

Chapter01

True/False

Indicate whether the statement is true or false.

- ___ 1. The terms “data” and “information” mean the same thing.
- ___ 2. To become data, information is manipulated through tabulation, addition, subtraction, division, or any other operation that leads to greater understanding of a situation.
- ___ 3. Every system has a single goal.
- ___ 4. Increasingly, companies are implementing open information systems that can be linked to other systems owned by business partners such as suppliers and clients.
- ___ 5. It is important to remember that computers can only carry out instructions that humans give them.
- ___ 6. Input is the information an IS produces and displays in the format most useful to an organization.
- ___ 7. The computer processes data through output devices.
- ___ 8. Transaction processing systems (TPSs) are the most widely used information systems.
- ___ 9. Many ERP systems are used by service representatives in combination with a telephone.
- ___ 10. ISs whose purpose is to glean from raw data relationships and trends that might help organizations compete better are called business intelligence (BI) systems.
- ___ 11. GISs are often used to manage daily operations as well as for planning and decision making.
- ___ 12. While accounting systems focus on recording and reporting financial changes and states, the purpose of marketing systems is to facilitate financial planning and business transactions.
- ___ 13. Programmers often advance directly to become project leaders.
- ___ 14. In the capacity of project leaders, senior systems analysts are put in charge of several analysts and programmers.
- ___ 15. Project leaders seek and allocate resources, such as personnel, hardware, and software, which are used in the development process.
- ___ 16. Since access to information often connotes power, the DBA must be astute not only technologically but politically as well.
- ___ 17. The rapid spread of the Web, intranets, and extranets has minimized the stature of the organizational Webmaster.

Multiple Choice

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

- ___ 18. ___ is the raw material in the production of information.
a. Data
b. Decision making
c. Managing
d. Programming
- ___ 19. Just as raw materials are processed in manufacturing to create useful end-products, so raw data is processed in information systems to create useful _____.
a. data
b. information
c. input
d. programs
- ___ 20. Simply put, a ___ is an array of components that work together to achieve a common goal, or multiple goals, by accepting input, processing it, and producing output in an organized manner.
a. plan
b. process
c. project
d. system
- ___ 21. ___ records sums owed to the organization and by whom.
a. Accounts payable
b. Accounts receivable
c. Accounts programmable
d. Accounts writable
- ___ 22. A(n) ___ interfaces and interacts with other systems.
a. closed system
b. final system
c. initial system
d. open system
- ___ 23. Thinking of an organization in terms of its suborganizations or subsystems—called ___—is a powerful management approach.
a. organization thinking
b. organization validating
c. systems thinking
d. systems validating
- ___ 24. The ___ of a modern business shows a network of information subsystems that exchange information with each other and with the world outside the system.
a. information list
b. information map
c. specific map
d. total system
- ___ 25. Several trends have made the use of ___ very important in business; among them, the variety and ingenuity of computer programs have increased.
a. data maps
b. information lists
c. information systems
d. total systems
- ___ 26. In today's world, organizations must continuously ___ hardware, software, and the skills of their employees to stay competitive.
a. downsize
b. share
c. specify
d. upgrade
- ___ 27. A ___ is a business event: a sale, a purchase, the hiring of a new employee, and the like.
a. compromise
b. contract
c. process
d. transaction
- ___ 28. Storage devices constitute one of the ___ basic components of the computer system within an IS.
a. three
b. four
c. five
d. six
- ___ 29. The term “___” refers to the sequence of activities involved in producing a product or service.
a. activity board
c. supply board

- b. activity chain
- d. supply chain

- ___ 30. The main goals of ___ systems are to increase the quality of customer service, reduce the amount of labor involved in serving customers, and learn as much as possible about the preferences of individual customers.
- a. CRM
 - b. ERP
 - c. MIS
 - d. TPS
- ___ 31. Business intelligence applications access large pools of data, usually transactional records stored in large databases called ___.
- a. data warehouses
 - b. decision data
 - c. demographic data
 - d. supply chains
- ___ 32. ___ have been used to provide service via the Web, such as helping residents find locations of different services on a city map or plan travel routes.
- a. BIs
 - b. DSSs
 - c. GISs
 - d. MISs
- ___ 33. In ___, information systems help organize budgets, manage cash flow, analyze investments, and make decisions that could reduce interest payments and increase revenues from financial transactions.
- a. accounting
 - b. e-commerce
 - c. finance
 - d. marketing
- ___ 34. ___'s purpose is to pinpoint the people and organizations most likely to purchase what the organization sells and to promote the appropriate products and services to those people and organizations.
- a. Accounting
 - b. E-commerce
 - c. Finance
 - d. Marketing
- ___ 35. ___ systems mainly help in record-keeping, employee evaluation, and employee benefits.
- a. Accounting
 - b. Financial
 - c. Human resource (HR) management
 - d. Marketing
- ___ 36. Spam now makes up about ___ percent of all e-mail.
- a. 20
 - b. 40
 - c. 60
 - d. 80
- ___ 37. Many IT professionals start their careers as programmers, or programmer/analysts, and then are promoted to ___, positions that require a broad range of skills.
- a. network administrators
 - b. network analysts
 - c. systems administrators
 - d. systems analysts
- ___ 38. A ___ is partly involved in the analysis of business needs and ISs, but the greater part of the job involves setting up business applications.
- a. database analyst
 - b. database programmer
 - c. programmer/analyst
 - d. systems administrator
- ___ 39. A ___ is responsible for researching, planning, and recommending software and systems choices to meet an organization's business requirements.
- a. database designer
 - b. programmer
 - c. project manager
 - d. systems analyst
- ___ 40. A ___ is responsible for the databases and data warehouses of an organization—a very sensitive and powerful position.
- a. database administrator
 - b. database programmer
 - c. project leader
 - d. project manager

- ___ 41. A ___ is responsible for developing or acquiring database applications and must carefully consider how data will be used.
- | | |
|------------------------|--------------------|
| a. DBA | c. programmer |
| b. database programmer | d. systems analyst |
- ___ 42. A ___ is highly involved in the implementation of SCM systems, because they access corporate databases.
- | | |
|------------------------|--------------------|
| a. DBA | c. programmer |
| b. database programmer | d. systems analyst |
- ___ 43. In most organizations the chief security officer (CSO) reports to the ___.
- chief administrative officer (CAO)
 - chief information officer (CIO)
 - chief information security officer (CISO)
 - systems executive officer (SEO)
- ___ 44. A major challenge for ___ is the misperception of other executives that IT security is an inhibitor rather than an enabler to operations.
- | | |
|---------|---------------|
| a. CIOs | c. CTOs |
| b. CSOs | d. Webmasters |
- ___ 45. You might find organizations where there are both a CIO and a ___ and one reports to the other.
- | | |
|--------|--------------|
| a. CEO | c. CTO |
| b. CSO | d. Webmaster |

Completion

Complete each statement.

46. Data is the raw material in the production of _____.
47. Raw data is rarely meaningful or useful as _____.
48. Often, a system consists of several _____—components of a larger system—with subgoals, all contributing to meeting the main goal.
49. An accounting system that records accounts receivable, accounts payable, and cash flow is _____ if it receives its payroll figures from the payroll system.
50. An information system (IS) consists of all the components that work together to _____ data and produce information.
51. In a computer-based information system, computers collect, store, and process data into information, according to instructions people provide via computer _____.
52. The most widely used _____ device is the video display, or video monitor, which displays output visually.
53. _____ devices and communications lines transfer data and information over various distances.

54. An SCM is a(n) _____ because the systems that support each business process are connected to each other to form one large IS.
55. _____ systems are often linked to Web applications that track online shopping and process online transactions.
56. A(n) _____ relies on artificial intelligence techniques to support knowledge-intensive decision-making processes.
57. Some GISs that support operations use information from _____ satellites, especially to show the current location of a vehicle or person on a map or to provide directions.
58. _____ ISs provide information that helps management decide how many sales representatives to assign to specific products in specific geographical areas.
59. When visiting a commercial Web site, chances are the site installs a little file, called a(n) “_____,” on your computer’s hard disk.
60. Unlike many other occupations, the job of a(n) _____ often involves the creation of new systems or the modification of existing ones.
61. Attacks on corporate _____ by hackers and computer viruses have made the DBA’s job more difficult.
62. A(n) _____ is responsible for creating and maintaining the organization’s Web site and its intranet and extranet pages.
63. In most cases when you encounter both positions in one organization, the CTO reports to the _____.
64. A person who holds the position of CIO must have both technical understanding of current and developing _____ technologies and business knowledge.