benefits of open-source CRM include all of the following except: a) it is easy to customizeb) it is favorably pricedc) it has more functionality than in-house CRM systemsd) updates and error fixes occur rapidlye) it has extensive support information availablec

59) Trends that have led to the supply chain concept include all of the following except: a) modern organizations are focusing on their core competenciesb) modern organizations are concentrating on becoming more agile and flexiblec) modern organizations are buying their suppliers in order to have more transparency along the supply chaind) modern organizations are relying on other companies to supply necessary goods and servicese) modern organizations are relying on an increasing number of suppliersc

60) _____ is the ability for all organizations in a supply chain to access or view relevant data on purchased materials as these materials move through their suppliers' production processes and transportation networks to their receiving docks. a) Supply chain visibilityb) Horizontal integrationc) Vertical integrationd) Supply chain intelligencee) Supply chain integrationa

61) _____ is the time between the receipt of incoming goods and the dispatch of finished, outbound products. a) Inventory turnoverb) Inventory velocityc) Inventory speedd) Inventory timee) Inventory productionb

62) A(n) _____ refers to the flow of materials, information, money, and services from raw material suppliers, through factories and warehouses to the end customers. a) demand chainb) business processc) manufacturing processd) supply chaine) enterprise resource processd

63) A company's suppliers, suppliers' suppliers, and the processes for managing them is the: a) suppliers' chainb) external supply chainc) upstream portion of the supply chaind) downstream portion of the supply chaine) entire supply chainc

64) Packaging, assembly, or manufacturing take place in which segment of the supply chain? a) upstreamb) internalc) downstreamd) externale) none of theseb

65) A company's organization and processes for distributing and delivering products to its final customers is the: a) suppliers' chainb) external supply chainc) upstream portion of the supply chaind) downstream portion of the supply chaine) entire supply chaind

66) Distribution or dispersal takes place in which segment of the supply chain? a) upstreamb) internalc) downstreamd) externale) none of thesec

67) _____ are the physical products, raw materials, and supplies that flow along a supply chain. a) Reverse flowsb) Reverse logisticsc) Material flowsd) Information flowse) Financial flowsc

68) Returned products, recycled products, and disposal of materials or products are called: a) reverse flowsb) returnsc) material flowsd) information flowse) financial flowsa

69) _____ involve money transfers, payments, credit card information and authorization, payment schedules, e-payments, and credit-related data. a) Reverse flowsb) Reverse logisticsc) Material flowsd) Information flowse) Financial flowse

70) Which of the following is not a goal of supply chain management? a) to reduce uncertainty along the supply chainb) to decrease inventory levelsc) to increase cycle timed) to improve customer servicee) to improve business processesc

71) Interorganizational information systems result in all of the following except: a) reduced costs of routine business transactionsb) improved quality of information flowc) reduced errorsd) increased cycle timee) eliminated paper processingd

72) In the _____, the production process begins with a forecast. a) supply chain modelb) inventory modelc) pull modeld) vertical integration modele) push modele

73) In the _____, the production process begins with a customer order. a) supply chain modelb) inventory modelc) pull modeld) vertical integration modele) push modelc

74) Which of the following is not a problem along the supply chain? a) poor customer serviceb) high inventory costsc) loss of revenuesd) decreased cycle timese) extra cost of expediting shipmentsd

75) The _____ is erratic shifts in orders up and down the supply chain. a) demand forecast effectb) supply forecast effectc) bullwhip effectd) inventory effecte) customer coordination effectc

76) The bullwhip effect comes from which of the following? a) poor demand forecastb) price fluctuationsc) order batchingd) rationing within the supply chaine) all of thesee

77) Which of the following is not responsible for the bullwhip effect? a) poor demand forecastb) price fluctuationsc) order batchingd) rationing within the supply chaine) poor supply forecaste

78) Which of the following is not a possible solution to supply chain problems? a) vertical integrationb) building inventoriesc) information sharingd) horizontal integratione) the bullwhip effectd

79) When Wal-Mart sells a package of diapers, the company captures data on that sale at its point-of-sale terminal and transmits that data to the company that makes the diapers. When it is necessary, the diaper company restocks the diapers in that Wal-Mart store. This process is called: a) supply

chain managementb) demand chain managementc) vendor-managed

inventoryd) enterprise resource planning inventorye) just-in-time inventoryc

80) Which of the following is not a benefit of EDI? a) data entry errors are

minimizedb) length of messages is longerc) messages are securedd) fosters

collaborative relationshipse) reduced cycle timeb

81) Which of the following is not a limitation of EDI? a) it is inflexibleb)

business processes may have to be restructuredc) it is expensive, but

ongoing operating costs are lowd) multiple EDI standards existe) it is difficult

to make quick changesc

82) The primary goal of extranets is to do which of the following? a) foster

collaboration between and among business partnersb) to provide security for

corporate intranetsc) to provide effective communications inside corporate

intranetsd) to enable corporate employees to view inventory information for

their companiese) to enable business partners to better plan mergers and

acquisitionsa

83) Extranets use _____ technology to make communication over the Internet

more secure. a) telepresenceb) anti-malwarec) virtual private networkd)

voice-over IPe) videoconferencingc

84) The FedEx extranet that allows customers to track the status of a

package is an example of which type of extranet? a) a company and its

dealers, customers, and/or suppliersb) an industry's extranetc) joint

ventured) B2B exchangee) B2C exchangea

85) _____ portals automate the business processes involved in purchasing products between a single buyer and multiple suppliers. a) Distributionb) Corporatec) Affiliated) Intranete) Procuremente

19) _____ is the process by which organizational goals are achieved through the use of organizational resources. a) Organizational decision makingb) Operationsc) Organizational strategyd) Organizational productivitye) Managemente

20) Which of the following is not a basic role of managers? a) interpersonalb) entrepreneurialc) informationald) decisionale) processore

21) Being a figurehead and leader is part of the _____ managerial role. a) interpersonalb) entrepreneurialc) informationald) decisionale) confrontationala

22) Being an entrepreneur, disturbance handler, and negotiator is part of the _____ managerial role. a) interpersonalb) entrepreneurialc) informationald) decisionale) confrontationald

23) In the _____ phase of the decision-making process, managers examine a situation and identify and define the problem. a) implementationb) choicec) designd) intelligencee) considerationd

24) In the _____ phase of the decision-making process, managers construct a model that simplifies the problem. a) implementationb) choicec) designd) intelligencee) considerationc

25) Success in the _____ phase of the decision-making process results in resolving the original problem, and failure leads to a return to previous phases. a) implementationb) choicec) designd) intelligencee) considerationa

26) In the _____ phase of the decision-making process, managers test potential solutions " on paper." a) implementationb) choicec) designd) intelligencee) considerationb

27) Which of the following is not a reason why managers need IT support? a) The number of alternatives is decreasing. b) Decisions must typically be made under time pressure. c) Decisions are becoming more complex. d) There is a growing need to access remote information sources. e) Decision makers are often based in different locations. a

28) Decisions today are becoming _____ complex, due to _____ uncertainty in the decision environment. a) less, decreasedb) more, decreasedc) less, increasedd) more, increasede) neither more nor less, decreasedd

29) Which of the following is not a characteristic of a structured decision? a) It is routine. b) It is repetitive. c) Human intuition is not involved. d) The first three phases of the decision-making process need not occur in any particular sequencee) Standard solutions exist. d

30) The type of decision that can be made by following a definite procedure is called a(n) _____ decision. a) structuredb) unstructuredc) undocumentedd) semistructurede) procedurala

31) _____ decisions are more common at lower organizational levels. a) Structuredb) Unstructuredc) Undocumentedd) Semistructurede) Procedurala

32) Rank-and-file employees tend to make more _____ decisions. a) Structuredb) Unstructuredc) Undocumentedd) Semistructurede) Procedurala

33) Calculating gross pay for hourly workers is an example of _____ decision making. a) Structuredb) Unstructuredc) Undocumentedd) Semistructurede) Procedurala

34) Which of the following is not a characteristic of unstructured decisions? a) They are complex. b) They typically are fuzzy and unclear. c) Standard solutions exist. d) Human intuition is involved. e) The first three phases of the decision-making process occur in no particular sequence. c

35) When there is no well-understood or agreed-on procedure for making a decision, the decision is said to be: a) undocumentedb) structuredc) unstructuredd) semistructurede) documentedc

36) A large foreign automobile manufacturer is considering where to build a new manufacturing plant in the United States. They are making which type of decision? a) structuredb) semistructuredc) unstructuredd) informationale) wisdomc

37) Which type of decision requires a combination of standard solution procedures and individual judgment? a) structuredb) semistructuredc) unstructuredd) informationale) wisdomb

38) A company's annual employee evaluation best fits which type of decision? a) unstructuredb) structuredc) semistructuredd) confrontationale) wisdomc

39) _____ is the efficient and effective execution of specific tasks. a) Operational controlb) Management controlc) Strategic planningd) Expertisee) Wisdoma

40) _____ is the acquisition and efficient use of resources in accomplishing organizational goals. a) Operational controlb) Management controlc) Strategic planningd) Expertisee) Wisdomb

41) Computer support is greatest for which of the following problems? a) semistructured and strategic planningb) unstructured and operational controlc) structured and operational controld) semistructured and management controle) structured and management controlc

42) Computer support is least for which of the following problems? a) semistructured and strategic planningb) unstructured and strategic planningc) semistructured and management controld) unstructured and operational controle) structured and strategic planningb

43) Searching for valuable business information in a database, data warehouse, or data mart is referred to as _____. a) structured queriesb) database queriesc) data miningd) query by examplee) expert system queriesc

44) _____ provides users with a view of what is happening, whereas _____ addresses why it is happening. a) Multidimensional data analysis, structured query languageb) Data mining, multidimensional data analysisc) Data mining, expert systemd) Multidimensional data analysis, neural networkse) Multidimensional data analysis, data mininge

45) Credit card companies would most likely use which of the following to check for fraudulent credit card use? a) Data miningb) Expert systemsc) Neural networksd) Multidimensional data analysise) Structured query languagea

46) A company wants to use data from past promotional mailings to identify people who would likely respond favorably to future mailings. This company would most likely use: a) structured query languageb) multidimensional data analysisc) neural networksd) expert systemse) data mininge

47) Which of the following is not a characteristic of DSSs? a) They support only lower- and middle-level managers. b) They are easy to use and construct. c) They can adapt to changing conditions. d) They usually utilize quantitative models. e) They support all phases of the decision-making process. a

48) At the end of a semester, a student knows that she must achieve a grade of 81 or higher on her final exam to get an A in the course. She has just performed what kind of analysis? a) What-ifb) Qualitativec) Sensitivityd) Goal-seekinge) Simulationd

49) _____ attempts to find the value of the inputs necessary to achieve a desired level of output. a) What-if analysisb) Qualitative analysisc) Sensitivity analysisd) Goal-seeking analysise) Simulationd

50) Which of the following is not a characteristic of organizational decision support systems? a) They affect multiple organizational units or corporate issues. b) They cut across organizational functions or hierarchical layers. c)

They involve computer-based technologies. d) They are standalone systems. e) They involve communications technologies. d

51) A(n) _____ provides rapid access to timely information and direct access to management reports.

a) decision support systemb) expert systemc) neural networkd) digital dashboarde) data warehouse

d

52) Which capability of digital dashboards enables users to obtain the latest data available on key performance indicators or some other metric, ideally in real time? a) Drill-downb) Key performance indicatorsc) Status accessd) Trend analysise) Exception reportingc

53) Which of the following information systems are very user friendly, supported by graphics, and provide exception reporting and drill down? a) decision support systemsb) digital dashboardsc) functional area information systemsd) group decision support systemse) expert systemsb

54) Digital dashboards provide all of the following capabilities except: a) drill-downb) transaction processingc) status accessd) key performance indicatorse) exception reportingb

55) The management cockpit best exemplifies which type of system? a) decision support systemb) expert systemc) digital dashboardd) functional area information systeme) group decision support systemc

56) The primary distinguishing characteristic of geographical information systems is: a) every record or digital object has a unique identifierb) every record or digital object is visible to the userc) every record or digital object must be accessed by programmersd) every record or digital object has an identified geographical locatione) every record or digital object is encryptedd

7) Geocoding involves: a) integrating maps with spatially oriented databases and other databasesb) encrypting spatial informationc) accessing geographical informationd) integrating organizational transactions with spatially oriented databasese) programming spatially oriented databasesa

58) Today, geographical information systems are being combined with _____ to form geospatial technologies. a) dashboardsb) global positioning systemsc) decision support systemsd) expert systemse) neural networksb

Which of the following statements about determining the costs and benefits of IT investments is false? A. Some costs are fixed. B. Costs do not end when the system is installed. C. Many IT projects end up being over budget. D. Benefits are hard to quantify because implementing new technology could be used for multiple purposes. E. Benefits are hard to quantify because they are tangible. e

1. IT applications can be developed in which of the following ways? a) build the system in-houseb) buy an application and install itc) lease software from an application service providerd) outsource ite) all of the abovee

2. The information systems planning process proceeds in which order? a) organization mission – organization strategic plan – IS strategic plan – new IT

architectureb) organization mission – IS strategic plan – organization

strategic plan – IS operational planc) organization strategic plan –

organization mission – IS strategic plan – new IT architectured) IT

architecture – IS strategic plan – organization strategic plan – organization

missione) IS development projects – IS operational plan – new IT architecture

– organization missiona

3. A typical IS operational plan contains which of the following elements? a)

mission of the IS functionb) summary of the information needs of the

functional areas and of the entire organizationc) IS function's estimate of its

goalsd) application portfolioe) all of the abovee

4. Which of the following is not a part of the typical IS operational plan? a)

mission of the IS functionb) organizational missionc) IT architectured)

application portfolioe) IS function's estimate of its goalsb

5. Evaluating the benefits of IT projects is more complex than evaluating

their costs for which of the following reasons? a) benefits are harder to

quantifyb) benefits are often intangiblec) IT can be used for several different

purposesd) probability of obtaining a return from an IT investment is based

on the probability of implementation successe) all of the abovee

6. Evaluating the benefits of IT projects is more complex than evaluating

their costs for all of the following reasons except: a) benefits are harder to

quantifyb) benefits are often tangiblec) IT can be used for several different

purposesd) probability of obtaining a return from an IT investment is based

on the probability of implementation successb

7. The _____ method converts future values of benefits to today's value by " discounting" them at the organization's cost of funds. a) net present valueb) cost-benefit analysisc) return on investmentd) internal rate of returne) business case approacha

8. The _____ method measures the effectiveness of management in generating profits with its available assets. a) net present valueb) cost-benefit analysisc) return on investmentd) internal rate of returne) business case approachc

9. Which of the following are advantages of the buy option for acquiring IS applications? a) many different types of off-the-shelf software are availableb) software can be tried outc) saves timed) company will know what it is gettinge) all of the abovee

10. Which of the following is not an advantage of the buy option for acquiring IS applications? a) few types of off-the-shelf software are available, thus limiting confusionb) software can be tried outc) saves timed) company will know what it is gettinge) all of the abovea

11. Which of the following are disadvantages of the buy option for acquiring IS applications? a) software may not exactly meet the company's needsb) software may be impossible to modifyc) company will not have control over software improvementsd) software may not integrate with existing systemse) all of the abovee

12. Which of the following systems acquisition methods results in software that can be tried out, has been used for similar problems in other

organizations, and can save time? a) systems development life cycleb) prototypingc) end-user developmentd) buy optione) object-oriented developmentd

13. Which of the following systems acquisition methods results in software that is controlled by another company, may be difficult to enhance or modify, and may not support desired business processes? a) systems development life cycleb) prototypingc) end-user developmentd) buy optione) component-based developmentd

14. Which of the following systems acquisition methods forces staff to systematically go through every step in the development process and has a lower probability of missing important user requirements? a) systems development life cycleb) prototypingc) end-user developmentd) external acquisitione) object-oriented developmenta

15. Which of the following systems acquisition methods is time-consuming, costly, and may produce excessive documentation? a) systems development life cycleb) prototypingc) end-user developmentd) external acquisitione) object-oriented developmenta

16. Place the stages of the systems development life cycle in order: a) investigation – analysis – design – programming – testing – implementation – operation – maintenanceb) investigation – design – analysis – programming – testing – implementation – maintenance – operationc) analysis – design – investigation – operation – maintenance – programming – testing – implementationd) investigation – analysis – design – programming – testing – maintenance – operation – implementationa

17. The feasibility study addresses which of the following issues? a) economic feasibilityb) technical feasibilityc) behavioral feasibilityd) all of the aboved

18. The _____ that changes are made in the systems development life cycle, the _____ expensive these changes become. a) sooner, lessb) later, lessc) more frequently, mored) more extensively, moree) sooner, morea

19. _____ feasibility determines if the hardware, software, and communications components can be developed and/or acquired to solve the business problem. a) technicalb) economicc) organizationald) behaviorala

20. _____ feasibility determines if the project is an acceptable financial risk and if the organization can afford the expense and time needed to complete the project. a) technicalb) economicc) organizationald) behavioralb

21. _____ feasibility addresses the human issues of an information systems project. a) technicalb) economicc) organizationald) behaviorald

22. _____ feasibility concerns a firm's policies and politics, power structures, and business relationships. a) technicalb) economicc) organizationald) behavioralc

23. Which of the following is not a part of systems analysis? a) definition of the business problemb) identification of the causes of, and solution to, the business problemc) identification of the information requirements that the solution must satisfyd) identification of the technical specifications of the solutiond

24. Systems analysts use which of the following techniques to obtain the information requirements for the new system? a) direct observationb) structured interviewsc) unstructured interviewsd) document analysise) all of the abovee

25. Which of the following is not a technique used to obtain the information requirements for the new system? a) direct observationb) structured interviewsc) unstructured interviewsd) use the system themselvese) document analysisd

26. Which of the following are problems associated with eliciting information requirements? a) business problem may be poorly definedb) users may not know exactly what the business problem isc) users may disagree with each otherd) the problem may not be related to information systemse) all of the abovee

27. _____ is the systems development stage that determines how the information system will do what isneeded to solve the business problem. a) systems designb) systems analysisc) systems implementationd) systems developmente) operation and maintenancea

28. Logical systems design refers to _____, while physical systems design refers to _____. a) the collection of user requirements, the development of softwareb) what the system will do, how the tasks are accomplishedc) how the tasks are accomplished, what the system will dod) the order of task accomplishment, how the tasks are accomplishede) operation of the system, debugging the systemb

29. Systems design answers the question, _____: a) How will the information system do what it must to obtain a solution to the business problem? b) Why must the information system do what it must to obtain a solution to the business problem? c) What is the problem the information system must address? d) Who will benefit from use of the information system being developed? e) What is the effective operational life of the system? a

30. When users ask for added functionality during a systems development project, this is called: a) user-defined softwareb) scope creepc) bloatwared) out-of-control projecte) runaway projectb

31. Structured design advocates the use of software modules. Which of the following items are advantages of this approach? a) modules can be reusedb) modules cost less to developc) modules are easier to modifyd) all of the aboved

32. Structured programming includes which of the following restrictions? a) each module has one, and only one, functionb) each module has one entrance and one exitc) no GOTO statements allowedd) has only three techniques: sequence, decision, loope) all of the aboved

33. Which of the following is not a restriction of structured programming? a) each module has multiple functionsb) each module has one entrance and one exitc) no GOTO statements allowedd) has only three techniques: sequence, decision, loope) none of the abovea

34. In structured programming's _____ structure, the logic flow branches depending on certain conditions being met. a) decisionb) sequencec) decisiond) returne) parallela

35. In structured programming's _____ structure, the software executes the same program, or parts of it, until certain conditions are met. a) decisionb) sequencec) decisiond) returne) parallelc

36. _____conversion is the process where the old system and the new system operate simultaneously for a period of time. a) parallelb) directc) pilotd) phaseda

37. _____ conversion is the process where the old system is cut off and the new system is turned on at a certain point in time. a) parallelb) directc) pilotd) phasedb

38. _____ conversion is the process where the new system is introduced in one part of the organization. a) parallelb) directc) pilotd) phasedc

39. _____ conversion is the process where components of the new system are introduced in stages. a) parallelb) directc) pilotd) phasedd

40. The riskiest type of conversion process is: a) parallelb) directc) pilotd) phasedb

41. If a firm shuts down its old COBOL legacy system and starts up the new PeopleSoft ERP system immediately, this is called _____: a) phased conversionb) direct conversionc) parallel conversiond) pilot conversionb

42. As systems age, maintenance costs _____: a) decreaseb) increasec) stay the samed) remain negligiblee) are not consideredb

43. Maintenance includes which of the following types of activities? a) debuggingb) updating the system to accommodate changes in business conditions, but not adding functionalityc) adding new functionality to the systemd) all of the aboved

44. Which of the following systems acquisition methods helps clarify user requirements, promotes genuine user participation, and may produce part of the final system? a) systems development life cycleb) prototypingc) end-user developmentd) external acquisitione) component-based developmentb

45. Which of the following systems acquisition methods may encourage inadequate problem analysis, is not practical with large numbers of users, and may result in a system with lower quality. a) systems development life cycleb) prototypingc) end-user developmentd) external acquisitione) component-based developmentb

46. The _____ approach to systems development defines an initial list of user requirements, then develops the system in an iterative fashion. a) integrated computer-assisted software engineeringb) joint application designc) rapid application developmentd) prototypinge) systems development life cycled

47. The _____ approach to systems development is a group-based tool for collecting user requirements. a) integrated computer-assisted software engineeringb) joint application designc) rapid application developmentd) prototypinge) systems development life cycleb

48. The _____ approach to systems development uses specialized tools to automate many of the tasks in the systems development life cycle. a) integrated computer-assisted software engineeringb) joint application designc) rapid application developmentd) prototypinga

49. Which of the following is not an advantage of the Joint Application Design approach to systems development? a) involves fewer users in the development processb) saves timec) greater user acceptance of the new systemd) can produce a system of higher qualitya

50. Computer-aided software engineering tools provide which of the following advantages? a) can produce systems with longer effective operational livesb) can produce systems that more closely meet user requirementsc) can speed up the development processd) can produce systems that are more adaptable to changing business conditionse) all of the abovee

51. Which of the following is not an advantage of computer-aided software engineering tools? a) can produce systems with longer effective operational livesb) can produce systems that more closely meet user requirementsc) can require fewer developersd) can speed up the development processc

52. Computer-aided software engineering tools provide which of the following disadvantages? a) produce initial systems that are more expensive to build and maintainb) require more extensive and accurate definition of user requirementsc) difficult to customized) difficult to use with existing systemse) all of the abovee

53. Which of the following is not a disadvantage of computer-aided software engineering tools? a) produce initial systems that are more expensive to build and maintainb) require more extensive and accurate definition of user requirementsc) require more developersd) difficult to customizec

54. Advantages of Rapid Application Development include which of the following? a) active involvement of users in the development processb) faster development processc) system better meets user needsd) reduction in training costse) all of the abovee

55. Which of the following systems acquisition methods bypasses the IT department, avoids delays, and results in increased user acceptance of the new system? a) systems development life cycleb) prototypingc) end-user developmentd) external acquisitione) component-based developmentc

56. Which of the following systems acquisition methods may eventually require maintenance assistance from the IT department, produce inadequate documentation, and result in a system with inadequate interfaces to existing systems? a) systems development life cycleb) prototypingc) end-user developmentd) external acquisitione) component-based developmentc

57. Which of the following is the most difficult and crucial task in evaluating a vendor and a software package? a) identifying potential vendorsb) determining the evaluation criteriac) evaluating vendors and packagesd) choosing the vendor and packagee) negotiating a contractb