Multiple Choice

1. ________ is the collection of hardware, software, processes, networks, and users.
   a) IT infrastructure
   b) IT function
   c) Transaction processing system
   d) MIS

2. A transaction processing system (TPS):
   a) processes raw data.
   b) does reporting.
   c) extracts, transforms, and loads data.
   d) does advanced data analysis.

3. The number of hours an employee worked in a certain week is an example of:
   a) information.
   b) a transaction.
   c) knowledge.
   d) data.

4. __________ is data that has been processed, organized, or put into context so that it has meaning and value to the person receiving it.
   a) Information
   b) A transaction
   c) Knowledge
   d) A report

5. __________ consists of data that have been processed, organized, and put into context to be meaningful, and to convey understanding, experience, accumulated learning, and expertise.
   a) Information
   b) A transaction
   c) Knowledge
   d) Wisdom
6. Managing a product recall in a way that minimizes negative impacts on sales of other products and profits is an example of:
   a) data.
   b) information.
   c) knowledge.
   d) decision.

7. A __________ consists of stored data organized for access, search, retrieval, and update.
   a) file
   b) database
   c) TPS
   d) system

8. Why are TPSs critical systems?
   a) Data need to be analyzed and reported to managers to support their decision making processes.
   b) Manual systems are subject to too much human error.
   c) Transactions that do not get captured can result in lost sales, dissatisfied customers, and other types of data errors.
   d) They are essential components of process control systems.

9. Processing of transactions is done in one of two modes:
   a) batch and real-time.
   b) online and offline.
   c) manual and computerized.
   d) online and real-time.

10. Which of the following is an advantage of batch processing over online transaction processing?
    a) higher data quality
    b) costs less
    c) more up-to-date data
    d) a and b

11. If a customer sets up an account with REI.com to purchase from their Web site, the __________ will validate that the address, city, and postal code are consistent and valid in order to improve __________.
    a) OLTP; data storage
    b) OLTP; data visibility
    c) TPS; data quality
    d) TPS; data transfer
12. Data errors:
   a) are difficult to correct the later they are detected.
   b) expose the company to legal action.
   c) may never be detected and corrected.
   d) all of the above

13. Victims of identity theft face enormous challenges and frustration because:
   a) data errors detected later are difficult to correct.
   b) data processing does not improve data quality.
   c) data processing is done in real-time.
   d) data processing cannot detect obvious data errors.

14. Which of the following is not an example of a routine business transaction for a manufacturing company?
   a) purchase orders
   b) payroll
   c) consolidation
   d) billing

15. General purpose reporting systems are referred to as __________ systems.
   a) management information
   b) decision support
   c) operational
   d) transactional

16. Which of the following is not an objective of MIS?
   a) to provide reports to managers for tracking operations
   b) to provide reports to managers for monitoring
   c) to provide reports to managers for control
   d) to provide reports to managers for strategic planning

17. __________ reports are created or run according to a pre-set schedule, such as daily, weekly, or quarterly.
   a) Periodic
   b) Exception
   c) Ad hoc
   d) Functional
18. Sales of fresh produce drop during an E. coli food contamination crisis. What type of reports would be generated in this unique situation?
   a) Periodic
   b) Exception
   c) Ad hoc
   d) Functional

19. Sony’s managers notice a significant change in demand for the company’s eReaders. They request that reports be generated so they can learn more about this situation. What is this type of report?
   a) Periodic
   b) Exception
   c) Ad hoc
   d) Functional

20. Decision support systems are __________ that support unstructured and semi-structured decision making.
   a) interactive applications
   b) reporting applications
   c) operations support systems
   d) process control systems

21. Deciding which new products to develop or which new markets to enter are examples of __________ decisions because they depend on human intelligence, knowledge, and/or experience.
   a) structured
   b) semistructured
   c) unstructured
   d) routine

22. Decision makers manipulate models in a DSS to perform __________ analysis, which refers to changing assumptions or data in the model to see the impacts of those changes on the outcome.
   a) goal seeking
   b) experimental
   c) structured
   d) what-if

23. A __________ is a visual presentation of critical data, such as the results of a report or analysis, to more quickly understand data.
a) dashboard
b) GUI
c) touch screen
d) KPI

24. __________ is a computerized process for conducting searches in large amounts of data and information in order to discover unknown valuable relationships in the data.
   a) Drill down
   b) Data mining
   c) Business mining
   d) Data analytics

25. __________ is the science concerned with managing material and information flows to optimize supply chain operations.
   a) Database management
   b) Process control
   c) Logistics
   d) Sourcing

26. A company’s competitive advantage, such as low cost, quality, and/or speed to market, depends on:
   a) how well its supply chain is aligned and managed.
   b) minimizing the physical flows of its products.
   c) how well it maximizes its global sourcing.
   d) its ability to recycle.

27. Because Wal-Mart has thousands of suppliers to manage and is constantly looking for new ones worldwide, they invested in a new __________ strategy.
   a) mobile networking
   b) global sourcing
   c) global support
   d) mobile support

28. Wal-Mart’s global sourcing strategy is designed:
   a) to reduce costs of goods, increase speed to market, and improve the quality of products.
   b) to identify and evaluate marketing opportunities.
   c) to increase production efficiency.
   d) to process transactions in real-time.
29. By linking a company with its suppliers, vendors, and customers, the supply chain creates
__________.
   a) logistics inefficiencies
   b) automated distribution centers
   c) an extended enterprise
   d) a warehouse control system

30. RFID is a technology that uses __________ instead of __________ to identify products or pallets.
   a) electronic tags; bar codes
   b) electronic tags; chips
   c) bar codes; PINs
   d) PINs; EPC tags

31. Which of the following best describes RFID implementation?
   a) RFID systems are frequently implemented as stand-alone systems.
   b) RFID implementation has been slow due to costs, privacy, and security concerns.
   c) RFID implementations are used only to track products and pallets.
   d) RFID implementation has been rapid and widespread for security reasons.

32. When employees log into the company network or e-mail accounts, or access data or documents to perform their jobs, two critical factors impacting their productivity are:
   a) password strength and availability of mobile networks.
   b) cloud computing and software applications.
   c) virtualization and private clouds.
   d) speed of the response and the reliability of the hardware.

33. A company’s __________ determines the workload that its ISs, apps, and mobile computing devices can handle and their speed.
   a) TPS
   b) network access point
   c) IT infrastructure
   d) firewall

34. IT infrastructure is the collection of:
   a) hardware and software.
   b) hardware, software, and networks.
   c) hardware, software, networks, and mobile devices.
   d) hardware, software, processes, networks, and users.
35. To improve the performance and ability to store, protect, and manage data at lower up-front costs, companies are turning to __________ options.
   a) cloud computing
   b) mainframe
   c) visualization
   d) data center

36. __________ is the term used to refer to the Internet.
   a) Shadow
   b) Cloud
   c) Tag
   d) Chain

37. The general name for Internet-based infrastructures is __________.
   a) social networking
   b) cloud computing
   c) Web 1.0
   d) Web 2.0

38. The U.S. Department of Defense implemented __________ to service many military agencies in order to reduce IT infrastructure costs while protecting its sensitive data.
   a) RFID
   b) cloud computing
   c) a private cloud
   d) virtualization

39. Which of the following represents the evolution to Internet-based infrastructure?
   a) public cloud computing; private cloud computing; virtualization
   b) wired; wireless; mobile computing
   c) virtualization; cloud computing; enterprise computing
   d) virtualization; private cloud computing; cloud computing

40. Which of the following statements about virtualization is false?
   a) Virtualization is primarily about cost-cutting.
   b) Virtualization is often a key part of an enterprise’s disaster recovery plan.
   c) Virtualization separates business applications and data from hardware resources to pool hardware resources.
   d) Virtualization increases the flexibility of IT assets, allowing companies to consolidate IT infrastructure.
41. Large companies and government agencies with multiple locations may set up _________ on servers that they own if data confidentiality is a key requirement.
   a) public clouds  
   b) private clouds  
   c) encrypted clouds  
   d) social clouds

42. Cloud computing is Internet-based computing in which shared resources, such as hard drives and software apps, are provided to computers and other devices ________, like a public utility.
   a) in batch  
   b) via mobile networks  
   c) on-demand  
   d) via SaaS

43. All of the following are characteristics of software-as-a-service (SaaS) except:
   a) SaaS is an increasingly popular IT model for large but not small companies in which software is available to users as needed.
   b) The SaaS model was developed to overcome the challenge to an enterprise of being able to meet fluctuating demands on IT resources efficiently.
   c) Other terms for SaaS are on-demand computing, utility computing, and hosted services.
   d) Usually there is no hardware and software to buy since the apps are used over the Internet and paid for through a fixed subscription fee, or payable per an actual usage fee.

44. What is a disadvantage of cloud computing?
   a) It may be more difficult to get to the root of IT infrastructure performance problems.
   b) It is higher cost than company-owned IT infrastructures.
   c) There is more control than with company-owned IT infrastructures.
   d) Service-level agreements (SLAs) with vendors are not necessary.

45. Which of the following is a major cloud computing vendor?
   a) Amazon's EC2  
   b) Google's AppEngine  
   c) Microsoft's Azure  
   d) All of the above