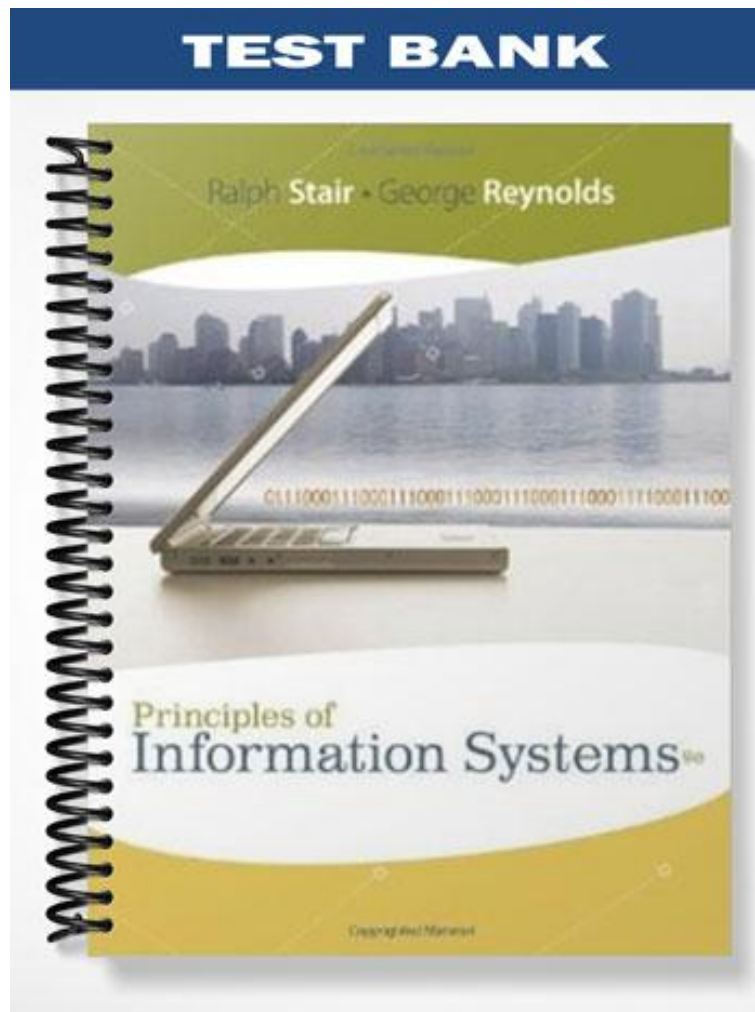


TEST BANK



Ralph Stair • George Reynolds

Principles of
Information Systems^{10e}

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ch01

True/False

Indicate whether the statement is true or false.

- ___ 1. Alphanumeric data is represented by numbers, letters, and other characters.
- ___ 2. The process of defining relationships among data to create useful information requires knowledge.
- ___ 3. Forecasting is used to predict the strength of hurricanes and possible landing sites, future stock-market values, and who will win a political election.
- ___ 4. Processing devices include computer chips that contain the central processing unit and main memory.
- ___ 5. Procedures are the most important element in most computer-based information systems.
- ___ 6. Business information systems are often integrated in one product and can be delivered by the same software package.
- ___ 7. E-commerce is reserved mainly for consumers visiting Web sites for online shopping.
- ___ 8. The primary benefits of implementing an ERP system include easing the adoption of improved work processes and increasing access to timely data for decision making.
- ___ 9. A TPS can speed business activities and reduce clerical costs.
- ___ 10. MISs typically provide standard reports generated with data and information from the TPS.
- ___ 11. An executive support system helps top-level managers, including a firm's president, vice presidents, and members of the board of directors, make better decisions.
- ___ 12. An executive support system can assist with strategic planning, top-level organizing and staffing, strategic control, and crisis management.
- ___ 13. Expert systems allow robots and other devices to "see," store, and process visual images.
- ___ 14. Natural language processing involves computers understanding and acting on verbal or written commands in English, Spanish, or other human languages.
- ___ 15. Outsourcing allows a company to focus on what it does best and delegate other functions to companies with expertise in systems development.
- ___ 16. The first two steps of systems development are systems analysis and design.
- ___ 17. The goal of systems implementation is to gain a clear understanding of the problem to be solved or opportunity to be addressed.

- ___ 18. The purpose of systems analysis and design is to check and modify the system so that it continues to meet changing business needs.
- ___ 19. The term natural language refers to a knowledge of computer systems and equipment and the ways in which they function.
- ___ 20. Autonomics is the study of designing and positioning workplace equipment.

Multiple Choice

Identify the choice that best completes the statement or answers the question.

- ___ 21. 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.
- | | | |
|--------------------|---------------------|----|
| information system | c. knowledge system | a. |
| decision system | d. feedback system | b. |
- ___ 22. ___ consists of raw facts, such as an employee number, number of hours worked in a week, inventory part numbers, or sales orders.
- | | | |
|-------------------------|-------------|----|
| Artificial intelligence | c. Data | a. |
| Virtual reality | d. Software | b. |
- ___ 23. ___ is a collection of facts organized so that they have additional value beyond the value of the facts themselves.
- | | | |
|-------------------------|----------------------|----|
| Virtual reality | c. Telecommunication | a. |
| Artificial intelligence | d. Information | b. |
- ___ 24. ___ 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.
- | | | |
|-------------------------|----------------------|----|
| Artificial intelligence | c. Knowledge | a. |
| MIS | d. Telecommunication | b. |
- ___ 25. A(n) ___ is a set of elements or components that interact to accomplish goals.
- | | | |
|----------|------------|----|
| system | c. process | a. |
| intranet | d. network | b. |
- ___ 26. ___ is a measure of what is produced divided by what is consumed.
- | | | |
|-------------------|------------------|----|
| Telecommunication | c. Efficiency | a. |
| Feedback | d. Effectiveness | b. |
- ___ 27. ___ is a measure of the extent to which a system achieves its goals.
- | | | |
|-------------------|---------------|----|
| Telecommunication | c. Efficiency | a. |
| Effectiveness | d. Feedback | b. |
- ___ 28. In information systems, ___ is information from the system that is used to make changes to input or processing activities.
- | | | |
|-------------------------|-------------|----|
| artificial intelligence | c. data | a. |
| virtual reality | d. feedback | b. |
- ___ 29. A ___ is a single set of hardware, software, databases, telecommunications, people, and procedures that are configured to collect, manipulate, store, and process data into information.
- | | | |
|-----------------------------------|----------------|----|
| computer-based information system | c. transaction | a. |
| knowledge management system | d. firewall | b. |

- ___ 30. A firm's ___ includes all the hardware, software, databases, telecommunications, people, and procedures that are configured to collect, manipulate, store, and process data into information.
 transaction processing system c. technology infrastructure a.
 MIS d. e-business b.
- ___ 31. ___ consists of computer equipment used to perform input, processing, and output activities.
 Hardware c. Virtual reality a.
 Artificial intelligence d. Software b.
- ___ 32. ___ is the electronic transmission of signals for communications.
 Technology infusion c. Telecommunications a.
 Autonomics d. Artificial intelligence b.
- ___ 33. ___ connect computers and equipment in a building, around the country, or around the world to enable electronic communication.
 Databases c. Value chains a.
 Networks d. Mobile commerce b.
- ___ 34. The ___ is a network of links on the Internet to documents containing text, graphics, video, and sound.
 database c. information center a.
 network unit d. World Wide Web b.
- ___ 35. A(n) ___ is an internal network based on Web technologies that allows people within an organization to exchange information and work on projects.
 intranet c. podcast a.
 network unit d. value chain b.
- ___ 36. ___ include the strategies, policies, methods, and rules for using a CBIS, including the operation, maintenance, and security of the computer.
 Databases c. Procedures a.
 Podcasts d. Vision systems b.
- ___ 37. A ___ is any business-related exchange such as payments to employees, sales to customers, or payments to suppliers.
 network c. procedure a.
 transaction d. process b.
- ___ 38. A(n) ___ is an organized collection of people, procedures, software, databases, and devices used to record completed business transactions.
 extranet c. intranet a.
 podcast d. transaction processing system b.
- ___ 39. A(n) ___ is a set of integrated programs that manages the vital business operations for an entire multisite, global organization.
 database unit c. enterprise resource planning system a.
 value chain d. network unit b.
- ___ 40. A(n) ___ is an organized collection of people, procedures, software, databases, and devices that provides routine information to managers and decision makers.
 competitive advantage c. transaction a.
 MIS d. knowledge base b.

52. _____ are people who create, use, and disseminate knowledge, and are usually professionals in science, engineering, business, and other areas.
53. _____ can be computed by dividing the goals actually achieved by the total of the stated goals.
54. After standards are established, _____ is measured and compared with the standard.
55. In information systems, _____ is the activity of gathering and capturing raw data.
56. In information systems, _____ means converting or transforming data into useful outputs.
57. _____ involves keeping data and information available for future use, including output.
58. In information systems, _____ involves producing useful information, usually in the form of documents and reports.
59. _____ consists of the computer programs that govern the operation of the computer.
60. A(n) _____ is an organized collection of facts and information, typically consisting of two or more related data files.
61. The _____ is the world's largest computer network.
62. Internet users can create _____ to store and share their thoughts and ideas with others around the world.
63. _____ gives you the opportunity to download audio programs or music from the Internet to play on computers or music players.
64. A(n) _____ 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 intranet.
65. _____ 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.
66. _____ refers to transactions conducted anywhere, anytime.
67. _____ goes beyond e-commerce and e-procurement by using information systems and the Internet to perform all business-related tasks and functions, such as accounting, finance, marketing, manufacturing, and human resource activities.
68. _____ systems help organizations perform and integrate important tasks, such as paying employees and suppliers, controlling inventory, sending out invoices, and ordering supplies.

69. _____ is an area of artificial intelligence in which machines take over complex, dangerous, routine, or boring tasks, such as welding car frames or assembling computer systems and components.
70. _____ systems allow computers to learn from past mistakes or experiences, such as playing games or making business decisions.

Essay

71. What is the difference between data and information?
72. Briefly discuss the following characteristics of valuable information: complete, economical, flexible, and verifiable.
73. What is the difference between the Internet and the World Wide Web?
74. What are the essential elements of a decision support system?
75. Briefly discuss each of the steps involved in systems development.

MIS ch01
Answer Section

TRUE/FALSE

1.	ANS: T	PTS: 1	REF: 5
2.	ANS: T	PTS: 1	REF: 6
3.	ANS: T	PTS: 1	REF: 11
4.	ANS: T	PTS: 1	REF: 12
5.	ANS: F	PTS: 1	REF: 15
6.	ANS: T	PTS: 1	REF: 15
7.	ANS: F	PTS: 1	REF: 16
8.	ANS: T	PTS: 1	REF: 20
9.	ANS: T	PTS: 1	REF: 20
10.	ANS: T	PTS: 1	REF: 22
11.	ANS: T	PTS: 1	REF: 24
12.	ANS: T	PTS: 1	REF: 24
13.	ANS: F	PTS: 1	REF: 24
14.	ANS: T	PTS: 1	REF: 24
15.	ANS: T	PTS: 1	REF: 27
16.	ANS: F	PTS: 1	REF: 27
17.	ANS: F	PTS: 1	REF: 27
18.	ANS: F	PTS: 1	REF: 28
19.	ANS: F	PTS: 1	REF: 30
20.	ANS: F	PTS: 1	REF: 30

MULTIPLE CHOICE

21.	ANS: C	PTS: 1	REF: 4
22.	ANS: A	PTS: 1	REF: 5
23.	ANS: B	PTS: 1	REF: 5
24.	ANS: A	PTS: 1	REF: 6
25.	ANS: C	PTS: 1	REF: 8
26.	ANS: A	PTS: 1	REF: 8
27.	ANS: D	PTS: 1	REF: 9
28.	ANS: B	PTS: 1	REF: 10
29.	ANS: C	PTS: 1	REF: 11
30.	ANS: A	PTS: 1	REF: 11
31.	ANS: C	PTS: 1	REF: 12
32.	ANS: A	PTS: 1	REF: 13
33.	ANS: D	PTS: 1	REF: 14
34.	ANS: B	PTS: 1	REF: 14
35.	ANS: C	PTS: 1	REF: 15
36.	ANS: A	PTS: 1	REF: 15
37.	ANS: D	PTS: 1	REF: 19

38.	ANS: B	PTS: 1	REF: 19
39.	ANS: A	PTS: 1	REF: 20
40.	ANS: D	PTS: 1	REF: 22
41.	ANS: C	PTS: 1	REF: 22
42.	ANS: D	PTS: 1	REF: 24
43.	ANS: A	PTS: 1	REF: 25
44.	ANS: A	PTS: 1	REF: 25
45.	ANS: B	PTS: 1	REF: 25
46.	ANS: C	PTS: 1	REF: 26
47.	ANS: B	PTS: 1	REF: 28
48.	ANS: C	PTS: 1	REF: 28
49.	ANS: A	PTS: 1	REF: 29
50.	ANS: B	PTS: 1	REF: 30

COMPLETION

51.	ANS: process		
		PTS: 1	REF: 6
52.	ANS:		
	Knowledge workers		
	Knowledge workers (KWs)		
	KWs (Knowledge workers)		
	KWs		
		PTS: 1	REF: 6
53.	ANS: Effectiveness		
		PTS: 1	REF: 9
54.	ANS: system performance		
		PTS: 1	REF: 9
55.	ANS: input		
		PTS: 1	REF: 10
56.	ANS: processing		
		PTS: 1	REF: 10
57.	ANS: Storage		
		PTS: 1	REF: 10
58.	ANS: output		
		PTS: 1	REF: 10
59.	ANS: Software		
		PTS: 1	REF: 13
60.	ANS: database		

- PTS: 1 REF: 13
61. ANS: Internet
- PTS: 1 REF: 14
62. ANS:
Web logs
blogs
- PTS: 1 REF: 14
63. ANS: Podcasting
- PTS: 1 REF: 14
64. ANS: extranet
- PTS: 1 REF: 15
65. ANS:
E-commerce
Electronic commerce
- PTS: 1 REF: 16
66. ANS:
Mobile commerce
M-commerce
- PTS: 1 REF: 16
67. ANS:
Electronic business
E-business
- PTS: 1 REF: 19
68. ANS: Enterprise
- PTS: 1 REF: 20
69. ANS: Robotics
- PTS: 1 REF: 24
70. ANS: Learning
- PTS: 1 REF: 24

ESSAY

71. ANS:
Data consists of raw facts, such as an employee number, number of hours worked in a week, inventory part numbers, or sales orders. When facts are arranged in a meaningful manner, they become information. Information is a collection of facts organized so that they have additional value beyond the value of the facts themselves.

PTS: 1 REF: 5

72. ANS:

Complete information contains all the important facts. For example, an investment report that does not include all important costs is not complete.

Information should also be relatively economical to produce. Decision makers must always balance the value of information with the cost of producing it.

Flexible information can be used for a variety of purposes. For example, information on how much inventory is on hand for a particular part can be used by a sales representative in closing a sale, by a production manager to determine whether more inventory is needed, and by a financial executive to determine the total value the company has invested in inventory.

Information should be verifiable. This means that you can check it to make sure it is correct, perhaps by checking many sources for the same information.

PTS: 1 REF: 7

73. ANS:

The Internet is the world's largest computer network, consisting of thousands of interconnected networks, all freely exchanging information. The World Wide Web (WWW), or the Web, is a network of links on the Internet to documents containing text, graphics, video, and sound. Information about the documents and access to them are controlled and provided by tens of thousands of special computers called Web servers. The Web is one of many services available over the Internet and provides access to millions of documents.

PTS: 1 REF: 14-15

74. ANS:

The essential elements of a DSS include a collection of models used to support a decision maker or user (model base), a collection of facts and information to assist in decision making (database), and systems and procedures (dialogue manager or user interface) that help decision makers and other users interact with the DSS.

PTS: 1 REF: 23

75. ANS:

The first two steps of systems development are systems investigation and analysis. The goal of the systems investigation is to gain a clear understanding of the problem to be solved or opportunity to be addressed, while systems analysis defines the problems and opportunities of the existing system.

Systems design determines how the new system will work to meet the business needs defined during systems analysis. Systems implementation involves creating or acquiring the various system components (hardware, software, databases, etc.) defined in the design step, assembling them, and putting the new system into operation. The purpose of systems maintenance and review is to check and modify the system so that it continues to meet changing business needs.

PTS: 1 REF: 27-28