Introduction to Information Systems, Fourth Canadian Edition   Test Bank

Chapter 1
Introduction to Information Systems

Question type: True/False

1) Managing the IS function within an organization is the exclusive responsibility of the IS department in contemporary organizations.

Answer: False

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Comprehension

2) An information system collects, processes, stores, analyzes, and disseminates information for a specific purpose.

Answer: True

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

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

Answer: True

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: Case 1.1 SAMs Chaos
AACSB: Use of Information Technology
Bloomcode: Knowledge

4) IT is enabling more and more people to communicate, collaborate, and compete, thereby levelling the digital playing field.

Answer: True

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: Case 1.1 SAMs Chaos
AACSB: Use of Information Technology
Bloomcode: Comprehension

5) IT Audits can be used to find problems with IT systems.

Answer: True

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: Case 1.1 SAMs Chaos
AACSB: Use of Information Technology
Bloomcode: Comprehension

6) An informed user of IT can enhance his or her organization's competitive position.

Answer: True

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Comprehension

7) If you want to run a multinational company, you need to rent office space and hire at least few employees.

Answer: False

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Comprehension

8) A systems analyst focuses on determining the information requirements and technical specifications for new applications.

Answer: True

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

9) An auditing manager focuses on the ethical and legal use of information systems and evaluates the quality or effectiveness of such systems.

Answer: True

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

10) The CIO of an organization supervises the day-to-day operations of the data and/or computer centre.

Answer: False

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

11) The Emerging Technologies Manager forecasts technology trends; evaluates and experiments with new technologies.

Answer: True

Difficulty: Medium

Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

12) End-user computing has two components: end-user data entry, reporting, and inquiry (commonly referred to as simply users); and end-user development, where users develop usable systems, such as spreadsheets or programs using programming languages or other development tools.

Answer: True

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

13) Information technology and information systems are the same thing.

Answer: False

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

14) In general, informed users tend to get more value from whatever technologies they use.

Answer: True

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Comprehension

15) The grade point average (GPA) values of a class would be considered as information.

Answer: False

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

16) The grade point average (GPA) values coupled with appropriate student names of a class would be considered as information.

Answer: True

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

17) A university registrar who uses her experience with university admissions in reviewing the applicant grades, application essays, and letters of recommendation, would be applying her knowledge in your application process.

Answer: True

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

18) A list of football scores with the names of the teams that played the games would be considered information.

Answer: True

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

19) The Information Systems functional area, a department of Information technology, deals with the planning, development, management, and use of management information tools to help people perform all the tasks related to information processing and management.

Answer: True

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

20) A student's decision to drop one course and add another would be considered a transaction to the university's information system but not to its accounting system.

Answer: True

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

21) The Supply Chain Management system is an interorganizational information system.

Answer: True

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

22) An Electronic Commerce (e-Commerce) system is an intraorganizational information system.

Answer: False

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

23) An organization's supply chain starts at the supplier and ends at the customer.

Answer: True

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

24) E-commerce systems are a type of interorganizational information systems.

Answer: True

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

25) An organization's IT infrastructure consists of the IT components and IT services.

Answer: True

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

26) IT personnel use the IT infrastructure to develop information systems.

Answer: False

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

27) Meaningful knowledge is information and meaningful information is data.

Answer: False

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an
organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

28) Information is data that have been organized so that they have meaning to provide value to
the recipient.

Answer: True

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an
organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

29) Knowledge is data that have been organized so that they have meaning to provide value to
the recipient.

Answer: False

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an
organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

30) Knowledge is data and information that have been organized and processed to convey
understanding, experience, accumulated learning, and expertise applied to a current problem.

Answer: True

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

31) Digital dashboards are special information systems that that support all managers of the organization.

Answer: True

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

32) IT only positively affects our quality of life.

Answer: False

Difficulty: Easy
Learning Objective: Identify positive and negative societal effects of the increased use of information technology.
Section Reference 1.4: Importance of Information Systems to Society
AACSB: Use of Information Technology
Bloomcode: Knowledge

Question type: Multiple Choice

33) Which of the following is a benefit of being an informed user of IT?

a) understanding what is "behind" applications you use in your organization
b) providing input to enhance your organization's applications
c) helping to select new applications
d) keeping abreast of new technologies
e) All of the above

Answer: e

Difficulty: Easy

34) You should seek to be an informed user of IT because _____.

a) it is easy to understand how IT works
b) you could end up working in the IT department in your organization
c) everyone uses IT
d) you will be in a position to enhance the quality of IT applications

Answer: d

35) The title of the executive who is in charge of the people, who design and build information systems, the people who use those systems, and the people responsible for managing those systems is the

a) CEO.
b) CFO.
c) CIO.
d) CIS.
e) CIT.

Answer: c

36) What does a systems analyst do?

a) Manages an IS service
b) Writes computer code

c) Determines information requirements and technical specifications for new applications
d) Forecasts technology trends
e) Creates Web sites and pages

Answer: c

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

37) An emerging technologies manager _____.

a) evaluates new technologies
b) manages data networks
c) manages the ethical and legal use of information systems
d) is responsible for strategic planning
e) creates the Web sites and pages

Answer: a

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

38) Which of the following statements concerning the complexity of management of information resources is not true?

a) Information systems have an enormous strategic value within an organization and therefore firms rely on them heavily.
b) Information systems are expensive to acquire, operate, and maintain.
c) Computers are decentralized throughout the organization, which makes it harder to manage.
d) Managing mainframes has become more difficult.
e) Managing information resources is divided between the MIS department and end users and there is no standard way to divide responsibility between them.

Answer: d

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.

Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

39) _____ is a traditional function of the MIS Department.

a) Managing system integration including the Internet, intranets, and extranets
b) Educating the non-MIS managers about IT
c) Providing technical services
d) Creating business alliances with business partners

Answer: c

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

40) Which of the following is the correct hierarchy from the lowest level to the highest level?

a) knowledge, information, data
b) information, data, knowledge
c) data, information, knowledge
d) data, experience, information
e) information, experience, wisdom

Answer: c

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

41) _____ conveys understanding, accumulated learning, and expertise as they apply to a current problem.

a) Data
b) Information
c) Knowledge
d) Database
e) None of the above

Answer: c

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

42) _____ is/are data that have been organized to have meaning and value to a recipient.

a) Insights
b) Information
c) Knowledge
d) Experience
e) Wisdom

Answer: b

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

43) Who manages all systems throughout the organization and the day-to-day operations of the entire IS organization?

a) IS director
b) Information centre manager
c) Project manager
d) Operations manager
e) Programming manager

Answer: a

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

44) The Software Project Manager is responsible for

a) strategic planning.
b) day-to-day operations of the entire organization.
c) managing IS services such as help desks, hotlines, training, and consulting.
d) managing a particular existing system.
e) managing a particular new systems development project.

Answer: e

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

45) The list of all your purchases from Amazon (books bought, price paid, dates) is defined as _____.

a) data
b) information
c) knowledge
d) experience
e) wisdom

Answer: b

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

46) If Amazon uses a list of all your purchases (books bought, price paid, dates) to recommend other books to you, then it is applying its _____.

a) data
b) information
c) knowledge
d) experience
e) wisdom

Answer: c

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

47) A listing of all courses offered at your university would be considered _____, whereas a listing of all courses required in your major would be considered _____.

a) information; data
b) knowledge; information
c) information; knowledge
d) data; information
e) data; knowledge

Answer: d

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization:
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

48) You are registering for the next semester at your university. You take into account your major, the courses you need, the prerequisites for each course, the times you take each course, and the professors teaching each section, as well as your work schedule. You are using _____ to select your class schedule.

a) information
b) knowledge
c) experience
d) wisdom
e) data

Answer: b

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

49) A purchase of books in the college bookstore is _____. The report at the end of the day showing sales totals for the day is _____.

a) information; knowledge
b) information; data
c) data; information
d) data; database
e) data item; business intelligence

Answer: c

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

50) You have just been hired by the largest manufacturer in your area to join their management trainee program. You enjoyed your "computer course" in college and hope that you'll be able to put that knowledge to good use. Which of the following might you expect to do during the management training program?

a) Code a new application
b) Recommend new technologies that might impact the organization
c) Design a new application
d) Become familiar with tools to support using data for decision making
e) Work 9 to 5 in your office

Answer: d

Difficulty: Medium
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: 1.3 How Does IT Affect Organizations?
AACSB: Use of Information Technology
Bloomcode: Comprehension

51) As a manager in your company, you expect to retrieve _____ from operational systems and present it as _____ to your boss, who will react based on his _____.

a) knowledge; information, data
b) information; data; knowledge
c) data; information; knowledge
d) data; experience; information
e) information; experience; wisdom

Answer: c

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

52) In your new position, you are told that you will be working with a business analyst. What would you expect this work to entail?

a) Review computer code
b) Explain the business process
c) Test programs
d) Identify new technology that might benefit the organization
e) Create Web sites and pages

Answer: b

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Comprehension

53) An organization's IT components include all of the following except:

a) a network.
b) programs.
c) procedures.
d) a database.
e) monitors.

Answer: c

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

54) A(n) _____ is a computer program designed to support a specific task or business process.

a) interface
b) application
c) functional area
d) network
e) database

Answer: b

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

55) _____ is/are the computer hardware, software, and communications technologies that are used by IT personnel to produce IT services.

a) IT components
b) IT services
c) Information technology
d) An information system
e) A computer-based information system

Answer: a

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

56) An organization's _____ consists of the physical facilities, IT components, IT services, and IT management that will support the entire organization.

a) information technology architecture
b) information technology infrastructure
c) information technology
d) information system
e) computer-based information system

Answer: b

Difficulty: Easy
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

57) IT personnel use _____ to develop _____.

a) IT components, IT services
b) computer-based information systems, IT architecture
c) IT infrastructure, IT architecture
d) IT infrastructure, IT platform
e) IT components, IT architecture

Answer: a

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

58) The IT infrastructure is composed of _____ and _____.

a) IT components; IT personnel
b) IT components; IT services
c) IT services; IT personnel
d) IT personnel; computer-based information systems
e) Computer-based information systems; IT personnel

Answer: b

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Knowledge

59) Which of the following statements is false?

a) An application is a computer program designed to support a specific business process.

b) Each functional area within an organization has only one application.
c) A functional area information system is the same as a departmental information system.
d) A functional area information system can obtain data from other functional area information systems.
e) App, application, and application program all mean the same thing.

Answer: b

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

60) Enterprise resource planning systems:

a) were designed to process transactions faster.
b) evolved because newer technologies made older systems obsolete.
c) use a common database for all functional areas.
d) are utilized to conduct site analyses.
e) All the above

Answer: c

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

61) Knowledge workers:

a) handle day-to-day operations within an organization.
b) make tactical decisions.
c) advise middle managers.
d) make routine decisions.
e) are generalists.

Answer: c

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization
Section Reference: 1.2 Overview of Computer-Based Information Systems

AACSB: Use of Information Technology
Bloomcode: Comprehension

62) Office automation systems:

a) support only the clerical staff.
b) are comprised of software that is only used to develop documents and spreadsheets.
c) include report generators.
d) are a type of interorganizational system.
e) are usually developed in-house.

Answer: c

Difficulty: Hard
Learning Objective: Describe the various types of computer-based information systems in an
organization
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: comprehension

63) _____ include B2B and B2C.

a) Enterprise resource planning systems
b) Computer-based information systems
c) Functional area information systems
d) Intraorganizational information systems

Answer: a

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an
organization:
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

64) Which of the following statements is false?

a) IT ultimately decreases the number of managers and experts.
b) IT makes managers more productive.
c) IT increases the number of employees who can report to a single manager.
d) IT reduces stress by giving managers more time to make decisions.
e) IT decreases the number of promotional opportunities.

Answer: d

Difficulty: Medium
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: 1.3 How Does IT Affect Organizations?
AACSB: Use of Information Technology
Bloomcode: Comprehension

65) Which of the following statements about the potential impact of IT on non-managerial workers is true?

a) IT will create more jobs than it eliminates.
b) Employees will feel a higher degree of loyalty towards their company.
c) IT could cause employees to experience a loss of identity.
d) The flexibility of IT can minimize stress on the job.

Answer: c

Difficulty: Medium
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: 1.3 How Does IT Affect Organizations?
AACSB: Use of Information Technology
Bloomcode: Comprehension

66) Which of the following statements about your future role as a manager is false?

a) The people I manage will likely be dispersed geographically.
b) The size of my team will likely be smaller than teams of today.
c) There will be less emphasis on office politics.
d) Many of my decisions will be "real time".
e) I will need IT tools to handle the data I utilize to make decisions.

Answer: b

Difficulty: Medium
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: 1.3 How Does IT Affect Organizations?
AACSB: Use of Information Technology
Bloomcode: Comprehension

67) Which of the following statements about IT's role in society is false?

a) IT has created employee flexibility.

b) Robots can do many routine tasks.
c) Robots can handle unfamiliar situations.
d) IT can be used to help doctors diagnose diseases.
e) Telepresence robots can act as the eyes and ears of a business manager.

Answer: c

Difficulty: Medium
Learning Objective: Identify positive and negative societal effects of the increased use of information technology.
Section Reference: 1.4 Importance of Information Systems to Society
AACSB: Use of Information Technology
Bloomcode: Comprehension

68) Refer to Case 1.1 SAMs Chaos. Which of the following is true?

a) Business cases can be used to justify new systems.
b) Programming should be completed by using business requirements.
c) IT Audits can be used to detect problems with IT systems.
d) Lack of testing in programs can lead to chaos.
e) All of the above

Answer: e

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: Case 1.1 SAMs Chaos
AACSB: Use of Information Technology
Bloomcode: Comprehension

69) Apricot Forest does NOT help improve overall healthcare in China by _____.

a) giving China's physicians more data about patients, their records, and their illnesses
b) helping doctors and patients communicate more
c) improving the efficiency and effectiveness of patient care
d) increasing doctor's pay, which is roughly equivalent to what taxi drivers make

Answer: d

Difficulty: Easy
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: IT's About Business 1.4 Apricot Forest Helps China's Physicians
AACSB: Use of Information Technology
Bloomcode: Knowledge

70) Apricot Forest does NOT make money by _____.

a) charging patients for follow-up phone calls with their physicians via the apps
b) charging physicians for downloading the apps
c) selling ad space to pharmaceutical companies inside the apps
d) taking a cut of the sales of books and other publications made accessible through their apps

Answer: b

Difficulty: Easy
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: IT's About Business 1.4 Apricot Forest Helps China's Physicians
AACSB: Use of Information Technology
Bloomcode: Knowledge

71) Which Apricot Forest app is designed to help physicians stay current on the latest research literature?

a) e-Pocket
b) LitMe
c) MedClip
d) Medical journals

Answer: d

Difficulty: Easy
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: IT's About Business 1.4 Apricot Forest Helps China's Physicians
AACSB: Use of Information Technology
Bloomcode: Knowledge

72) Apricot Forest addresses problems in _____.

a) the Chinese food industry
b) the Chinese medical system
c) the US food industry
d) the US medical system

Answer: b

Difficulty: Easy

Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: IT's About Business 1.4 Apricot Forest Helps China's Physicians
AACSB: Use of Information Technology
Bloomcode: Knowledge

Question type: Short Answer

73) Differentiate between information systems and information technology.

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: AACSB: Use of Information Technology
Bloomcode: Comprehension

74) Differentiate among data, information, and knowledge.

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

75) Differentiate between information technology and information technology infrastructure.

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

76) Discuss why information systems and information technologies are integral to your lives.

Difficulty: Medium
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Comprehension

77) Discuss three ways in which information technology can impact managers.

Difficulty: Medium
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: 1.3 How Does IT Affect Organizations?
AACSB: Use of Information Technology
Bloomcode: Comprehension

78) How does IT impact the health and safety of employees?

Difficulty: Medium
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: 1.3 How Does IT Affect Organizations?
AACSB: Use of Information Technology
Bloomcode: Comprehension

79) Discuss three ways in which information technology can impact non-managerial workers.

Difficulty: Medium
Learning Objective: Identify positive and negative societal effects of the increased use of information technology.
Section Reference: 1.4 Importance of Information Systems to Society
AACSB: Use of Information Technology
Bloomcode: Comprehension

Question type: Essay

80) Who is an informed user, and what are the benefits of being an informed user?

Difficulty: Easy
Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

81) Distinguish among the career opportunities that IT offers.

Difficulty: Easy

Learning Objective: Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: 1.1 Why Should I Study Information Systems?
AACSB: Use of Information Technology
Bloomcode: Knowledge

82) Define the terms data, information, and knowledge, and provide examples of each one.

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

83) Distinguish between ERP and TPS; briefly detail how these systems support the entire organization.

Difficulty: Medium
Learning Objective: Describe the various types of computer-based information systems in an organization.
Section Reference: 1.2 Overview of Computer-Based Information Systems
AACSB: Use of Information Technology
Bloomcode: Comprehension

84) Briefly detail upon how IT impacts organizations.

Difficulty: Medium
Learning Objective: Discuss ways in which information technology can affect managers and non-managerial workers.
Section Reference: 1.3 How Does IT Affect Organizations?
AACSB: Use of Information Technology
Bloomcode: Comprehension

85) Discuss three positive and three negative societal effects of the increased use of information technology.

Difficulty: Medium
Learning Objective: Identify positive and negative societal effects of the increased use of information technology.
Section Reference: 1.4 Importance of Information Systems to Society
AACSB: Use of Information Technology
Bloomcode: Comprehension

86) Explain how information technology impacts individuals, organizations, and the world. Support your answer with concrete examples.

Difficulty: Medium
Learning Objective: Summarize the fundamental concepts and skills related to the impact of information systems on individuals, organizations, and society.
Section Reference: Chapter 1
AACSB: Use of Information Technology
Bloomcode: Comprehension

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