Exam
Name_____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

1) Which of the following is true of nonroutine cognitive skills?
A) They increase an individual's job security.
B) Organisations usually outsource such skills to the lowest bidder.
C) Technological changes have no impact on such skills.
D) They have become less marketable.
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

2) _____ is the ability to make and manipulate models.
A) Abstract reasoning
B) Social learning
C) Experimentation
D) Systems thinking
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

3) _____ is the ability to model the components of a unit, to connect the inputs and outputs among those components into a sensible whole that reflects the structure and dynamics of the phenomenon observed.
A) Experimentation
B) Abstract reasoning
C) Cognitive reasoning
D) Systems thinking
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

4) _____ is making a reasoned analysis of an opportunity, envisioning potential solutions, evaluating those possibilities, and developing the most promising ones, consistent with the resources you have.
A) Abstraction
B) Systems thinking
C) Experimentation
D) Collaboration
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

5) Marketing managers planning to use new social networking technologies to strengthen their market presence are portraying their _____.
A) systems thinking skills
B) collaboration skills
C) abstract reasoning skills
D) ability to experiment
AACSB: Application of Knowledge
Chapter LO: 1 Why study management information systems (MIS)?

6) Because the cost of data processing, storage, and communications is essentially zero, any routine skill can and will be _____.
A) sufficient to attain job security
B) outsourced to the lowest bidder

C) considered a nonroutine cognitive skill
D) a strong marketable skill
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

7) In a job interview, Roy is asked to use a product that he has never used before and is not familiar with. Which of the following skills is the interviewer trying to test?
A) abstract reasoning
B) systems thinking
C) collaboration
D) ability to experiment
AACSB: Application of Knowledge
Chapter LO: 1 Why study management information systems (MIS)?

8) "The number of transistors per square inch on an integrated chip doubles every 18 months." This observation is known as _____ Law.
A) Moore's
B) Metcalfe's
C) Amdahl's
D) Murphy's
AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

9) Which of the following statements states Moore's Law?
A) A computer becomes obsolete within 18 months.
B) The total number of transistors produced in the world doubles every 18 months.
C) The number of transistors per square inch on an integrated chip doubles every 18 months.
D) The speed of a computer doubles every 18 months.
AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

10) As a result of Moore's Law, _____.
A) the risk of technology becoming obsolete has decreased
B) nonroutine skills can be outsourced
C) the cost of data processing has increased considerably
D) the price to performance ratio of computers has fallen dramatically
AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

11) Because of Moore's Law, the cost of data processing, communications, and storage _____.
A) is essentially zero
B) has leveled off
C) has increased exponentially
D) is witnessing an upward trend
AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

12) Which of the following is an impact of rapid technological change on job security?
A) Routine skills are no longer required to complete a task.
B) Nonroutine jobs are outsourced, thus reducing the need of an in-house workforce.
C) Nonroutine cognitive skills gain more market value.

D) Routine skills are more in demand.
AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

13) _____ is the activity of two or more people working together to achieve a common goal, result, or work product.
A) Venturing
B) Enterprising
C) Assimilation
D) Collaboration
AACSB: Interpersonal Relations and Teamwork
Chapter LO: 1 Why study management information systems (MIS)?

14) In a job interview, Lillian is asked to be part of a three-member group and design a mock business process based on the strengths and skills of the group's members. In this case, which of the following skills is the interviewer trying to test?
A) ability to experiment
B) collaboration
C) abstract reasoning
D) systems thinking
AACSB: Interpersonal Relations and Teamwork
Chapter LO: 1 Why study management information systems (MIS)?

15) Patricia is the marketing manager at a manufacturing firm. She plans new marketing strategies with the help of her subordinates, by providing and receiving critical feedback. Here, Patricia is displaying effective _____.
A) experimentation
B) abstraction
C) systems thinking
D) collaboration
AACSB: Interpersonal Relations and Teamwork
Chapter LO: 1 Why study management information systems (MIS)?

16) Which of the following is necessary for effective collaboration?
A) focusing on individual goals
B) working individually on different projects
C) giving and receiving critical feedback
D) being nice to other individuals
AACSB: Interpersonal Relations and Teamwork
Chapter LO: 1 Why study management information systems (MIS)?

17) Increased outsourcing has made nonroutine skills less marketable.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

18) A marketable skill has no impact on job security.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

19) Routine skills are outsourced because the cost of data communication is essentially zero.

A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

20) Strong nonroutine cognitive skills are more in demand than routine skills.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

21) Abstract reasoning is the ability to make and manipulate models.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

22) Experimentation only increases the fear of failure.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

23) If you are provided with an unfamiliar program and are asked to use it, you are being tested on your ability to effectively collaborate.
A) True
B) False
AACSB: Application of Knowledge
Chapter LO: 1 Why study management information systems (MIS)?

24) When business was stable, professionals avoided experimenting in fear of failure.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 1 Why study management information systems (MIS)?

25) Moore's Law states that the speed of a computer doubles every 18 months.
A) True
B) False
AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

26) Future business professionals need to be able to apply information technology to business.
A) True
B) False
AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

27) The number of businesses adopting new technologies has seen a downfall over the years.
A) True
B) False

AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

28) The knowledge to manage information systems can lead to greater job security.
A) True
B) False
AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

29) Critical feedback undermines collaboration.
A) True
B) False
AACSB: Interpersonal Relations and Teamwork
Chapter LO: 1 Why study management information systems (MIS)?

30) Effective collaboration is all about being nice to your team members.
A) True
B) False
AACSB: Interpersonal Relations and Teamwork
Chapter LO: 1 Why study management information systems (MIS)?

ESSAY. Write your answer in the space provided or on a separate sheet of paper.
31) What is a marketable skill?
AACSB: Reflective Thinking
Chapter LO: 1 Why study management information systems (MIS)?

32) What is abstract reasoning?
AACSB: Reflective Thinking
Chapter LO: 1 Why study management information systems (MIS)?

33) What is meant by systems thinking?
AACSB: Reflective Thinking
Chapter LO: 1 Why study management information systems (MIS)?

34) What is experimentation? Explain its importance.
AACSB: Reflective Thinking
Chapter LO: 1 Why study management information systems (MIS)?

35) Define Moore's Law and explain how the phenomenon it describes affects the technology business.
AACSB: Information Technology
Chapter LO: 1 Why study management information systems (MIS)?

36) What is collaboration? How can one ensure effective collaboration?
AACSB: Interpersonal Relations and Teamwork
Chapter LO: 1 Why study management information systems (MIS)?

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.
37) In a grocery store, the clerk scans the UPC code on an item, which is transmitted to the computer. The scanner device is an example of the _____ component of an IS.
A) procedure
B) hardware
C) software

D) data
AACSB: Analytical Thinking
Chapter LO: 2 What is an information system (IS)?

38) A group of components that interact to achieve some purpose is referred to as a(n) _____.
A) entity
B) element
C) process
D) system
AACSB: Information Technology
Chapter LO: 2 What is an information system (IS)?

39) Which of the following is an example of the hardware component of an information system?
A) Web browser
B) microprocessor
C) data file
D) operating system
AACSB: Information Technology
Chapter LO: 2 What is an information system (IS)?

40) The five-component framework of an information system consists of computer hardware, software, data, people, and _____.
A) procedures
B) tools
C) bugs
D) device drivers
AACSB: Information Technology
Chapter LO: 2 What is an information system (IS)?

41) Building information systems requires many different skills besides those of programmers.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 2 What is an information system (IS)?

42) An information system is a group of components that interact to produce information.
A) True
B) False
AACSB: Information Technology
Chapter LO: 2 What is an information system (IS)?

43) The methods used to start a program and save a file are referred to as procedures.
A) True
B) False
AACSB: Information Technology
Chapter LO: 2 What is an information system (IS)?

ESSAY. Write your answer in the space provided or on a separate sheet of paper.
44) Describe an information system.
AACSB: Information Technology
Chapter LO: 2 What is an information system (IS)?

45) Describe the five components of an information system using an example.
AACSB: Information Technology
Chapter LO: 2 What is an information system (IS)?

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.
46) Which of the following is true about the management and use of information systems?
A) Information systems need not be maintained after development.
B) Organisations with dynamic business environments do not use information systems.
C) An employee must be a programmer to manage information systems.
D) Information systems must be adapted to changing requirements.
AACSB: Information Technology
Chapter LO: 3 What is MIS?

47) Why is it important for business professionals to take an active role in developing and managing information systems?
A) They are the people who know how to build networks.
B) They know how to create a database and configure computers.
C) They are the lone users of information systems.
D) They know whether a system is sufficient to meet needs and requirements.
AACSB: Information Technology
Chapter LO: 3 What is MIS?

48) Which of the following is a critical responsibility for business professionals in using information systems?
A) creating and modifying the system's databases
B) building and configuring additional networks
C) protecting the security of the system and its data
D) reprogramming the system to meet changing needs
AACSB: Information Technology
Chapter LO: 3 What is MIS?

49) Which of the following is a valid reason for a company to create a new information system?
A) to project a modern image
B) to avoid falling behind the technology curve
C) to show its social networking presence on the Web
D) to help employees achieve the strategies of the business
AACSB: Information Technology
Chapter LO: 3 What is MIS?

50) Information systems are restricted to the field of information technology.
A) True
B) False
AACSB: Information Technology
Chapter LO: 3 What is MIS?

51) Businesses themselves use information systems to achieve their strategies.
A) True
B) False
AACSB: Information Technology
Chapter LO: 3 What is MIS?

52) Information systems should be developed only if they help achieve business strategies.

A) True
B) False
AACSB: Information Technology
Chapter LO: 3 What is MIS?

ESSAY. Write your answer in the space provided or on a separate sheet of paper.
53) Define management information systems. What are the key elements of its definition?
AACSB: Information Technology
Chapter LO: 3 What is MIS?

54) Explain the management and use of information systems.
AACSB: Information Technology
Chapter LO: 3 What is MIS?

55) What are the points one needs to keep in mind when deciding to implement a management information system (MIS)?
AACSB: Information Technology
Chapter LO: 3 What is MIS?

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.
56) Which of the following is the most complete and accurate definition of information technology?
A) the various data models and software that are used to interpret available information
B) the products, methods, inventions, and standards that are used to produce information
C) an assembly of hardware, software, data, procedures, and people that produces information
D) systems that are used to process the information that is produced using technology
AACSB: Information Technology
Chapter LO: 4 Why is the difference between information technology and information systems important to you?

57) Which of the following is true about information systems?
A) They can be bought off the shelf.
B) They are the same as information technology.
C) They are an assembly of information technology.
D) They are not susceptible to changing needs.
AACSB: Information Technology
Chapter LO: 4 Why is the difference between information technology and information systems important to you?

58) Which of the following distinguishes information systems from information technology?
A) data
B) people
C) software
D) hardware
AACSB: Information Technology
Chapter LO: 4 Why is the difference between information technology and information systems important to you?

59) Information systems and information technology are not the same.
A) True
B) False
AACSB: Information Technology
Chapter LO: 4 Why is the difference between information technology and information systems important to you?

60) Information systems can be bought whereas information technology cannot.
A) True

B) False
AACSB: Information Technology
Chapter LO: 4 Why is the difference between information technology and information systems important to you?

ESSAY. Write your answer in the space provided or on a separate sheet of paper.
61) Explain the difference and the relationship between information technology (IT) and information systems (IS).
AACSB: Information Technology
Chapter LO: 4 Why is the difference between information technology and information systems important to you?

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.
62) Which of the following characteristics would weaken a password?
A) containing a complete dictionary word
B) containing the numbers 9 and 3
C) containing three special characters
D) containing both upper- and lowercase letters
AACSB: Analytical Thinking
Chapter LO: 5 What is your role in IS security?

63) Which of the following is the weakest password?
A) B33rmu9
B) As60$T1dd?dc
C) Qw37^T1bb?as
D) 3B47qq<3>5!7bdE
AACSB: Analytical Thinking
Chapter LO: 5 What is your role in IS security?

64) Which of the following is considered a strong password?
A) BL@k2V1.0.1
B) paranoid4EVER
C) RileyyeliR
D) sword123
AACSB: Analytical Thinking
Chapter LO: 5 What is your role in IS security?

65) Security systems ultimately depend on the behaviour of its _____.
A) data
B) users
C) hardware
D) software
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

66) Which of the following requirements should a password fulfill in order to be considered strong?
A) It should not contain your user name or company name.
B) It should have five characters at the most.
C) It should contain a complete dictionary word.
D) It should not contain many special characters.
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

67) You have created a password that meets all the criteria for a strong password. What is a potential drawback of such a

password?
A) It will be very short.
B) It will create IP address conflicts in networks.
C) It can be easily guessed.
D) It will be difficult to remember.
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

68) Which of the following techniques is best suited for creating memorable, strong passwords?
A) use numbers instead of special characters
B) use at least one dictionary word in the password
C) base passwords on the first letter of the words in a phrase
D) create a password that is related to your name or company name
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

69) In order to protect your password, you should never _____.
A) write it down
B) create one that contains multiple special characters
C) use it more than three times in one day
D) use virtual keyboards to enter it
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

70) Which of the following statements on password etiquette is true?
A) Never use the password more than three times in one day.
B) Always back up your password by writing it down.
C) Never access an information system from a computer that is connected to the Internet.
D) If someone asks for your password, do not just give it out.
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

71) In a situation where someone needs to log into your account to solve a problem and asks for your password, _____.
A) refuse to provide the password
B) enter your password yourself
C) say it out loud
D) provide the password through an email
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

72) Good passwords contain a complete dictionary word.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 5 What is your role in IS security?

73) If your password is complex, it is ideal to write the password on a piece of paper and keep it near your workstation.
A) True
B) False
AACSB: Analytical Thinking
Chapter LO: 5 What is your role in IS security?

74) Moving away to let another person enter his or her password is common and acceptable.
A) True
B) False
AACSB: Ethical Understanding and Reasoning Abilities
Chapter LO: 5 What is your role in IS security?

75) Strong passwords have a maximum of five characters.
A) True
B) False
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

76) If someone asks you for your password, do not share it with them.
A) True
B) False
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

ESSAY. Write your answer in the space provided or on a separate sheet of paper.
77) Explain the characteristics of a strong password.
AACSB: Analytical Thinking
Chapter LO: 5 What is your role in IS security?

78) How can a strong password be made memorable?
AACSB: Analytical Thinking
Chapter LO: 5 What is your role in IS security?

79) Explain the necessary password etiquette to be followed by the users of an information system.
AACSB: Analytical Thinking
Chapter LO: 5 What is your role in IS security?

80) What is the role of users in information security?
AACSB: Information Technology
Chapter LO: 5 What is your role in IS security?

1) A
2) A
3) D
4) C
5) D
6) B
7) D
8) A
9) C
10) D
11) A
12) C
13) D
14) B
15) D
16) C
17) B
18) B
19) A
20) A
21) A
22) B
23) B
24) A
25) B
26) A
27) B
28) A
29) B
30) B
31) It used to be that one could name particular skills, such as computer programming, tax accounting, or marketing, as examples of marketable skills. But today, because of Moore's Law, because the cost of data processing, storage, and communications is essentially zero, any routine skill can and will be outsourced to the lowest bidder. One has to develop strong nonroutine cognitive skills to be more successful and such skills are called marketable skills. Abstract reasoning, systems thinking, collaboration, and the ability to experiment are marketable skills.
32) Abstract reasoning is the ability to make and manipulate models. Constructing a model of the five components of an information system is an example of abstract reasoning.
33) Systems thinking is the ability to model the components of a system, to connect the inputs and outputs among those components into a sensible whole that reflects the structure and dynamics of the phenomenon observed.
34) Experimentation is making a reasoned analysis of an opportunity, envisioning potential solutions, evaluating those possibilities, and developing the most promising ones, consistent with the resources you have. Fear of failure paralyses many good people and many good ideas. This can be overcome by having the ability to experiment.
35) Moore's Law states that the number of transistors per square inch on an integrated chip doubles every eighteen months. The more common version of this is expressed as, "The speed of a computer chip doubles every eighteen months," which is incorrect. Due to the impact of Moore's Law, the price/performance ratio of computers has fallen dramatically Moore's Law is the principal reason why data storage and data transmission are essentially free today. New businesses like YouTube and Facebook have taken advantage of the opportunities offered by this development.
36) Collaboration is the activity of two or more people working together to achieve a common goal, result, or work product. Effective collaboration isn't about being nice. In fact, surveys indicate the single most important skill for effective collaboration is to give and receive critical feedback.

37) B
38) D
39) B
40) A
41) A
42) A
43) A
44) A system is a group of components that interact to achieve some purpose. An information system (IS) is a group of components that interact to produce information. An IS is based on the five-component framework of computer hardware, software, data, procedures, and people. These five components are present in every information system-from the most simple to the most complex.
45) The five components of an information system are computer hardware, software, data, procedures, and people. For example, when you use a computer to write a class report, you are using hardware (the computer, storage disk, keyboard, and monitor), software (Word, WordPerfect, or some other word-processing program), data (the words, sentences, and paragraphs in your report), procedures (the methods you use to start the program, enter your report, print it, and save and back up your file), and people (you).
46) D
47) D
48) C
49) D
50) B
51) B
52) A
53) Management information system is the management and use of information systems that help businesses achieve their strategies. This definition has three key elements: management and use, information systems, and strategies.
54) Information systems must be developed, maintained and, because business is dynamic, they must be adapted to new requirements. To create an information system that meets your needs, you need to take an active role in that system's development. In addition to management tasks, you will also have important roles to play in the use of information systems. For example, when using an information system, you will have responsibilities for protecting the security of the system and its data. You may also have tasks for backing up data.
55) When deciding to implement an MIS, one needs to keep in mind that information systems are not created for exploring technology. They are not created so that the company can be "modern" or so that the company can show it has a social networking presence on the Web. They are not created because the IS department thinks it needs to be created or because the company is "falling behind the technology curve." So, information systems exist to help people who work in a business to achieve the strategies of that business.
56) B
57) C
58) B
59) A
60) B
61) Information technology and information system are two closely related terms, but they are different. Information technology (IT) refers to the products, methods, inventions, and standards that are used for the purpose of producing information. It pertains to the hardware, software, and data components. An information system (IS) is an assembly of hardware, software, data, procedures, and people that produces information. Information technology drives the development of new information systems.
You can buy IT; you can buy or lease hardware, you can license programs and databases, and you can even obtain predesigned procedures. Ultimately, however, it is your people who execute those procedures to employ that new IT. For any new system, you will always have training tasks (and costs), you will always have the need to overcome employees' resistance to change, and you will always need to manage the employees as they use the new system. Hence, you can buy IT, but you cannot buy IS.

62) A
63) A
64) A
65) B
66) A
67) D
68) C
69) A
70) D
71) B
72) B
73) B
74) A
75) B
76) A
77) A strong password:
1. has ten or more characters, twelve is even better.
2. does not contain one's user name, real name, or company name.
3. does not contain a complete dictionary word in any language.
4. is different from previous passwords the user has used.
5. contains both upper- and lowercase letters, numbers, and special characters (such as ~ ! @; # $ % ^; &; * ( ) _ +; – =; { } | [ ] \ : " ; ' <; >;? , . /).
78) One technique for creating memorable, strong passwords is to base them on the first letter of the words in a phrase. The phrase could be the title of a song or the first line of a poem or one based on some fact about your life. For example, you might take the phrase, "I was born in Rome, New York, before 1990." Using the first letters from that phrase and substituting the character for the word "before", you create the password IwbiR,NY<1990.
79) Once you have created a strong password, you need to protect it with proper behaviour. Proper password etiquette is one of the marks of a business professional. Never write down your password, and do not share it with others. Never ask others for their passwords, and never give your password to someone else. If, in a work-related or emergency situation someone asks for your password, do not give it out. Instead, get up, go over to that person's machine, and enter your password yourself. Stay present while your password is in use, and ensure that your account is logged out at the end of the activity.
80) Like all information systems, security systems have the five components, including people. Thus, every security system ultimately depends on the behaviour of its users. If the users do not take security seriously, if they do not follow security procedures, then the hardware, software, and data components of the security system are wasted expense. Almost all security systems use user names and passwords. Users of information systems in a business organisation will be instructed to create a strong password and to protect it. It is vitally important for users to do so.