Test Bank for Using MIS 12th Kroenke

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***Using MIS, 12e* (Kroenke/Boyle)**
Chapter 1 The Importance of MIS

1) _____ states that the number of transistors per square inch on an integrated chip doubles every 18 months.
A) Nielsen's Law
B) Faraday's Law
C) Moore's Law
D) Newton's Law
E) Metcalfe's Law
Answer: C
Diff: 1 Page Ref: 6
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

2) According to Moore's Law, the _____.
A) price of an integrated chip reduces once in 18 months
B) performance of each transistor on a square inch of an integrated chip doubles every year
C) number of transistors per square inch on an integrated chip doubles every 18 months
D) density of a transistor decreases every year
E) rate of innovation increases exponentially
Answer: C
Diff: 2 Page Ref: 6
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Classification: Concept

3) _____ states that network connection speeds for high-end users will increase by 50 percent per year.
A) Nielsen's Law
B) Kryder's Law
C) Moore's Law
D) Bell's Law
E) Metcalfe's Law
Answer: A
Diff: 2 Page Ref: 8
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4) Which of the following ratios has fallen as a result of Moore's Law?
A) price/performance
B) demand/supply
C) profit/loss
D) debt/equity
E) price/earnings
Answer: A
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Classification: Concept

5) In 1972, computer scientist _____ recognized that digital devices would change the world as they evolved and became widely used.
A) Gordon Bell
B) Robert Metcalfe
C) Gordon Moore
D) Jakob Nielsen
E) Sam Flynn
Answer: A
Diff: 1 Page Ref: 6
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Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

6) _____ states that the value of a network is equal to the square of the number of users connected to it.
A) Moore's Law
B) Metcalfe's Law
C) Bell's Law
D) Nielsen's Law
E) Flynn's Law
Answer: B
Diff: 1 Page Ref: 7
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Classification: Concept

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7) Google's Project Loon is a major effort to _____.
A) decrease the size of storage devices, while increasing their capacity
B) facilitate the use of Internet on submarines, while they are submerged
C) promote the use of virtual machines, that operate on voice command
D) bring Internet access to everyone using a network of inflated balloons
E) reduce the rate of decay in magnetic disks
Answer: D
Diff: 2 Page Ref: 7
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Classification: Concept

8) According to Bell's Law, _____ will evolve so quickly they will enable new platforms every 10 years.
A) systems thinking
B) human interactions
C) digital devices
D) television
E) technology companies
Answer: C
Diff: 2 Page Ref: 6
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Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

9) Because of Moore's Law, the _____ of data processing is approaching zero.
A) cost
B) power
C) speed
D) use
E) applications
Answer: A
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10) A primary metric for social media companies is _____.
A) revenue
B) the number of monthly active users
C) the number of ads shown to users
D) the total number of users
E) how much it costs the company to maintain social media connections
Answer: B
Diff: 1 Page Ref: 7
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Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

11) _____ states the storage density on magnetic disks is increasing at an exponential rate.
A) Nielsen's Law
B) Faraday's Law
C) Moore's Law
D) Kryder's Law
E) Metcalfe's Law
Answer: D
Diff: 1 Page Ref: 8
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Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

12) Despite the rapid growth of technology, digital devices fail to impact the industry.
Answer: FALSE
Diff: 1 Page Ref: various
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Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

13) Gordon Moore was the inventor of Ethernet.
Answer: TRUE
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14) The Information Age is a period in history where the production, distribution, and control of information is the primary driver of the economy.
Answer: TRUE
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Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

15) Bell's Law states that a new computer class forms roughly each decade establishing a new industry.
Answer: TRUE
Diff: 1 Page Ref: 6
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Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

16) The Digital Revolution was the conversion from mechanical and analog devices to digital devices.
Answer: TRUE
Diff: 2 Page Ref: 6
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Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

17) Kryder's Law states that the storage density on magnetic disks is increasing at an exponential rate.
Answer: TRUE
Diff: 1 Page Ref: 8
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Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

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18) The hottest jobs are found in marketing companies.
Answer: FALSE
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Learning Objective: Q1-1: Why is introduction to MIS the most important class in the business school?
Classification: Concept

19) Discuss the Digital Revolution.
Answer: The Digital Revolution was the conversion from mechanical and analog devices to digital devices. This shift to digital devices meant monumental changes for companies, individuals, and the society as a whole. The problem was, people couldn't really understand how, or even why, this shift was going to affect them. Much like people today, they based their future projections on past events. They knew factories, bureaucracies, mass production, and operational efficiency. But this knowledge didn't prepare them for the changes that were coming.
The Digital Revolution didn't just mean that new "digital" equipment was replacing old mechanical, or analog, equipment. These new digital devices could now be connected to other digital devices and share data among themselves. They could also work faster as processor speed increased.
Diff: 2 Page Ref: 5
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Classification: Concept

20) State Nielsen's Law. What is the implication of Nielsen's Law for managers?
Answer: According to Nielsen's Law, "network connection speeds for high-end users will increase by 50 percent per year." Because of this law, the types of services and applications that can be provided over networks (i.e. the Internet) have changed radically. Therefore, it is important for managers to realize that, because of Nielsen's Law, networks will become faster, new companies, new products, and new platforms will emerge.
Diff: 2 Page Ref: 8
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21) _____ is(are) most likely to be outsourced to the lowest bidder.
A) Ability to experiment
B) Routine skills
C) Ability to collaborate
D) Abstract reasoning skill
E) Systems thinking
Answer: B
Diff: 2 Page Ref: 9
AACSB: Analytical Thinking
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

22) Which of the following is categorized as a nonroutine cognitive skill?
A) symbolic thinking
B) marketing knowledge
C) tax accounting
D) systems thinking
E) data entry
Answer: D
Diff: 1 Page Ref: 10
AACSB: Analytical Thinking
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

23) Dallas is an analyst at an online retailer. He is great at creating representative diagrams showing the relationships between customer purchases, billing, and shipment. This indicates that he has _____ skills.
A) abstract reasoning
B) collaborative
C) experimental
D) systems thinking
E) spatial intelligence
Answer: A
Diff: 3 Page Ref: 10
AACSB: Reflective Thinking
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Application

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24) Abstract reasoning is the ability to _____.
A) develop ideas and plans with others when performing tasks
B) make and manipulate models
C) act quickly on a problem
D) provide and receive critical feedback
E) identify the crux of an argument
Answer: B
Diff: 1 Page Ref: 10
AACSB: Information Technology
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

25) _____ is the ability to model the components of a system, to connect the inputs and outputs among those components into a sensible whole that reflects the structure and dynamics of the phenomenon observed.
A) Abstract reasoning
B) Systems thinking
C) Collaboration
D) Experimentation
E) Function modeling
Answer: B
Diff: 1 Page Ref: 11
AACSB: Information Technology
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

26) A manager will essentially require _____ skills to test ideas clearly on a small scale, before taking bigger risks or committing significant resources to a larger project.
A) collaboration
B) experimentation
C) interpersonal
D) systems thinking
E) social
Answer: B
Diff: 3 Page Ref: 11
AACSB: Analytical Thinking
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

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27) Lindsay is an analyst at a large power company. She creates a custom spreadsheet showing how cold weather might affect the company's profitability. This shows her _____ skills.
A) abstract reasoning
B) experimentation
C) systems thinking
D) problem-solving
E) risk ordering
Answer: C
Diff: 2 Page Ref: 11
AACSB: Reflective Thinking
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Application

28) After making minor changes to a team report, Jeff felt like he had done enough work on the project. When he was asked to contribute more, he got offended and quit responding to requests from some team members. Jeff's inability to receive critical feedback indicates a lack of _____ skills.
A) systems thinking
B) collaboration
C) abstract reasoning
D) experimentation
E) ideation
Answer: B
Diff: 3 Page Ref: 11
AACSB: Reflective Thinking
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Application

29) _____ is the activity of two or more people working together to achieve a common goal, result, or work product.
A) Systems thinking
B) Abstract reasoning
C) Collaboration
D) Experimentation
E) Competition
Answer: C
Diff: 1 Page Ref: 11
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Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

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30) Cami is the marketing manager for a regional furniture maker. She closely monitors the impact of each marketing campaign on overall sales. She routinely tries novel promotional offers to reach first-time customers. Which of the following skills does Cami exhibit?
A) systems thinking
B) experimentation
C) abstract reasoning
D) collaboration
E) troubleshooting
Answer: B
Diff: 3 Page Ref: 11
AACSB: Reflective Thinking
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Application

31) _____ is defined as making a reasoned analysis of an opportunity, envisioning potential solutions, evaluating those possibilities, and developing the most promising ones, consistent with the resources one has.
A) Troubleshooting
B) Abstract reasoning
C) Problem-solving
D) Experimentation
E) Cognition
Answer: D
Diff: 1 Page Ref: 11
AACSB: Information Technology
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

32) Which of the following is an example of systems thinking?
A) Working with colleagues in other countries.
B) Testing a new product before presenting it to management.
C) Looking at a can of beans in the grocery store and connecting it to U.S. immigration.
D) Creating a model of how customers are created.
E) Providing and receiving critical feedback.
Answer: A
Diff: 2 Page Ref: 11
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Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

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33) _____ is the single most important skill for effective collaboration.
A) Being nice
B) Experimentation
C) Being able to connect the inputs with the outputs
D) Giving and receiving feedback
E) Fearlessness
Answer: D
Diff: 2 Page Ref: 11
AACSB: Analytical Thinking
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Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

34) The mismatch between the high level of tech skills demanded by employers and the low level of tech skills held by employees is called _____.
A) the technology skills gap
B) the digital divide
C) under demand training
D) systems thinking
E) social re-engineering.
Answer: A
Diff: 1 Page Ref: 12
AACSB: Analytical Thinking
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

35) Bryce, a floor manager at an industrial plant, works well with all of his line employees. Bryce's ability to collaborate is a routine skill.
Answer: FALSE
Diff: 2 Page Ref: 11
AACSB: Analytical Thinking
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Application

36) A person's strong abstract reasoning skills won't be able to easily construct models.
Answer: FALSE
Diff: 1 Page Ref: 10
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Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

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37) According to The U.S. Bureau of Labor Statistics, the demand for information systems and business jobs are low and future wage growth appears stagnant.
Answer: FALSE
Diff: 1 Page Ref: 12
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Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

38) What job prospects are available for professionals who know how to use information systems (ISs)?
Answer: Information systems and computer technology provide job and wage benefits beyond just IS professionals. As the price of computer technology plummets, the value of jobs that benefit from it increases dramatically. For example, plentiful, high-paying jobs are available to business professionals who know how to use information systems to improve business process quality, or those who know how to interpret data mining results for improved marketing, or those who know how to use emerging technology like 3D printing to create new products and address new markets.
Diff: 3 Page Ref: 13
AACSB: Information Technology
Course LO: Explain how IS can be used to gain and sustain competitive advantage
Learning Objective: Q1-2: How will MIS affect you?
Classification: Concept

39) Explain the four nonroutine cognitive skills that are key to a successful career today.
Answer: The four nonroutine cognitive skills identified as critical for organizations in the current scenario are as follows:
(1) Abstract reasoning—the ability to make and manipulate models.
(2) Systems thinking—the ability to model the components of a system, to connect the inputs and outputs among those components into a sensible whole that reflects the structure and dynamics of the phenomenon observed.
(3) Collaboration—the activity of two or more people working together to achieve a common goal, result, or work product.
(4) Ability to experiment—making a reasoned analysis of an opportunity, envisioning potential solutions, evaluating those possibilities, and developing the most promising ones, consistent with the resources you have.
Diff: 3 Page Ref: 10
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40) Why does the author feel this course is the most important course in the business school?
Answer:
1. It will give you the background you need to assess, evaluate, and apply emerging information systems technology to business.
2. It can give you the ultimate in job security—marketable skills—by helping you learn abstraction, systems thinking, collaboration, and experimentation.
3. Many well-paid MIS-related jobs are in high demand.
Diff: 1 Page Ref: 14
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Concept

41) Which of the following is an example of computer hardware?
A) a monitor
B) a browser
C) a spreadsheet
D) an operating system
E) a variable
Answer: A
Diff: 1 Page Ref: 14
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Concept

42) The storage disks in a computer are an example of the _____ component of information systems.
A) hardware
B) software
C) intangible
D) virtual
E) bootable
Answer: A
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Learning Objective: Q1-3: What is MIS?
Classification: Concept

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43) Word and WordPerfect are examples of the _____ component of an information system.
A) software
B) hardware
C) tangible
D) physical
E) virtual
Answer: A
Diff: 2 Page Ref: 14
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Application

44) The method used to start a program is part of the _____ component in the five-component framework.
A) hardware
B) software
C) people
D) procedures
E) data
Answer: D
Diff: 2 Page Ref: 14
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Application

45) Even if you are not a programmer or a database designer, you still should take a(n) _____ in the systems development process.
A) interest
B) active role
C) positive outlook
D) your opinion
E) matter of fact attitude
Answer: B
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Learning Objective: Q1-3: What is MIS?
Classification: Application

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46) Zach follows the instructions that show him how to create a custom Web site in his school's learning management system. These steps that he follows are examples of the _____ component of an information system.
A) procedure
B) data
C) software
D) hardware
E) memory
Answer: A
Diff: 3 Page Ref: 14
AACSB: Information Technology; Reflective Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Application

47) Noel creates a table listing the number of students in his biology class, their names, age, and phone numbers. His table is an example of the _____ component of an information system.
A) program
B) data
C) information
D) hardware
E) process
Answer: B
Diff: 2 Page Ref: 14
AACSB: Reflective Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Application

48) The _____ component of the five-component framework of an information system includes individuals who maintain the data and support the networks of computers.
A) procedural
B) people
C) data
D) networking
E) storage
Answer: B
Diff: 1 Page Ref: 15
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49) Which of the following statements is TRUE of business users who administer the development of information systems?
A) It is mandatory that they hold a degree in database management.
B) They should take an active role in the system's development.
C) They should refrain from specifying the system's requirements.
D) When the system fails, they must refrain from performing tasks related to system recovery.
E) They are skilled programmers.
Answer: B
Diff: 2 Page Ref: 15
AACSB: Information Technology
Course LO: Discuss the role of information systems in supporting business processes
Learning Objective: Q1-3: What is MIS?
Classification: Concept

50) As a business professional, what is one of the reasons you should be involved in information systems (IS) development?
A) Information technology professionals know exactly what the business needs.
B) To understand the business requirements.
C) Because you are in upper management and must decide all of the information technology requirements.
D) You do not have to be involved.
E) You have to know what to do in case the system fails.
Answer: B
Diff: 2 Page Ref: 15
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Concept

51) All of the following are examples of ancillary functions you may be asked to do in your department as a user of information systems (IS) except _____.
A) Create a database
B) Protect the security of the system
C) Back up data
D) Perform tasks while the system is down.
E) Employ the system
Answer: A
Diff: 2 Page Ref: 15
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52) According to the five-component framework, the five components of an information system are present in every information system.
Answer: TRUE
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Learning Objective: Q1-3: What is MIS?
Classification: Concept

53) The five-component framework applies to simple and complex information systems.
Answer: TRUE
Diff: 1 Page Ref: 14
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Concept

54) Information systems exist to help people who work in an organization to achieve the strategies of that business.
Answer: TRUE
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Classification: Concept

55) Social networking has all the components in the Five-component framework.
Answer: TRUE
Diff: 1 Page Ref: 15
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Classification: Concept

56) Information systems are created for the sheer joy of exploring new technologies.
Answer: FALSE
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57) Define the terms system, information system, and management information system.
Answer: A system is a group of components that interact to achieve some purpose. An information system (IS) is a group of components that interact to produce information. A management information system is defined as a system that helps organizations achieve their strategies.
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AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Concept

58) List and briefly explain the five-component model of an information system with examples.
Answer: The five components described in the model are: computer hardware, software, data, procedures, and people. These five components are present in every information system, from the simplest to the most complex. For example, when one uses a computer to write a class report, he/she is using hardware (the computer, storage disk, keyboard, and monitor), software (Word, WordPerfect, or some other word-processing program), data (the words, sentences, and paragraphs in the report), procedures (the methods used to start the program, enter the report, print it, and save and back up the file), and people (the user).
Diff: 3 Page Ref: 14
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-3: What is MIS?
Classification: Concept

59) List the three key elements of management information systems.
Answer: Management and use, information systems, and strategies.
Diff: 3 Page Ref: 14
AACSB: Information Technology
Course LO: Discuss the role of information systems in supporting business processes
Learning Objective: Q1-3: What is MIS?
Classification: Concept

60) What is the difference between information systems (IS) and information technology (IT)?
Answer: An information system (IS) is an assembly of hardware, software, data, procedures, and people that produces information. In contrast, information technology (IT) refers to the products, methods, inventions, and standards used for the purpose of producing information.
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AACSB: Information Technology; Reflective Thinking
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Learning Objective: Q1-3: What is MIS?
Classification: Application

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61) According to the five-component model of information systems, the _____ component provides instructions for the people who use information systems.
A) software
B) data
C) hardware
D) procedure
E) storage
Answer: D
Diff: 1 Page Ref: 16
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

62) In the five-component model, the process of automation is a process of moving work from _____.
A) processes to procedures
B) procedures to people
C) the digital mode to the analog mode
D) the human side to the computer side
E) processing to storage
Answer: D
Diff: 1 Page Ref: 17
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

63) In the five-component model of information systems, which of the following component combinations are considered the actors?
A) software and hardware
B) hardware and people
C) data and procedure
D) procedure and people
E) information and software
Answer: B
Diff: 1 Page Ref: 16
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

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64) The hardware components of an information system will act as a(n) _____.
A) bridge between the computer side and the human side
B) actor on the human side
C) instruction on the computer side
D) actor on the computer side
E) functional anchor on the human side
Answer: D
Diff: 2 Page Ref: 16
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

65) BigBank uses a custom customer management system to manage all of its interactions with retail clients. This system is an _____ of the company's information system.
A) instruction on the computer side
B) actor on the human side
C) instruction on the human side
D) actor on the computer side
E) instruction for the hardware
Answer: A
Diff: 1 Page Ref: 17
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Application

66) The _____ component in the five-component model of information systems is considered a bridge that connects the computer side and the human side.
A) software
B) procedure
C) data
D) hardware
E) virtual
Answer: C
Diff: 1 Page Ref: 16
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

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67) Which of the following pairs of components constitutes the computer side of information systems?
A) software and data
B) data and hardware
C) people and procedures
D) hardware and software
E) data and memory
Answer: D
Diff: 1 Page Ref: 16
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

68) Which of the following pairs of components constitutes the human side of information systems?
A) software and procedures
B) software and people
C) people and procedures
D) hardware and people
E) instructions and code
Answer: C
Diff: 1 Page Ref: 16
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

69) Which of the following is an example of a low-tech information system?
A) an inventory tracking system that stores millions of records and produces reports every 24 hours
B) a file of email addresses stored in an email program
C) a customer support system that keeps track of product issues
D) a decision support system that analyzes multiple variables
E) an enterprise data loss prevention system that monitors the flow of data over a network
Answer: B
Diff: 2 Page Ref: 17
AACSB: Information Technology; Analytical Thinking
Course LO: Discuss the role of information systems in supporting business processes
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

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70) Which of the following components of an information system is the easiest to change and results in the least amount of organizational disruption?
A) hardware
B) software
C) database
D) procedures
E) protocols
Answer: A
Diff: 2 Page Ref: 16
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

71) Drudgen Fitness Inc. is a fitness equipment provider that markets its products through a chain of retail outlets in four states. As part of its expansion strategy, the company decides to open outlets in four more states and decides to revise its existing business processes. According to the five-component model of information systems, which of the following processes will be the least disruptive to the organization?
A) collecting demographic data from the new markets
B) developing new CRM software for the existing and new outlets
C) relocating existing employees and hiring new employees
D) buying and installing new computers in the new outlets
E) changing the sales, reporting, and compensation procedures
Answer: D
Diff: 3 Page Ref: 18
AACSB: Information Technology; Reflective Thinking
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Application

72) Which of the following would be the most disruptive to an organization when implementing an information system?
A) installing new hardware components
B) creating new databases
C) developing new programs
D) changing reporting relationships
E) setting up online data backups
Answer: D
Diff: 2 Page Ref: 18
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

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73) It is generally more difficult to make changes to the _____ of an information system than to the database itself.
A) software
B) hardware
C) programs
D) procedures
E) memory
Answer: D
Diff: 2 Page Ref: 18
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

74) A large retailer loses millions of customer records in a major data breach. They must develop and implement a new system which includes new hardware, applications, and storage. Which of the following actions will be most difficult to perform when implementing the new information system?
A) upgrading the computer systems used by the retail chain
B) writing the programs to create the software
C) changing the structure of existing databases that reflect supplier and customer data
D) training the employees to use and manage the new system
E) installing new transaction processing hardware
Answer: D
Diff: 3 Page Ref: 18
AACSB: Reflective Thinking
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Application

75) You cannot increase your basic IQ, but you can increase the quality of your _____.
A) thinking
B) procedures
C) life
D) habits
E) IS system
Answer: A
Diff: 2 Page Ref: 17
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

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76) The five-component framework can be used when assessing the scope of _____.
A) new systems
B) hiring new people
C) life
D) habits
E) organization disruption
Answer: A
Diff: 2 Page Ref: 18
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

77) According to the five-component model of information systems, the data and software components of information systems are capable of performing actions.
Answer: FALSE
Diff: 2 Page Ref: 16
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

78) In the five-component model of an information system, data is the bridge between the computer and the human sides.
Answer: TRUE
Diff: 1 Page Ref: 16
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

79) In the five-component model of an information system, hardware and software are part of the human side.
Answer: FALSE
Diff: 1 Page Ref: 16
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

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80) According to the five-component model of an information system, software is the most important component of an information system.
Answer: FALSE
Diff: 1 Page Ref: 17
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

81) The lower the amount of work to be moved from the human side to the computer side of an information system, the higher is the complexity of that system.
Answer: FALSE
Diff: 2 Page Ref: 14
AACSB: Information Technology
Course LO: Discuss the role of information systems in supporting business processes
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

82) Obtaining or developing new programs is more difficult than ordering additional hardware.
Answer: TRUE
Diff: 2 Page Ref: 18
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

83) Changing personnel responsibilities to suit an information system is more disruptive to an organization than ordering additional hardware for the information system.
Answer: TRUE
Diff: 2 Page Ref: 18
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

84) Changing the structure of existing databases causes more organizational disruption than changing working procedures.
Answer: FALSE
Diff: 2 Page Ref: 18
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

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85) Ordering additional hardware creates the least amount of organizational disruption compared to changes in the four components of an information system.
Answer: TRUE
Diff: 2 Page Ref: 18
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

86) It is only humans that produce information.
Answer: TRUE
Diff: 1 Page Ref: 17
AACSB: Information Technology
Course LO: Discuss the key issues involved in managing the components of IT infrastructure
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

87) Which is the most important component of an information system? Why?
Answer: People are part of every information system that they use. The user's mind and thinking are not merely a component of the information systems they use; they are the most important component. This is so because, even if users have the perfect information system, if they do not know what to do with the data that it produces, they are wasting both their time and money. The quality of users' thinking is what determines the quality of the information that is produced.
Diff: 2 Page Ref: 17
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

88) Explain how the five components of an information system are arranged in terms of ease of change and organizational disruption.
Answer: The five components of the information systems framework are: computer hardware, software, data, procedures, and people. The five components are arranged in order of ease of change and the amount of organizational disruption. It is usually a simple matter to order new hardware and install it. Obtaining or developing new programs is more difficult. Creating new databases or changing the structure of existing databases is still more difficult. Changing procedures, requiring people to work in new ways, is even more difficult. Finally, changing personnel responsibilities and reporting relationships and hiring and terminating employees are both very difficult and very disruptive to an organization.
Diff: 2 Page Ref: 18
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-4: How can you use the five-component model?
Classification: Concept

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89) Which of the following is considered as information rather than mere data?
A) a list of property prices in a neighborhood
B) the return on investment of an advertising campaign
C) the total number of students in a school
D) the price of a company's shares on a given day
E) the weight of a car
Answer: B
Diff: 2 Page Ref: 18
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Concept

90) Which of the following is a common description of information?
A) collection of unprocessed data
B) unbiased, unrelated data
C) knowledge derived from data
D) list of recorded facts or figures
E) an array of related variables
Answer: C
Diff: 1 Page Ref: 18
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Concept

91) Which of the following best describes data?
A) information presented in a meaningful context
B) processed information
C) recorded facts or figures
D) knowledge derived from facts or figures
E) the ability to use knowledge
Answer: C
Diff: 1 Page Ref: 18
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Concept

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92) Which of the following terms is described as processed data or data presented in a meaningful context?
A) questionnaires
B) scenarios
C) illustrations
D) information
E) forms
Answer: D
Diff: 1 Page Ref: 18
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Application

93) _____ skills determine the ability to conceive information from data.
A) Cognitive
B) Abstract reasoning
C) Symbolic thinking
D) Experimentation
E) Spatial
Answer: A
Diff: 2 Page Ref: 19
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Concept

94) A furniture manufacturer keeps details of its current inventory including weight, quantity, and price. These details can be called _____.
A) an analysis
B) data
C) information
D) an assessment
E) knowledge
Answer: B
Diff: 2 Page Ref: 18
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Application

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95) Silway Travels organizes tours to a number of cities in Illinois. The manager of the company examines a spreadsheet which is an annual record of airfares to different cities from Chicago. The contents of the spreadsheet will be used to determine the difference in peak season and off-season airfares. The spreadsheet, in this case, represents _____.
A) a survey
B) data
C) information
D) an analysis
E) a system
Answer: B
Diff: 3 Page Ref: 18
AACSB: Reflective Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Application

96) Data becomes information when it is presented in a meaningful context.
Answer: TRUE
Diff: 1 Page Ref: 18
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Concept

97) The statement that the average computer network architect makes $98,430, is information.
Answer: TRUE
Diff: 2 Page Ref: 18
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Application

98) Because you can determine if a graph is useful information further proves that you are the most important part of the five-component model.
Answer: TRUE
Diff: 1 Page Ref: 19
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Application

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99) Discuss the common definitions of information.
Answer: The most common definition of information is that information is knowledge derived from data, whereas data is defined as recorded facts or figures. Another common definition is that information is data presented in a meaningful context. A third definition of information that one often hears is that information is processed data, or sometimes, information is data processed by summing, ordering, averaging, grouping, comparing, or other similar operations. The fundamental idea of this definition is that individuals do something to data to produce information.
Diff: 2 Page Ref: 18
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Concept

100) Explain the relation between data and information.
Answer: The relation between data and information can be understood with the help of a graph. The graph is data that humans perceive, and from that perception conceive information. In short, if it's on a piece of paper or on a digital screen, it's data. If it's in the mind of a human, it's information. The quality of thinking, or ability to conceive information from data, is determined by one's cognitive skills. The data is just the data; the information conceived from it is the value that one adds to the information system. People have different perceptions and points of view, not surprisingly, then, they will conceive different information from the same data.
Diff: 3 Page Ref: 18
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-5: What is information?
Classification: Concept

101) Which of the following is a critical characteristic of good information?
A) abundance of details
B) accuracy
C) inexpensive
D) ease of creation
E) quantity
Answer: B
Diff: 1 Page Ref: 20
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

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102) Sandra is a production manager at a soda manufacturing and bottling plant. One of her duties is to create a monthly inventory report based on the list of material received from the supplier on delivery. Sandra's report for the previous month, however, turned out to be invalid as the supplier provided an erroneous list. In this scenario, her report cannot be considered good information as it was lacking in _____.
A) accuracy
B) effectiveness
C) method
D) content
E) quantity
Answer: A
Diff: 3 Page Ref: 20
AACSB: Reflective Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Application

103) Which of the following statements is TRUE of good information?
A) Good information should go well beyond the scope of the purpose for which it is generated.
B) Information should be relevant to the subject, not necessarily to the context.
C) Good information should be based on correct and complete data.
D) Good information is only received from sources that provide data for free.
E) Good information comes from large data sets.
Answer: C
Diff: 2 Page Ref: 20-21
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

104) John Carter, the CEO of Carter Steels, is concerned about the sudden rise in employee attrition in his organization. He asks Walter, the human resources manager, to provide him with the last quarter's report showing the rate of attrition. Walter, however, sends the salary details of the new hires for the last quarter. This report is of no use to Carter as it is _____.
A) inaccurate
B) not timely
C) irrelevant
D) miscalculated
E) uncleaned
Answer: C
Diff: 3 Page Ref: 20-21
AACSB: Reflective Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Application

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105) The CEO of a large company asks the sales manager to report the sales figures of the previous quarter. The manager immediately sends her the list of products sold in the previous quarter. These details do NOT qualify as good information because they are _____.
A) too narrow in scope
B) too expensive
C) not timely
D) not relevant
E) too large
Answer: D
Diff: 2 Page Ref: 20-21
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Application

106) In the context of information systems, which of the following statements is TRUE of data characteristics?
A) Data generated should be in excess of what is required.
B) An appropriate relationship should exist between the cost of data and its value.
C) Data should be relevant to the context, not necessarily to the subject.
D) Freely available data is always accurate and timely.
E) Larger data sets yield more accurate information.
Answer: B
Diff: 2 Page Ref: 21
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

107) Will decides to gift his wife a house for their 10th wedding anniversary. He contacts his real estate agent about a specific house that he wants to buy. The realtor assures him that he will contact the owners immediately to find out the asking price. The agent, however, informs Will about the price two months after the anniversary. The information provided by the agent is most likely to be useless because it lacked _____.
A) sufficiency
B) relevance
C) timeliness
D) accuracy
E) precision
Answer: C
Diff: 3 Page Ref: 20
AACSB: Reflective Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Application

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108) Kevin is the manager over the southern part of the country. The administrative assistant provided him a report for the northern part of the country. Kevin thanked his assistant but noted the data was _____ because he only requested the report for his region.
A) not accurate
B) created too early
C) not sufficient
D) not relevant
E) not worth the cost
Answer: D
Diff: 1 Page Ref: 20-21
AACSB: Analytical Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

109) Which of the following is the least critical aspect of good information?
A) data accuracy
B) timeliness of data
C) additional data
D) relevance of data
E) sufficiency of data
Answer: C
Diff: 3 Page Ref: 21
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

110) Caroline asks her secretary to send information on the meetings that she needs to attend next month. Her secretary, Joanne, provides her with the details immediately, but leaves out certain additional details that are irrelevant to Caroline's requirements. Which of the following statements is TRUE about this scenario?
A) The information that Joanne provided was partly good, as it was timely but inaccurate.
B) Joanne provided adequate and timely information, but the information was of no value to Caroline.
C) The information that Joanne gave was accurate and sufficient for Caroline's purpose.
D) The information that Caroline obtained through Joanne was not timely or worth its cost.
E) The information that Caroline obtained through Joanne was not accurate.
Answer: C
Diff: 3 Page Ref: 20-21
AACSB: Reflective Thinking
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Application

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111) Robert is a strategic planner for a consulting firm. He receives countless reports for daily analysis, but he avoids being inundated with information by selecting only the few reports that actually serve his purpose. Which principle of data characterization is Robert following?
A) Information should be just barely sufficient for its purpose.
B) Data that arrives after a prolonged period of time is of the highest quality.
C) Information needs to be relevant to the subject, not necessarily to the context.
D) Freely available data is always accurate and timely.
E) Collecting as much data as possible is always preferable.
Answer: A
Diff: 3 Page Ref: 21
AACSB: Reflective Thinking
Course LO: Discuss the role of information systems in supporting business processes
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Application

112) Accuracy is _____ because business professionals must be able to rely on the results of their information systems.
A) an analysis
B) data
C) information
D) crucial
E) knowledge
Answer: D
Diff: 2 Page Ref: 20
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

113) The marketing director asks James to bring her the sales data from the last quarter; however, he misunderstood and brought her sales data from 2010. The information is not useful because it is not _____.
A) timely
B) worth the cost
C) necessary
D) crucial
E) knowledge
Answer: A
Diff: 2 Page Ref: 20
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

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114) As you go higher in management the more data you will be given, but your time will be limited so you will have to _____ some of the data.
A) ignore
B) sort
C) manipulate
D) add to
E) take to look over
Answer: A
Diff: 2 Page Ref: 21
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

115) A good information system is one that provides the users with more information than what is required.
Answer: FALSE
Diff: 2 Page Ref: 21
AACSB: Information Technology
Course LO: Discuss the role of information systems in supporting business processes
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

116) Data is worth its cost when an appropriate relationship exists between the cost of data and its value.
Answer: TRUE
Diff: 2 Page Ref: 21
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

117) Data is free.
Answer: FALSE
Diff: 1 Page Ref: 21
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

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118) Information systems should be subject to the same financial analyses other assets are subjected.
Answer: TRUE
Diff: 1 Page Ref: 21
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

119) What are the five characteristics of good data?
Answer: The five characteristics of data are as follows:
(1) Accurate—Good information is based on correct and complete data, and it has been processed correctly as expected.
(2) Timely—Good data is produced in time for its intended use.
(3) Relevant—Good data is relevant both to the context and to the subject.
(4) Just barely sufficient—Good data is sufficient for the purpose for which it is generated, but just barely so.
(5) Worth its cost—For good data to be worth its cost, there must be an appropriate relationship between the cost of data and its value.
Diff: 2 Page Ref: 20-21
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

120) Explain why data accuracy is crucial to the success of an information system.
Answer: Good information is conceived from accurate, correct, and complete data that has been processed correctly as expected. The IS function can develop a bad reputation in the organization if a system is known to produce inaccurate data. In such a case, the information system becomes a waste of time and money as users develop workarounds to avoid the inaccurate data.
Diff: 3 Page Ref: 20
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

121) Explain the concept of "just barely sufficient" data.
Answer: Data needs to be sufficient for the purpose for which it is generated, but just barely so. We are inundated with data; one of the critical decisions that each of us has to make each day is what data to ignore. The higher one rises into management, the more data one will be given, and because there is only so much time, the more data one will need to ignore. So, data should be sufficient, but just barely.
Diff: 2 Page Ref: 21
AACSB: Information Technology
Course LO: Describe the components of an information system (IS)
Learning Objective: Q1-6: What are necessary data characteristics?
Classification: Concept

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122) Which of the following statements is TRUE about the changes and developments foreseen by the year 2031?
A) Smartphones may fade away.
B) Desktop and portable computers will increase in popularity.
C) Processing image data would be difficult.
D) Mobile devices would have to be charged multiple times a day.
E) Mainframes will overtake servers.
Answer: A
Diff: 1 Page Ref: 21
AACSB: Analytical Thinking
Course LO: Discuss the role of information systems in supporting business processes
Learning Objective: Q1-7: 2031?
Classification: Concept

123) By 2031, your data will be safer and more private.
Answer: FALSE
Diff: 1 Page Ref: 22
AACSB: Information Technology
Course LO: Describe different methods of managing IS security
Learning Objective: Q1-7: 2031?
Classification: Concept

124) In the year 2031, you may be able to turn off your smart bulbs by pointing at them.
Answer: TRUE
Diff: 1 Page Ref: 22
AACSB: Analytical Thinking
Course LO: Discuss the role of information systems in supporting business processes
Learning Objective: Q1-7: 2031?
Classification: Concept

125) What are some potential downsides of advances in technology in the future?
Answer: By 2031, privacy may be increasingly difficult to maintain. Your data will be collected by new kinds of apps, flowing through the cloud, and be packaged for sale by companies providing "free" services. Social relationships may suffer as well. We may become less connected to people as we become more connected to systems.
Diff: 3 Page Ref: 22
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