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| 1. Information is simply a collection of raw facts such as an employee number or the total hours worked in a week.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 2. Providing information to customers can help companies increase revenues and profits.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 3. Information and data are essentially the same thing.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 4. Using a computer to forecast future sales and order more inventory before a shortage can occur is an example of information system feedback.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 5. The technology infrastructure is a set of shared IS resources that form the foundation of each computer-based information system.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 6. Application software, such as Microsoft Windows, manages basic computer operations such as start-up.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 7. Both system software and application software are needed for all types of computers, from small handheld computers to large supercomputers.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 8. Information about the documents on the Web and access to these documents are controlled and provided by tens of thousands of special computers called Web servers.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 9. The World Wide Web (WWW) is a network of links on the Internet to documents containing text, graphics, video, and sound.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 10. An intranet is a network based on Web technologies that allows selected outsiders, such as business partners and customers, to access authorized resources of a company's extranet.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 11. Mobile commerce (m-commerce) is the use of mobile, wireless devices to place orders and conduct business.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 12. Despite being technologically advanced, e-commerce offers few advantages for streamlining work activities.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 13. Electronic business (e-business) goes beyond e-commerce and e-procurement by using information systems and the Internet to perform all business-related tasks and functions.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 14. A management information system (MIS) typically provides standard reports generated with data and information from a transaction processing system (TPS) or enterprise resource planning (ERP) system.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 15. A decision support system (DSS) is an organized collection of people, procedures, software, databases, and devices that provides routine information to managers and decision makers.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 16. Some successful stock, options, and futures traders use expert systems to spot trends and improve the profitability of their investments.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 17. Augmented reality is a new form of virtual reality that enables a user to become fully immersed in an artificial, computer-generated 3D world.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 18. Global opportunities introduce numerous obstacles and issues, including challenges involving culture and language.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.02 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 19. While all types of personal computers have their own advantages and disadvantages, many people favor the mobility, functionality, and cost associated with tablet computers.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.03 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 20. The unique value of learning systems is that they allow organizations to capture and use the wisdom of experts and specialists.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.03 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 21. An organization can have only one value chain.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.04 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 22. Organizational change can be caused by internal factors as well as external factors.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.05 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 23. The more consumers can obtain similar products and services that satisfy their needs, the less likely firms are to try to establish competitive advantage.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.06 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 24. Typically, highly competitive industries are characterized by high degrees of product differentiation.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.06 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 25. Introducing new products and services periodically or frequently helps a firm gain competitive advantage.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.06 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 26. The shorter the payback period, the more attractive is the project.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.07 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 27. The time value of money is one of the factors taken into account for the calculation of payback period.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.07 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 28. The number of H-1B visas offered annually can be political and controversial.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.07 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 29. The senior IS managers are responsible for the day to day running of IS hardware to process an organization's information systems workload.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.08 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 30. Employers often search the Internet to find information about potential employees before they make hiring decisions.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.08 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 31. The process of defining relationships among data to create useful information requires \_\_\_\_\_\_.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | an information system | b.  | intelligence |
|   | c.  | knowledge | d.  | intuition |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 32. \_\_\_\_\_\_ are people who create, use, and disseminate knowledge and are usually professionals in science, engineering, business, and other areas.

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|   | a.  | Systems analysts | b.  | Knowledge workers |
|   | c.  | Database administrators | d.  | End users |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 33. Quality information that can be used for a variety of purposes is said to be \_\_\_\_\_.

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|   | a.  | flexible | b.  | economical |
|   | c.  | relevant | d.  | verifiable |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 34. In information systems, \_\_\_\_\_ is information from a system that is used to make changes to input or processing activities.

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|   | a.  | a program | b.  | feedback |
|   | c.  | an output | d.  | software |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 35. \_\_\_\_\_ consists of computer programs that govern the operation of a computer.

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|   | a.  | Hardware | b.  | Software |
|   | c.  | A server | d.  | The Internet |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 36. \_\_\_\_\_ is a network based on Web technologies that allows only selected outsiders, such as business partners and customers, to access authorized resources of a company's intranet.

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|   | a.  | The Internet | b.  | A blog |
|   | c.  | A database | d.  | An extranet |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 37. \_\_\_\_\_ are considered to be the most important element in a computer-based information system.

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| --- | --- | --- | --- | --- |
|   | a.  | Hardware | b.  | Software |
|   | c.  | Procedures | d.  | People |

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| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 38. \_\_\_\_\_ involves using information systems and the Internet to acquire parts and supplies.

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|   | a.  | A transaction processing system (TPS) | b.  | Electronic business (e-business) |
|   | c.  | Mobile commerce (m-commerce) | d.  | Electronic procurement (e-procurement) |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 39. A(n) \_\_\_\_\_ is a set of interrelated components that collect, manipulate, store, and disseminate data and information and provide a feedback mechanism to meet an objective.

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|   | a.  | database management system (DBMS) | b.  | electronic commerce (e-commerce) system |
|   | c.  | information system (IS) | d.  | decision support system (DSS) |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 40. A(n) \_\_\_\_\_ is an organized collection of people, procedures, software, databases, and devices that support problem-specific decision making.

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|   | a.  | problem solving system | b.  | expert system |
|   | c.  | decision support system | d.  | knowledge base |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 41. A(n) \_\_\_\_\_ is an organized collection of people, procedures, software, databases, and devices that stores and retrieves knowledge, improves collaboration, locates knowledge sources, captures and uses knowledge.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | artificial intelligence system | b.  | expert knowledge system |
|   | c.  | virtual reality system | d.  | knowledge management system |

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| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 42. \_\_\_\_\_ is a branch of artificial intelligence that allows computers to recognize and act on patterns or trends.

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|   | a.  | Vision systems | b.  | Neural networks |
|   | c.  | Robotic systems | d.  | Natural language processing |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 43. Hiring an outside company to perform some or all of a systems development project is called \_\_\_\_\_

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | virtual reality | b.  | telecommuting |
|   | c.  | systems investigation | d.  | outsourcing |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 44. The goal of the \_\_\_\_\_ step of systems development is to gain a clear understanding of the problem to be solved or opportunity to be addressed.

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| --- | --- | --- | --- | --- |
|   | a.  | systems analysis | b.  | systems investigation |
|   | c.  | systems design | d.  | systems implementation |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 45. A(n) \_\_\_\_\_ is an organized collection of people, procedures, software, databases, and devices used to perform and record business deals.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | decision support system (DSS) | b.  | management information system (MIS) |
|   | c.  | enterprise resource planning (ERP) system | d.  | transaction processing system (TPS) |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 46. A(n) \_\_\_\_\_ can replace many applications with one unified set of programs, making the system easier to use and more effective.

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|   | a.  | transaction processing system | b.  | enterprise resource planning system |
|   | c.  | e-commerce system | d.  | decision support system |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.03 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 47. In some cases, inaccurate information is generated because inaccurate data is fed into the transformation process. This is commonly called \_\_\_\_\_.

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|   | a.  | last in, first out (LIFO) | b.  | garbage in, garbage out (GIGO) |
|   | c.  | first in, first out (FIFO) | d.  | first in, never out (FINO) |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.04 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 48. \_\_\_\_\_ deals with how firms successfully plan for and implement reforms.

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|   | a.  | Forecasting | b.  | Transaction processing |
|   | c.  | Systems development | d.  | Organizational change |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.05 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 49. The \_\_\_\_\_ of an investment makes the net present value of all cash flows (benefits and costs) generated by a project equal to zero.

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|   | a.  | payback period | b.  | earnings growth |
|   | c.  | time value of money | d.  | internal rate of return |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.05 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 50. Michael Porter proposed a now widely accepted competitive forces model that includes \_\_\_\_\_ forces.

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|   | a.  | three | b.  | four |
|   | c.  | five | d.  | six |

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| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.06 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 51. \_\_\_\_\_ is a strategy for gaining competitive advantage wherein a company strives to deliver distinct products and services.

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| --- | --- | --- | --- | --- |
|   | a.  | Cost leadership | b.  | Differentiation |
|   | c.  | Niche strategy | d.  | Structure alteration |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.06 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 52. An agreement between two or more companies that involves the joint introduction and distribution of goods and services is called \_\_\_\_\_\_.

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| --- | --- | --- | --- | --- |
|   | a.  | niche alliance | b.  | cost leadership |
|   | c.  | strategic partnership | d.  | differentiation partnership |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.06 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 53. The \_\_\_\_\_ is the number of years required to recover the initial cost of an investment.

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| --- | --- | --- | --- | --- |
|   | a.  | cash flow | b.  | payback period |
|   | c.  | internal rate duration | d.  | time value point |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.07 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 54. The \_\_\_\_\_ visa program allows skilled employees from foreign lands into the United States.

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|   | a.  | H-1B | b.  | L-1B |
|   | c.  | B-1 | d.  | V-1A |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.08 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 55. \_\_\_\_\_ is responsible for implementing a new information systems required to support an organization's existing and future business needs.

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| --- | --- | --- | --- | --- |
|   | a.  | An operations group | b.  | A development group |
|   | c.  | A support group | d.  | The chief technology officer |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.08 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 56. Predicting future events to avoid problems is called \_\_\_\_\_.

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| *ANSWER:* | forecasting |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 57. In information systems, \_\_\_\_\_ means converting or transforming data into useful outputs.

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| --- | --- |
| *ANSWER:* | processing |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 58. The \_\_\_\_\_ is the world's largest computer network, consisting of thousands of interconnected networks, all freely exchanging information.

|  |  |
| --- | --- |
| *ANSWER:* | Internet |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 59. The technology used to create the Internet is also being applied within companies and organizations to create \_\_\_\_\_, which allow people in an organization to exchange information and work on projects.

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| *ANSWER:* | intranets |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 60. \_\_\_\_\_ involves any business transaction executed electronically between companies (business-to-business, or B2B), companies and consumers (business-to-consumer, or B2C), consumers and other consumers (consumer-to-consumer, or C2C), business and the public sector, and consumers and the public sector.

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| *ANSWER:* | Electronic commerce (e-commerce)Electronic commerceE-commerce |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 61. The use of mobile, wireless devices to place orders and conduct business is called \_\_\_\_\_.

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| *ANSWER:* | Mobile commerce (m-commerce)Mobile commerce m-commerce |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 62. A(n) \_\_\_\_\_ is an organized collection of people, processes, software, databases, and devices that provides routine information to managers and decision makers.

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| *ANSWER:* | management information system (MIS)management information systemMIS |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 63. \_\_\_\_\_ allow computers to learn from past mistakes or experiences, such as playing games or making business decisions.

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| *ANSWER:* | Learning systems |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 64. The collection of rules, procedures, and relationships that must be followed by an expert system to achieve value or the proper outcome is contained in the expert system's \_\_\_\_\_.

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| *ANSWER:* | knowledge base |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 65. \_\_\_\_\_ is a newer form of virtual reality that has the potential to superimpose digital data over real photos or images.

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| *ANSWER:* | Augmented reality |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 66. \_\_\_\_\_ is the activity of creating or modifying information systems.

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| *ANSWER:* | Systems development |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 67. The \_\_\_\_\_ phase of systems development involves installing a new system into the actual production computer environment in which it is expected to run and resolving any problems uncovered in integration and testing.

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| *ANSWER:* | implementation |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 68. An approach to work called \_\_\_\_\_ enables people to work from home or while traveling.

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| *ANSWER:* | telecommutingtelework |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.03 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 69. Workers in many organizations operate in a(n) \_\_\_\_\_ environment in which software and data storage are provided by the Internet; the services are run on another organization’s computer hardware, and both software and data are easily accessed.

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| *ANSWER:* | cloud computing |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.03 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 70. The primary benefits of implementing an \_\_\_\_\_ system include easing adoption of improved work processes and increasing access to timely data for decision making.

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| *ANSWER:* | enterprise resource planning (ERP)enterprise resource planningERP |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.03 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 71. \_\_\_\_\_ is a strategy by which an organization determinedly and systematically gathers, organizes, stores, analyzes, and shares its collective knowledge and experience.

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| *ANSWER:* | Knowledge management |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.03 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 72. In a manufacturing organization, the \_\_\_\_\_ is a key value chain whose primary activities include inbound logistics, operations, outbound logistics, marketing and sales, and service.

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| *ANSWER:* | supply chain |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.04 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 73. \_\_\_\_\_ results in enhancements to existing products, services, and ways of operating and enables an organization to continually increase profits, lower costs, and gain market share.

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| *ANSWER:* | Sustaining innovation |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.04 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 74. The \_\_\_\_\_ is a theory developed by E.M. Rogers to explain how a new idea or product gains acceptance and diffuses (or spreads) through a specific population or subset of an organization.

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| *ANSWER:* | diffusion of innovation theory |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.04 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 75. \_\_\_\_\_ is a theory that proposes that every organizational system is made up of four main components—people, tasks, structure, and technology—with an interaction among the four components so that any change in one of these elements will necessitate a change in the other three elements.

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| *ANSWER:* | Leavitt's diamond |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.05 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 76. A(n) \_\_\_\_\_ is a significant and ideally long-term benefit to a company over its competition, and can result in higher-quality products, better customer service, and lower costs.

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| *ANSWER:* | competitive advantage |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.06 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 77. One of the factors that can lead to attaining a competitive advantage is the \_\_\_\_\_ among existing competitors.

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| *ANSWER:* | rivalry |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.06 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 78. The \_\_\_\_\_ takes into account the fact that a dollar today is worth more than a dollar paid in the future.

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| *ANSWER:* | time value of money |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.07 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 79. The internal rate of return of an investment is the rate of return that makes the net present value of all \_\_\_\_\_ cash flows (benefits and costs) generated by a project equal to zero.

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| *ANSWER:* | after-tax |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.07 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 80. \_\_\_\_\_ is a process for testing skills and knowledge resulting in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs.

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| *ANSWER:* | Certification |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | 01.08 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Knowledge |

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| 81. Briefly distinguish between data, information, and knowledge.

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| *ANSWER:* | Data consists of raw facts, such as employee number or total hours worked in a week, an inventory part number, or the number of units produced on a production line.Information is a collection of facts organized and processed so that they have additional value beyond the value of individual facts.Knowledge is the awareness and understanding of a set of information and the ways that information can be made useful to support a specific task or reach a decision. Having knowledge means understanding relationships in information.​ |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Comprehension |

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| 82. Define the term information system and briefly identify its fundamental components.

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| *ANSWER:* | An information system is a set of interrelated components that collect, process, store, and disseminate data and information and provide feedback mechanism to meet an objective. The fundamental components include input, processing, output, and feedback. Input is the activity of gathering and capturing raw data. Processing involves converting data into useful outputs. It can be done manually or with computer assistance. Output involves producing useful information, often in the form of documents and reports. Feedback is information from the system that is used to make changes to input or processing activities. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | 01.01 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Comprehension |

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| 83. Define organizational change. What is Leavitt's diamond?

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| *ANSWER:* | Organizational change deals with how organizations successfully plan for and implement change. Change can be caused by internal factors, such as those initiated by employees at all levels, or by external factors, such as those wrought by competitors, stockholders, federal and state laws, community regulations, natural occurrences (such as hurricanes), and general economic conditions.Leavitt's diamond is an organizational change model that is helpful in successfully implementing change. Leavitt’s diamond proposes that every organizational system is made up of four main components: people, tasks, structure, and technology. The four components interact so that any change in one element will necessitate a change in the other three elements. Thus, to successfully implement a new information system, appropriate changes must be made to the people, structure, and tasks affected by the new system. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | 01.05 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Comprehension |

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| 84. What is competitive advantage? Identify Porter's five forces that cause firms to seek competitive advantage.

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| *ANSWER:* | A competitive advantage is a significant and ideally long term benefit to a company over its competition and can result in higher-quality products, better customer service, and lower costs. Michael Porter, a prominent management theorist, proposed a now widely accepted competitive forces model, also called the five-forces model. The five forces include (1) the rivalry among existing competitors, (2) the threat of new entrants, (3) the threat of substitute products and services, (4) the bargaining power of buyers, and (5) the bargaining power of suppliers. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | 01.06 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Comprehension |

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| 85. Explain the role of a chief information officer (CIO).

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| *ANSWER:* | The role of the CIO is to employ an information systems department's equipment and personnel to help an organization attain its goals. CIOs also understand the importance of finance, accounting, and return on investment. They can help companies avoid damaging ethical challenges by monitoring how their firms are complying with a large number of laws and regulations. The high level of the CIO position reflects the fact that information is one of an organization's most important resources. A good CIO is typically a visionary who provides leadership and direction to the IS department to help an organization achieve its goals. CIOs need technical, business, and personal skills. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | 01.08 |
| *NATIONAL STANDARDS:* | United States - BUSPROG - BUSPROG: Reflective Thinking |
| *KEYWORDS:* | Bloom's: Comprehension |

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