

CHAPTER 12: INFORMATION SYSTEMS IN BUSINESS

Multiple Choice:

1. A computer system performs all of the following basic functions EXCEPT:

- A. output.
- B. input.
- C. acquisition.
- D. processing.

Answer: C

2. An example of a subsystem of a WAN is:

- A. the Internet.
- B. a LAN.
- C. the environment.
- D. a boundary.

Answer: B

3. When two systems share a boundary, the output of one subsystem can be the _____ for another subsystem.

- A. input
- B. bus
- C. storage
- D. memory

Answer: A

4. A value chain's primary activities include all of the following EXCEPT:

- A. marketing and sales.
- B. human resources.
- C. operations.
- D. service.

Answer: B

5. A company's environment includes all of the following EXCEPT:

- A. competitors.
- B. employees.
- C. customers.
- D. stockholders.

Answer: B

6. A _____ is an example of input for an information system.

- A. financial statement
- B. screen display
- C. paycheck
- D. sales transaction

Answer: D

7. A(n) _____ is an example of output from an information system.

- A. printer
- B. employee paycheck
- C. customer address change
- D. scanner

Answer: B

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8. A(n) _____ is a subsystem supporting the information needs of other business processes within the organization.
- A. business information system
 - B. infrastructure
 - C. technology management system
 - D. operating system

Answer: A

9. All of the following are examples of transactions in an information system EXCEPT:
- A. manufacture widget.
 - B. sell item.
 - C. hire new employee.
 - D. enhance memory capacity.

Answer: D

10. A(n) _____ is a record-keeping system that keeps track of accounting transactions on a daily basis.
- A. IOS
 - B. executive information system
 - C. transaction processing system
 - D. expert system

Answer: C

11. The first step in the transaction processing cycle is:
- A. database operations.
 - B. audit.
 - C. data entry.
 - D. user inquiry.

Answer: C

12. EDI stands for:

- A. electronic data interchange.
- B. electrical data interchange.
- C. electronic data on the Internet.
- D. enhanced data interchange.

Answer: A

13. _____ processing gathers data and processes it later.

- A. Real-time
- B. Late entry data
- C. Batch
- D. Entry specific

Answer: C

14. A library information system using a database to revise information about inventory levels after a book is checked out is an example of:

- A. batch processing.
- B. EDI.
- C. storage and retrieval.
- D. acquisition.

Answer: C

15. When a sales manager makes a chart and spreadsheet for a monthly sales report, the manager is using the ITS function called:

- A. processing.
- B. presentation.
- C. acquisition.
- D. storage and retrieval.

Answer: B

16. The ITS function, _____ is manipulating and organizing information for the benefit of the user.

- A. presentation
- B. storage and retrieval
- C. processing
- D. acquisition

Answer: C

17. A sale reducing the number in stock would be recorded in a(n):

- A. expert system.
- B. ERP system
- C. accounts payable transaction.
- D. inventory control transaction.

Answer: D

18. When two different businesses agree to work together, it is known as a:

- A. strategic plan.
- B. business alliance.
- C. value chain.
- D. corporation.

Answer: B

19. An information system that supports international business activities is called a(n):

- A. International information system.
- B. EIS.
- C. EDI.
- D. Internet supplier system.

Answer: A

20. Middle managers primarily manage at the _____ level.

- A. tactical
- B. operational
- C. top management
- D. strategic

Answer: A

21. The _____ is the top manager responsible for the overall planning of information systems within a company.

- A. CEO
- B. Controller
- C. CIO
- D. DBA

Answer: C

22. MIS stands for:

- A. management Internet system.
- B. marketing Internet system.
- C. marketing and implementation software.
- D. management information system.

Answer: D

23. A(n) _____ helps a manager make semistructured decisions by providing tools to help analyze information.

- A. EDI
- B. DSS
- C. TPS
- D. ES.

Answer: B

24. If you were planning delivery routes for your business, you might find a(n) _____ helpful.

- A. GIS.
- B. MIS.
- C. EDI.
- D. DSS.

Answer: A

25. A(n) _____ system is designed based on the knowledge of a highly-skilled professional in a particular field.

- A. executive information
- B. knowledge
- C. expert
- D. management information

Answer: C

26. The first phase of ITS planning is called _____ planning.

- A. tactical
- B. project
- C. organizational
- D. strategic

Answer: D

27. To analyze their information requirements, many companies use _____ to define their ITS infrastructure:

- A. enterprise modeling
- B. spreadsheet modeling
- C. optimization analysis
- D. project planning

Answer: A

28. Managers use all of the following to identify problems in a project EXCEPT:

- A. Gantt chart.
- B. PERT diagram.
- C. CPM.
- D. CSF.

Answer: D

29. Social responsibility applies to:

- A. both individuals and companies.
- B. only companies.
- C. only the community.
- D. only the government.

Answer: A

30. The ethical guideline, _____ states that a person should take the action that achieves the greatest good for all involved.

- A. code of ethics
- B. informed consent
- C. most restrictive action
- D. higher ethic

Answer: D