MIS Essentials

Third Edition

2013

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*MIS Essentials, 3e* **(Kroenke)**
**Chapter Extension 2:  Collaborative Information Systems for Student Projects**

Multiple Choice

1) _____ are useful when the team needs to meet on some topic, but not everyone can meet at
the same time.
A) Blogs
B) Discussion forums
C) Wikis
D) Surveys
Answer:  B
Page Ref: 355
Difficulty:  Easy
AACSB:  Analytic Skills
Study Question:  Study Question 1
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

2) Synchronous communication is defined as _____.
A) communication between similar people and groups in an organization
B) communication between people working in the same department
C) internal communication between the members of a specific group
D) communication that occurs when all team members meet at the same time
Answer:  D
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

3) Which of the following is an example of synchronous communication?
A) email
B) team survey
C) multiparty text chat
D) discussion forum
Answer:  C
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

4) _____ communication occurs when team members do not meet at the same time.
A) Asynchronous
B) Synchronous
C) Procedural
D) Nonprocedural
Answer:  A
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

5) Which of the following is an example of asynchronous communication?
A) multiparty text chat
B) videoconferencing
C) email
D) webinar
Answer:  C
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

6) _____ meetings are meetings in which participants do not meet in the same place, and possibly not at the same time.
A) Concurrent
B) Parallel
C) Synchronous
D) Virtual
Answer:  D
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

7) If a virtual meeting is synchronous, participants should use _____ to interact with each other.
A) discussion forums
B) videoconferencing
C) email
D) team surveys
Answer:  B
Page Ref: 356
Difficulty:  Moderate
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

8) _____ are virtual meetings in which attendees view one of the attendees' computer screens for a more formal and organized presentation.
A) Discussion forums
B) Screen-sharing applications
C) Conference calls
D) Webinars
Answer:  D
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

9) In _____, one group member posts an entry, an idea, a comment, or a question, and other group members respond to it later, at their convenience.
A) multiparty text chats
B) team surveys
C) webinars
D) discussion forums
Answer:  D
Page Ref: 358
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

10) In _____, one team member creates a list of questions and other team members respond.
A) multiparty text chats
B) team surveys
C) webinars
D) discussion forums
Answer:  B
Page Ref: 358
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

11) Which of the following is a content sharing technique in which the sender does not have any control or record of changes made to the shared content?
A) email with attachments
B) Windows Live SkyDrive
C) Google Drive
D) wikis
Answer:  A
Page Ref: 359
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

12) Which of the following is a technology used to place content on a shared file server in a company?
A) FTP
B) TCP
C) Windows Live SkyDrive
D) Google Drive
Answer:  A
Page Ref: 359
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

13) Which of the following is true for shared content with version management?
A) Content sharing methods that provide version management cannot accommodate concurrent work.
B) Version management systems provide version control.
C) Version management makes it impossible to know who changed the document and when.
D) Systems that provide version management track changes to documents.
Answer:  D
Page Ref: 360
Difficulty:  Moderate
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

14) Which of the following tools provides version management while sharing content?
A) shared files on servers
B) Google Drive
C) emails with attachments
D) Microsoft SharePoint
Answer:  B
Page Ref: 360
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

15) Which of the following statements regarding Google Drive is true?
A) Google tracks document revisions, with brief summaries of changes made.
B) A Google account is not essential to edit Google Docs.
C) A Google account is the same as a Gmail account.
D) Microsoft Excel documents cannot be uploaded to Google Drive.
Answer:  A
Page Ref: 360
Difficulty:  Moderate
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

16) Which of the following systems provides version control while sharing content?
A) Microsoft SharePoint
B) Google Drive
C) Windows Live SkyDrive
D) File Transfer Protocol
Answer:  A
Page Ref: 363
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

17) In version-control systems, shared documents are placed into shared directories called
_____.
A) work labs
B) libraries
C) workspaces
D) records
Answer:  B
Page Ref: 363
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

18) Which of the following is true of task and project management products?
A) Users cannot add their own data to the default format of the task list.
B) Microsoft Project Server allows only a single user to access shared project data via a web browser.
C) It is possible to filter task lists to show only non-completed tasks using SharePoint.
D) Microsoft Project is a desktop program that generates files that can be accessed by multiple users.
Answer:  C
Page Ref: 365
Difficulty:  Moderate
AACSB:  Use of Information Technology
Study Question:  Study Question 4
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

19) With the _____ collaboration tool set, the participant should be able to collaborate with his team, though he will get little support from the software.
A) minimal
B) optimal
C) good
D) comprehensive
Answer:  A
Page Ref: 365
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 5
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

20) With the _____ collaboration tool set, the participant has the ability to conduct multi-party audio and video virtual meetings, and he/she will also have support for concurrent access to document, spreadsheet, and presentation files.
A) minimal
B) optimal
C) good
D) comprehensive
Answer:  C
Page Ref: 365-366
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 5
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

21) The _____ collaboration tool set has a full set of features, including content management and control, workflow control, online meetings in which participants can view shared whiteboards, applications, and monitors.
A) minimal
B) optimal
C) good
D) comprehensive
Answer:  D
Page Ref: 366
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 5
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

True or False

1) Discussion forums are useful when the team needs to meet on some topic, but not everyone can meet at the same time.
Answer:  TRUE
Page Ref: 355
Difficulty:  Easy
AACSB:  Analytic Skills
Study Question:  Study Question 1
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

2) Asynchronous communication occurs when team members do not meet at the same time.
Answer:  TRUE
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

3) A face-to-face meeting is an example of asynchronous communication.
Answer:  FALSE
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

4) Virtual meetings can be synchronous or asynchronous.
Answer:  TRUE
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

5) A webinar is a virtual meeting in which attendees view one of the attendees' computer screens for a more formal and organized presentation.
Answer:  TRUE
Page Ref: 356
Difficulty:  Easy
AACSB:  Communication Abilities
Study Question:  Study Question 2
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

6) Videoconferencing is likely to be less intrusive than text chat.
Answer: FALSE
Page Ref: 357
Difficulty: Easy
AACSB: Communication Abilities
Study Question: Study Question 2
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

7) Email is a tool used for synchronous communication.
Answer: FALSE
Page Ref: 357
Difficulty: Easy
AACSB: Communication Abilities
Study Question: Study Question 2
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

8) In team surveys, one team member creates a list of questions and other team members respond.
Answer: TRUE
Page Ref: 358
Difficulty: Easy
AACSB: Communication Abilities
Study Question: Study Question 2
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

9) The degree of version management is very high in email attachments.
Answer: FALSE
Page Ref: 358
Difficulty: Easy
AACSB: Use of Information Technology
Study Question: Study Question 3
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

10) Systems that provide version management track changes to documents and provide features and functions to accommodate concurrent work.
Answer: TRUE
Page Ref: 360
Difficulty: Easy
AACSB: Use of Information Technology
Study Question: Study Question 3
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

11) A Google account is not essential to edit Google Docs.
Answer:  FALSE
Page Ref: 360
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

12) Version management systems provide version control.
Answer:  FALSE
Page Ref: 362
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

13) In version-control systems, shared documents are often placed in shared directories called libraries.
Answer:  TRUE
Page Ref: 363
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

14) Workflows cannot be defined for multistage business processes.
Answer:  FALSE
Page Ref: 364
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 3
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

15) With SharePoint, it is possible to filter task lists to show only non-completed tasks.
Answer:  TRUE
Page Ref: 365
Difficulty:  Easy
AACSB:  Use of Information Technology
Study Question:  Study Question 4
Learning Outcome:  Explain how IS can enhance systems of collaboration and teamwork

16) Microsoft Project Server is a desktop program that generates files that can be accessed only by one user at a time.
Answer: FALSE
Page Ref: 365
Difficulty: Easy
AACSB: Use of Information Technology
Study Question: Study Question 4
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

17) With the minimal collaboration tool set, the participant should be able to collaborate with his team, though he will get little support from the software.
Answer: TRUE
Page Ref: 365
Difficulty: Easy
AACSB: Use of Information Technology
Study Question: Study Question 5
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

18) The good collaboration tool set includes content management and control, workflow control, online meetings in which participants can view shared whiteboards, applications, and monitors.
Answer: FALSE
Page Ref: 366
Difficulty: Easy
AACSB: Use of Information Technology
Study Question: Study Question 5
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

Essay

1) Why should a team choose to use a collaboration information system?
Answer: Collaboration is critical in business, and numerous software vendors and open source developers have created computer programs to facilitate various collaborative tasks. Once a team learns how to use the tools and has developed procedures for using them, teamwork will be easier. The team will no longer need to get everyone together face-to-face. It will no longer lose documents; it will be able to determine who is contributing and who is not. Another reason for using collaboration tools is that it will create better results. Such systems facilitate true collaboration, which means feedback and iteration. Each team member can produce documents, and others can comment and make revisions to them.
Page Ref: 354-355
Difficulty: Easy
AACSB: Use of Information Technology
Study Question: Study Question 1
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

2) Explain synchronous and asynchronous communications in organizations with examples.
Answer: Synchronous communication occurs when all team members meet at the same time. Face-to-face meetings and conference calls are examples of synchronous communication. Asynchronous communication occurs when team members do not meet at the same time. Email, discussion forums, and team surveys are examples of asynchronous communication. Virtual meetings in which participants do not meet in the same place and possibly not at the same time are either synchronous or asynchronous communication. If the virtual meeting is synchronous (all meet at the same time), the participants can use conference calls, webinars, or multiparty text chat. A webinar is a virtual meeting in which attendees view one of the attendees' computer screens for a more formal and organized presentation. Videoconferencing is another synchronous method. When the team must meet asynchronously, most members try to communicate via email.
Page Ref: 356-357
Difficulty: Easy
AACSB: Communication Abilities
Study Question: Study Question 2
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

3) What is version management and why is it important?
Answer: Every collaborative project involves the sharing of content. Although email is simple, easy, and readily available, it will not suffice for collaborations in which there are many document versions or for which there is a desire for content control. Storing documents on servers is better than using email attachments because documents have a single storage location. They are not scattered in different team members' email boxes. However, without any version management it will be impossible to know who changed the document and when.

Version management is a technique used for sharing electronic content. Systems that provide version management track changes to documents and provide features and functions to accommodate concurrent work. Wikis, Google Drive, and Windows Live SkyDrive are examples of systems that provide version management.

With Google Drive, users can make documents available to others by entering their email addresses or Google accounts. Those users are notified that the document exists and are given a link by which they can access it. In the background, Google merges the users' activities into a single document. Google tracks document revisions, with brief summaries of changes made.

Windows Live SkyDrive provides the ability to store and share Office documents and other files. Only one user at a time can open Windows Live SkyDrive documents for editing.
Page Ref: 360-362
Difficulty: Moderate
AACSB: Use of Information Technology
Study Question: Study Question 3
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

4) Explain version control with a simple example.
Answer: Version control is the process of limiting the actions that can be taken by a particular user on shared documents. Version management systems improve the tracking of shared content and potentially eliminate problems caused by concurrent document access. They do not, however, provide version control. They do not limit the actions that can be taken by any particular user, and they do not give control over the changes to documents to particular users. With version-control systems, each team member is given an account with a set of permissions. Shared documents are placed into shared directories, sometimes called libraries. Furthermore, document directories can be set up so that users are required to check out documents before they can modify them. When a document is checked out, no other user can obtain it for the purpose of editing it. Once the document has been checked in, other users can obtain it for editing.
Page Ref: 362-364
Difficulty: Easy
AACSB: Use of Information Technology
Study Question: Study Question 3
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

5) Explain the importance of Microsoft SharePoint in task management.
Answer: Microsoft SharePoint has a robust task management capability. With it, you can create a special type of list, called a task list that is preconfigured to store data such as task title, description, assigned to, due date, status, predecessor tasks, and other useful task data. Users can also add their own data to the default format of the task list. With SharePoint, it is possible to filter task lists to show only non-completed tasks, or only tasks that are overdue, or tasks that are due within the next few days, or all of these as different reports on the team's site. SharePoint includes the option of showing task lists as daily, weekly, or monthly calendars.
Page Ref: 365
Difficulty: Easy
AACSB: Use of Information Technology
Study Question: Study Question 4
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork

6) What are the three sets of collaboration tools?
Answer: The three sets of collaboration tools are:
1. The minimal collaboration tool set has the minimum possible set of tools. With this set, the participant should be able to collaborate with your team, though he/she will get little support from the software.
2. With the good collaboration tool set, the participant will have the ability to conduct multi-party audio and video virtual meetings, and he/she will also have support for concurrent access to document, spreadsheet, and presentation files.
3. The comprehensive collaboration tool set has a full set of features, including content management and control, workflow control, online meetings in which participants can view shared whiteboards, applications, and monitors.
Page Ref: 365-366
Difficulty: Easy
AACSB: Use of Information Technology
Study Question: Study Question 5
Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork