Processes Systems and Information 3rd edition McKinney Test Bank

SKU: 9780134827001-TEST-BANK

Processes, Systems, and Information, 3e **(McKinney/Kroenke)**
Chapter 2 Business Processes, Information Systems, and Information

1) Business processes involve resources, such as people, computers, and data and document collections.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process
Course LO: Discuss the role of information systems in supporting business processes

2) All repositories are databases.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

3) Most businesses choose not to standardize business processes to avoid inconsistencies in results.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

4) Standardized business processes reduce risk.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

5) Understanding how business processes interact with information systems is common in the workplace.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

6) The five-component framework is present in every information system, from the simplest to the most complex.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?

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Course LO: Discuss the role of information systems in supporting business processes

7) Both programs and procedures are instructions.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

8) According to the five-component framework, programs tell people what to do, and procedures tell hardware what to do.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

9) The only people included in an information system are the users of the system.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

10) All information systems include a computer.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

11) The quality of an information system is determined by the quality of the user's thinking.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

12) The five-components model has made it difficult to identify problems in an information system.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Discuss the role of information systems in supporting business processes

13) The five-component framework can be used when assessing the scope of new systems.

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Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

14) Changing the structure of existing databases is an easy task.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

15) Ordering additional hardware for an information system is a complex task.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

16) Procedures link information systems to processes.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

17) Data is the most important component of the information system.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

18) A process cannot be supported by more than one information system.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?
Course LO: Describe the components of an information system (IS)

19) Procedures anchor an information system to a process.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?
Course LO: Describe the components of an information system (IS)

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20) Each information system has a different procedure for every process the information system supports.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?
Course LO: Discuss the role of information systems in supporting business processes

21) Having to learn the procedures for using technology hinders productivity.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?
Course LO: Discuss the role of information systems in supporting business processes

22) All processes must rely on an information system.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?
Course LO: Discuss the role of information systems in supporting business processes

23) Scheduling work shifts and calculating daily sales tax totals are examples of dynamic processes.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

24) Businesses have thousands of different processes, among which some processes are stable.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Describe the components of an information system (IS)

25) Highly-standardized processes are done in different ways each time, regardless of who is working on it.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

26) Changes in structured processes are easy to implement.

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Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

27) Control is critical in structured processes.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

28) Innovation is not expected in structured processes, but it is required in dynamic processes.
Answer: TRUE
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

29) Effectiveness is an important characteristic of both structured and dynamic processes.
Answer: TRUE
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

30) Procedures for dynamic processes typically define what the users of a system can do and under what conditions they can do it.
Answer: FALSE
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

31) Dynamic processes cannot be reduced to fixed activities done the same way every time.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

32) Changes to dynamic processes are slow, made with deliberation, and are difficult to implement.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology

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Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

33) Dynamic processes are unstructured.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

34) The actors in a dynamic process collaborate and give feedback to each other.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

35) Dynamic processes have objectives that tend to emphasize effectiveness rather than efficiency.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

36) Human intuition does not play any role in a dynamic process.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

37) Efficiency means accomplishing the process with minimum resources.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Describe the components of an information system (IS)

38) The instructions of a dynamic process are more rigid when compared to a structured process.
Answer: FALSE
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

39) Rather than being controlled, dynamic processes are adaptive.

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Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Describe the components of an information system (IS)

40) Information systems that support a dynamic process will restrict user behavior and innovation.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

41) A statement that the average daily wage of all the construction workers in Nevada is $250 is an example of information.
Answer: TRUE
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

42) Information is processed data.
Answer: TRUE
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

43) Information is data processed by sorting, filtering, grouping, comparing, summing, averaging, and other similar operations.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

44) Information is knowledge derived from recorded facts or figures.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

45) Information is data presented in a meaningful context.
Answer: TRUE
Difficulty: Easy

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AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

46) Unlike data, information remains constant from person to person.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

47) Good information is conceived from accurate, correct, and complete data.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

48) Data must be accurate to improve the quality of information.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Describe the components of an information system (IS)

49) Information system users ought to rely on data if it appears in the context of a Web page.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Describe the components of an information system (IS)

50) Good information requires that data be timely.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Describe the components of an information system (IS)

51) For data to be worth its cost, an appropriate relationship must exist between the cost of data and its value.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

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52) Data should be relevant both to the context and to the subject.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Describe the components of an information system (IS)

53) Data needs to be sufficient for the purpose for which it was generated.
Answer: TRUE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

54) Costs for developing an information system are the only costs associated with it.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

55) Information systems are not subject to financial analyses.
Answer: FALSE
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

56) Systems with real time data are less expensive than systems that produce data within a few hours.
Answer: FALSE
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

57) A(n) _____ is referred to as a sequence of activities for accomplishing a function.
A) value chain
B) information system
C) business process
D) repository
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

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58) A(n) _____ is referred to as a task within a business process.
A) activity
B) schedule
C) role
D) plan
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

59) _____ is like diagramming a play in a team sport; it helps everyone involved see their part and the whole.
A) Creating a repository
B) Documenting a business process
C) Showing the details of an activity
D) Creating organized instructions
Answer: B
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

60) A _____ is referred to as a subset of activities in a business process that is performed by a particular individual.
A) decision
B) process
C) role
D) task
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Describe the components of an information system (IS)

61) In the BPMN model, a circle with a heavy border represents _____.
A) decisions
B) the start of the business process
C) the end of the business process
D) activities
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

62) Decisions in the BPMN model are represented by _____.

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A) diamonds
B) triangles
C) rectangles with rounded corners
D) circles
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

63) A solid arrow in the BPMN model represents the _____.
A) beginning and end of the business process
B) flow of data
C) flow of action
D) swimlanes
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

64) A dotted arrow in the BPMN model represents the _____.
A) flow of the data that is named on the arrow
B) flow of action that is named on the arrow
C) swimlanes
D) beginning and end of the business process
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

65) In the BPMN model, the notation of a plus sign signifies the _____.
A) flow of the data that is named on an arrow
B) details of the activity that are documented elsewhere
C) flow of action that is named on an arrow
D) beginning and end of the business process
Answer: B
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

66) Which of the following is a benefit of standardizing business processes?
A) It produces varying results.
B) It enables the business to enforce policies.
C) It provides non-scalable solutions.

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D) It allows businesses to take further risks.
Answer: B
AACSB: Information Technology
Difficulty: Easy
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

67) A(n) _____ is a group of components that interact to achieve some purpose.
A) function
B) end-user
C) repository
D) system
Answer: D
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

68) Which of the following components of a functioning information system includes the computer, keyboard, and monitor?
A) software
B) procedures
C) data
D) hardware
Answer: D
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

69) Which of the following components of an information system functions as a bridge between the human side and the machine side of the information system framework?
A) data
B) hardware
C) software
D) procedure
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

70) A company's _____ serve as instructions for people to follow when accomplishing an activity on a computer.
A) activities
B) processes
C) procedures

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D) repositories
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

71) _____ provide instructions to the hardware in an information system.
A) Programs
B) Activities
C) Procedures
D) Repositories
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

72) Microsoft Word, a word-processing program, is an example of _____.
A) a data set
B) a procedure
C) software
D) hardware
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

73) Which of the following is the most important component of information systems?
A) software
B) hardware
C) people
D) procedure
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

74) A storage disk is an example of a _____ component of an information system.
A) procedure
B) data
C) software
D) hardware
Answer: D
Difficulty: Easy

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AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

75) Which of the following is considered software when writing a class report?
A) the steps used to start the program
B) the content of the report
C) the word-processing program
D) the keyboard
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

76) Customers' names, numbers, and addresses are an example of the _____ component of an information system.
A) process
B) data
C) software
D) hardware
Answer: B
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

77) In the airline industry, instructions for cancelling reservation is an example of a/an:
A) activity
B) procedure
C) component
D) data communications
Answer: B
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

78) _____ are components of an information system that anchor it to a process.
A) People
B) Programs
C) Repositories
D) Procedures
Answer: D
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?

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Course LO: Describe the components of an information system (IS)

79) Which of the following statements is true about processes and procedures of an information system?
A) Each information system has a different procedure for every process it supports.
B) A process will have the same procedure for every information system.
C) Changes to an information system will not affect the processes that use it.
D) Procedures do not change with the changes made to an information system.
Answer: A
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?
Course LO: Discuss the role of information systems in supporting business processes

80) When the process changes, the _____ will also need to change.
A) information system
B) procedure
C) relationship
D) operation
Answer: B
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?
Course LO: Discuss the role of information systems in supporting business processes

81) Day-to-day operations, such as placing an order, are considered _____ processes.
A) structured
B) innovative
C) dynamic
D) unstructured
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

82) Which of the following is a feature of a structured process?
A) It is a formally defined process.
B) Its procedures are supportive rather than prescriptive.
C) It changes rapidly as requirements and situations change.
D) It is adaptive rather than being controlled.
Answer: A
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

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83) Which of the following is a feature of a dynamic process?
A) It is a formally defined process.
B) It is difficult to change or modify.
C) It requires information systems that are prescriptive.
D) It is more dependent on effectiveness than efficiency.
Answer: D
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

84) Which of the following is an example of a dynamic process?
A) scheduling work shifts
B) placing an order
C) computing a sales commission
D) deciding the location for a new store
Answer: D
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

85) _____ is not expected in structured processes, nor is it generally appreciated or rewarded, unlike in the case of dynamic processes.
A) Efficiency
B) Effectiveness
C) Innovation
D) Control
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

86) _____ is a critical part of structured processes.
A) Adaptation
B) Innovation
C) Rapid change
D) Control
Answer: D
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

87) _____ means accomplishing a certain process with minimum resources.
A) Efficiency

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B) Effectiveness
C) Innovation
D) Adaptation
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

88) The procedures for structured processes are _____.
A) innovative
B) dynamic
C) prescriptive
D) supportive
Answer: C
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

89) Which of the following is a characteristic of structured processes?
A) They are effective.
B) They are supportive.
C) They provide less-rigid instructions.
D) They are adaptive.
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

90) Dynamic processes are evaluated on effectiveness more than efficiency because _____.
A) they are difficult to change
B) the efficient use of resources does not matter in the case of such processes
C) they are highly controlled and standardized
D) they change so fast that it is often not possible to measure efficiency over time
Answer: D
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

91) Which of the following statements is true of dynamic processes?
A) These processes are fixed in the flow among their activities.
B) These processes are, by definition, unstructured.
C) The BPMN diagrams for these processes are highly specific.
D) These processes rely, to a large extent, on human intuition.

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Answer: D
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

92) Procedures for dynamic processes are _____.
A) supportive
B) prescriptive
C) predefined
D) standardized
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

93) _____ is referred to as knowledge derived from recorded facts and figures.
A) Innovation
B) Information
C) Perception
D) Cognition
Answer: B
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

94) Which of the following refers to recorded facts and figures?
A) data
B) programs
C) procedures
D) policies
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

95) Which of the following statements is true about information?
A) It remains the same from person to person.
B) It is different from data.
C) It is unprocessed data.
D) It is a recorded fact or figure.
Answer: B
Difficulty: Moderate
AACSB: Information Technology

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Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

96) The monthly average sales for a company is an example of:
A) data
B) information
C) summing
D) averaging
Answer: B
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

97) Information varies from person to person based on
A) experiences
B) education
C) opinions
D) expectations
Answer: C
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

98) A company's information system discovers a customer's poor credit history only after certain goods have been shipped to him. The information produced, as a result, was not useful because the data was _____.
A) inaccurate
B) insufficient
C) irrelevant
D) ill-timed
Answer: D
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

99) To conceive good information, information system users must _____.
A) trust well-formatted reports
B) rely on data that appears in the context of a Web page
C) use data irrespective of accuracy
D) cross-check data
Answer: D
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?

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Course LO: Discuss the role of information systems in supporting business processes

100) Which of the following is a critical data characteristic?
A) just sufficient
B) random
C) arrival after task completion
D) high cost
Answer: A
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Describe the components of an information system (IS)

101) Data should be pertinent both to the context and subject at hand. Which of the following data characteristics does this represent?
A) cost effectiveness
B) timeliness
C) sufficiency
D) relevancy
Answer: D
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Describe the components of an information system (IS)

102) What is a business process? Explain with the help of examples.
Answer: A business process is a sequence of activities for accomplishing a function. For example, a university has business processes to:
- Add a class to the business curriculum
- Add a new section to a class schedule
- Assign a class to a classroom
- Drop a class section
- Record final grades
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

103) What is an activity? Explain with the help of examples.
Answer: An activity is a task within a business process. Examples of activities that are part of the process of recording final grades are:
- Compute final grades
- Fill out grade reporting form
- Submit the grade recording form to the departmental administrator
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?

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Course LO: Discuss the role of information systems in supporting business processes

104) Why do organizations standardize business processes?
Answer: Other than very small businesses, most businesses choose to standardize business processes. Standardizing processes enables the business to enforce policies. Standardized business processes also produce consistent results and are scalable. In addition, standardized business processes reduce risk. When every employee follows the same process, the opportunities for error and serious mistakes are greatly reduced.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

105) A business process diagram shows some details and omits others. Why and how is this achieved?
Answer: It must; otherwise it would be hundreds of pages long and include too many obvious details. To simplify process diagrams, the details of some activities are documented separately. In Figure 2-1, consider the Enter Order activity. The activity is shown with a plus sign, indicating that the details of the Enter Order activity are documented elsewhere. As stated, such external documentation is used to simplify a diagram; it is also used when the details of the sub-process are unknown or unimportant to the process under study or when those details are documented elsewhere.
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 1: What is a business process?
Course LO: Discuss the role of information systems in supporting business processes

106) Define systems and information systems.
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.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

107) Explain the five-component framework of an information system with the help of an example of each component.
Answer: The five-component framework is a model of the components of an information system: computer hardware, software, data, procedures, and people. For example, when using a computer to write a class report, the student 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 steps used to start the program, enter the report, print it, and save and back up the file), and people (the user).
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

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108) How is the five-component framework used to estimate the scope of new information systems?
Answer: The five-component framework can also be used when assessing the scope of new systems. For example, when a vendor pitches the need for a new technology, the five components are used to assess how big of an investment that new technology represents.
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

109) To understand the impact of a new technology, what are some questions that should be asked when assessing the scope of a new system?
Answer: What new hardware will you need? What programs will you need to license? What databases and other data must you create? What procedures will need to be developed for both the use and administration of the information system? And, finally, what will be the impact of the new technology on people? Which jobs will change? Who will need training? How will the new technology affect morale? Will you need to hire new people? Will you need to reorganize?
Difficulty: Hard
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

110) Arrange the components of an information system in the correct order based on difficulty and disruption.
Answer: It is a simple matter to order additional hardware. 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 very difficult and very disruptive to the organization.
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 2: What is an information system?
Course LO: Describe the components of an information system (IS)

111) Explain the role of procedures and provide an example of a procedure.
Answer: Procedures, one of the five components of an IS, anchor an IS to a process. A procedure is a set of instructions for a person to follow when operating an IS. Each information system has a different procedure for every process the information system supports. For example, when a person creates a Facebook account, the Facebook IS gives him/her a procedure to follow in the form of instructions for filling out the on-screen application. The Facebook information system includes a procedure for each of its processes–there is a procedure for creating an account, posting a picture, searching for friends, and setting privacy preferences.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?
Course LO: Describe the components of an information system (IS)

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112) Is the relationship between a process and an information system (IS) always 1:1? Support your answer with and example from the fast food industry.
Answer: No. The Order Tracker IS supports the Drive-Thru process, and it helps support several other processes at the restaurant such as; the Hiring process and the Scheduling process as well as the In-Store Ordering, Revenue Totaling, and Reordering processes.
A second system is added to the Drive-Thru process, we then have a process that is supported by two IS. For example, the second IS might use a motion detection system to record traffic patterns of cars that join the drive-thru line.
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 3: How do business processes and information systems relate?
Course LO: Describe the components of an information system (IS)

113) Explain the two broad categories of processes with relevant examples.
Answer: Structured processes are formally defined, standardized processes. Most structured processes support day-to-day operations: scheduling work shifts, placing an order, computing a sales commission, and so forth. Dynamic processes are less specific, more adaptive, and even intuitive. Deciding whether to open a new store location and how best to solve a problem of poor employee training are examples of dynamic processes.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

114) List the characteristics of structured processes.
Answer: The characteristics of structured processes are:
- They are formally defined processes.
- Process change is slow and difficult.
- Control is critical.
- Efficiency and effectiveness are important.
- Procedures are prescriptive.
- Innovation is not expected.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

115) List the characteristics of dynamic processes.
Answer: The characteristics of dynamic processes are:
- They are informal processes.
- Process change is rapid and expected.
- Adaptation is critical.
- Effectiveness is typically more important than efficiency.
- Procedures are supportive.
- Innovation is required.
Difficulty: Easy
AACSB: Information Technology

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Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

116) Why is the distinction between structured and dynamic processes considered important?
Answer: The distinction between structured and dynamic processes is considered important for several reasons. The behavior one chooses as a business professional depends on the type of process in which he/she is involved. Innovation will be expected in dynamic processes but discouraged in structured processes. For information systems, this process distinction is important in the nature and character of the system. The procedures of an IS used to support structured processes will restrict his/her behavior and readily (and successfully) frustrate any attempts at innovation. In contrast, an IS that supports a dynamic process supports innovation.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

117) Why is the need to experiment important for dynamic processes. Provide an example of experimentation regarding a fast food restaurant.
Answer: Dynamic processes, as their name implies, change rapidly as requirements and situations Change. We'll try it this way. If it works, great; if not, we'll do something else." A good example is the Community Outreach process at the fast food restaurant. Today, this process involves choosing which youth sports team to support, but tomorrow when an employee asks if the restaurant would like to be a sponsor for a new 5K run, the activities in the process change. Such change is expected. The need to try one method and revise it as needed reinforces the need to experiment—one of the four key employability skills for success, as discussed in Chapter 1. Adaptation requires innovation. Whereas innovation on a structured process like computing sales revenue is likely to get you fired, innovating with Twitter to forecast sales will be highly rewarded. Another word for innovation is experimentation, which we described in Chapter 1.
Difficulty: Hard
AACSB: Information Technology
Chapter LO: 4: How do structured and dynamic processes vary?
Course LO: Discuss the role of information systems in supporting business processes

118) Define information and explain its characteristics.
Answer: A common definition for information is knowledge derived from data, whereas data is defined as recorded facts or figures. First, information is not data, it is something more. What makes information "more" is that it is meaningful. Second, because meaning is in the eye of the beholder, information varies from person to person–different people often have different information. Finally, information resides in the head of the person looking at the data. If it's on a piece of paper or on a digital screen, it's data; if it's in the mind, it's information.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

119) Why is it important to assume that information is difficult to communicate?

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Answer: If information varies from person to person, we should no
longer say, give me the information. I can try to give you my information, and you can try to give me your information, but in both cases what is given is not exactly what is received. In business if you and I are talking or exchanging data, expect that I will not have your information and you won't have my information, either. While you might want to tell me that I'm misinformed, I could say the same about you. We're all slightly misinformed all the time, as nobody knows exactly what anyone else means. With this outlook, you realize how hard it is to effectively communicate, you won't assume others understand what you mean, and you'll become a better communicator because you will work at it.
Difficulty: Moderate
AACSB: Information Technology, Written and Oral Communication
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

120) Why is it important to recognize that all new information systems are frustrating at first?
Answer: If you make your own
information from the differences you see on a screen and one day a new screen appears because the IS has changed, you will have to work harder for a while to create your information. For example, when an app changes on your phone or you buy a new computer with a different operating system, it is harder to identify your old familiar differences from which you can make information. Finding differences with the old system had become an easy habit; now you have to work at it. All new information systems initially make it harder on the end user to find their differences. Unfortunately, many companies do not anticipate this when they roll out a shiny new app and are surprised when employees want the old system back.
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

121) Why is it important to understand how to be effective on a team?
Answer: To help your teammates, provide data that is different
from what they already know so they can create information for themselves. Ask them to share with you the differences that have meaning to them. Listen to these differences and see what meaning they create for you. Also, ask questions that reveal new differences. If your questions are original and insightful, then others on the team can use your questions to inform themselves.
Difficulty: Moderate
AACSB: Information Technology, Interpersonal Relations and Teamwork
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

122) Why is it important to stay curious?
Answer: If information is inside of you, the only way to get it there is for you to put it
there. Information can't be received; it must be made. This creative effort is fueled by curiosity. When you quit being curious, you quit informing yourself. Realize every day that other people are informing themselves and seeing things you don't. The only way to keep up is to create information for yourself. Stay curious! You were born that way for a reason.
Difficulty: Moderate

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AACSB: Information Technology, Reflective Thinking
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

123) Why is it important to realize that people share data, but believe it is information?
Answer: Most people do not distinguish between data and information; they naively believe the information inside them is the same as the data outside them. As a result, when they communicate they mistakenly believe they are directly communicating their information, their ideas, directly to other people. However, they are speaking data, not information. Information, meaning, only exists inside the mind; outside are data. Other individuals who are listening to them must create their own information from the spoken data. With this outlook, you are more open to feedback and discussion as you realize others are trying to make their own information from the data you speak, making you a better collaborator.
Difficulty: Moderate
AACSB: Information Technology, Reflective Thinking, Written and Oral Communication, Interpersonal Relations and Teamwork
Chapter LO: 5: What is information?
Course LO: Describe the components of an information system (IS)

124) Explain the data factors that drive information quality.
Answer: First, good information is conceived from accurate, correct, and complete data; and it has been processed correctly. Second, data must be timely. When one participates in the development of an information system, timeliness will be part of the requirements that he/she specifies. One needs to give appropriate and realistic timeliness needs. Third, data should be relevant both to the context and to the subject. Finally, data needs to be sufficient for the purpose for which it is generated, but just barely so.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

125) Why must data be timely to make information useful? Explain with an example.
Answer: Good information requires that data be timely–available in time for its intended use. A monthly report that arrives six weeks late is most likely useless. An information system that tells the user about the poor credit of a customer to which he/she has already shipped goods is unhelpful and frustrating. In some cases, developing systems that provide data in near real time is much more difficult and expensive than producing data a few hours later.
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

126) Explain the reasons for the need of 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 make each day is what data to ignore. The higher an individual rises into management, the more data he/she will be given and, because there is only so much time, the more data he/she will need to ignore. So, data

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should be sufficient, but just barely.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

127) Explain the costs involved in data creation.
Answer: Data is not free. There are costs for developing an information system, costs of operating and maintaining that system, and costs of time and salary for reading and processing the data the system produces. For data to be worth its cost, an appropriate relationship must exist between the cost of data and its value.
Difficulty: Moderate
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

128) What are some ways that data can be untrustworthy or unreliable and provide an example of each.
Answer: Data that appears accurate may be misleading if its source is unreliable. Survey data and self-reports by subjects such as polling results for elections may be unreliable if leading questions create biased answers. Data may be unreliable if data from different databases have been thrown together. A common example is combining data from different political polls—how to combine polls of likely voters and all voters or polls that allow undecided with those that do not.
Difficulty: Easy
AACSB: Information Technology
Chapter LO: 6: What are necessary data characteristics?
Course LO: Discuss the role of information systems in supporting business processes

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