Information Systems Today 10th edition Valacich Test Bank

SKU: 9780135409954-TEST-BANK

Information Systems Today: Managing in the Digital World, 10e **(Valacich)**
Chapter 1 Managing in the Digital World

1) Advances in cloud computing (think Gmail, Microsoft 365, or DropBox) allow for accessing emails, files, notes, and the like from different devices, enhancing portability and mobility in computing.
Answer: TRUE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

2) An increase in the frequency of international travel, tourism, and immigration is a cultural change brought about by globalization enabled by information technology.
Answer: TRUE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

3) Globalization is the integration of economies throughout the world, enabled by innovation and technological progress.
Answer: TRUE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

4) One of the main reasons for a company to outsource its business is to focus on non-core business activities.
Answer: FALSE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

5) Countries such as India remain popular for offshore outsourcing because of their rising salaries.
Answer: FALSE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

6) The *network effect* refers to the notion that the value of a network is based on the number of networks being used.
Answer: FALSE
AACSB: Reflective thinking
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

7) Vendors are required by law to respect the privacy of people who make web purchases.
Answer: FALSE
AACSB: Information technology; Ethical understanding and reasoning
Difficulty: Easy
Learning Objective: 1.4: Describe how computer ethics affect the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.
Classification: Concept

8) Knowledge is the ability to understand information, form opinions, and make decisions or predictions based on the information.
Answer: TRUE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

9) An information system is a combination of hardware, software, and telecommunications networks that people build and use to collect, create, and distribute data.
Answer: TRUE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

10) The technical area of competency of an IS professional is the easiest to maintain in the digital world because of the huge popularity of individual technologies.
Answer: FALSE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

11) Transaction processing systems (TPS) are used by a narrow range of organizations only to process customer transactions more efficiently.
Answer: FALSE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

12) The purpose of a knowledge management system is to create, store, analyze, and manage spatial data.
Answer: FALSE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

13) Office automation systems such as Microsoft 365 and the OpenOffice Productivity Suite provide word processing, spreadsheet, and other personal productivity tools, enabling knowledge workers to accomplish their tasks.
Answer: TRUE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

14) IS personnel with service mentality believe that the customers own the technology and the information and that the technology and information are there for the customers, not for the systems personnel.
Answer: TRUE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

15) The Zoom outage example shows that relying on a single provider can disrupt many activities in unforeseen ways.
Answer: TRUE
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.3: Describe the dual nature of information systems in the success and failure of modern organizations.
Classification: Concept

16) In FedEx's hubs, diverting packages after scanning requires several minutes to decide and execute.
Answer: FALSE
AACSB: Information technology
Difficulty: Challenging
Learning Objective: 1.3: Describe the dual nature of information systems in the success and failure of modern organizations.
Classification: Concept

17) Firms of all types and sizes, including small boutiques and large agencies, can use information systems to gain or sustain a competitive advantage over their rivals.
Answer: TRUE
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.3: Describe the dual nature of information systems in the success and failure of modern organizations.
Classification: Concept

18) The Electronic Communications Privacy Act (ECPA) offered far stronger support for email communications than it did for voice mail.
Answer: FALSE
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.4: Describe how computer ethics affect the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

19) According to the chapter, micro-moments are best described as _____.
A) brief, intent-driven interactions on mobile devices to buy, know, do, or go
B) long periods of desktop usage for complex tasks
C) intervals of offline-only activity
D) lengthy video conferences replacing in-person meetings
Answer: A
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

20) Identify a true statement about the function of knowledge workers.
A) They use knowledge to perform their jobs, but do not create knowledge.
B) They create, modify, and/or synthesize knowledge as a fundamental part of their jobs.
C) They lack the ability to solve non-routine problems at work.
D) They modify knowledge created by others, but do not create knowledge themselves.
Answer: B
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

21) Which of the following predictions made by Peter Drucker is true?
A) Knowledge workers have less bargaining power than workers in other industries.
B) Knowledge workers lack valuable real-world skills.
C) Knowledge workers lack reliance on formal education.
D) Knowledge workers are continually learning how to do their jobs better.
Answer: D
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

22) Which of the following terms means "knowing how to use a computer"?
A) Information security
B) Cloud computing
C) Computer literacy
D) Computer compatibility
Answer: C
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

23) The ability to independently learn new technologies as they emerge and assess their impact on your work and life is called _____.
A) computer networking
B) computer adaptation
C) computer fluency
D) computer compatibility
Answer: C
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

24) Which of the following best describes the *network effect*?
A) The value of a network depends on the number of mobile devices that are attached.
B) It refers to the type of network an organization employs.
C) It refers to the notion that the value of a network increases with the number of users.
D) It refers to the effect of the wireless devices that are attached.
Answer: C
AACSB: Reflective thinking
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

25) A network of a broad range of physical objects that can automatically share data over the Internet is called the _____.
A) Internet of Things
B) Broad Internet
C) Industrial Internet of Things
D) Wireless Internet Network
Answer: A
AACSB: Reflective thinking
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

26) A dataset comprised of extremely large amounts of complex data would best be described as _____.
A) mega data
B) network data
C) extreme data
D) Big Data
Answer: D
AACSB: Reflective thinking
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

27) Which of the following best explains the process of moving business processes or tasks to another company?
A) Offshoring
B) Liquidating
C) Cloud computing
D) Outsourcing
Answer: D
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

28) Which of the following can be cited as an example of outsourcing?
A) Microsoft hands over its customer service function to Concentrix, located in India.
B) Volkswagen acquires a steel manufacturing plant to reduce its overall production costs.
C) Dell sources computer parts from suppliers located in Russia.
D) Audi starts a manufacturing facility in China to take advantage of low labor costs.
Answer: A
AACSB: Analytical thinking
Difficulty: Challenging
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Application

29) The Internet of Things and the massive amounts of data generated enabled the creation of service-oriented business models. Identify this model.
A) Service
B) Servitization
C) Extreme data
D) Big Data
Answer: B
AACSB: Analytic skills
Difficulty: Challenging
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

30) Outsourcing has seen a huge increase because of the _____.
A) increase in decentralization
B) increase in the use of cloud computing
C) increase in advertising costs
D) decrease in telecommunication costs
Answer: D
AACSB: Analytical thinking
Difficulty: Moderate
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

31) TransCorp is an IT firm that is looking to outsource its payroll processes. Which of the following statements, if true, would most strengthen the decision to outsource?
A) Companies in other countries can do the same amount of work at a comparable cost.
B) Outsourcing has become a trend among most firms in developed nations.
C) Companies in other countries are often cost effective.
D) Firms across the globe are adopting cloud computing systems.
Answer: C
AACSB: Reflective thinking
Difficulty: Challenging
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Application

32) Which of the following is a governmental challenge of operating in the digital world?
A) Differences in power distance and uncertainty avoidance
B) Regulatory environments
C) Aging population in the United States
D) Videoconferences across different time zones
Answer: B
AACSB: Analytical thinking
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

33) Peter Drucker stated that a knowledge society would emerge in the future, meaning _____.
A) knowledge workers are typically professionals who are well educated
B) possessing knowledge would be as important as possessing land, labor, or capital
C) a society would be computer literate
D) professionals would possess many different computer devices
Answer: B
AACSB: Reflective thinking
Difficulty: Moderate
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

34) Which of the following is a geoeconomic challenge of operating in the digital world?
A) Differences in network infrastructures
B) Differences in the concept of time and life focus
C) Differences in measurement units
D) Differences in export and import regulations
Answer: A
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

35) The term *urbanization* is best described as the _____.
A) expansion of city boundaries
B) movement of urban areas to the country
C) movement of rural populations to urban areas
D) movement of people between cities
Answer: C
AACSB: Reflective thinking
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

36) The _____ enables the convergence of information technology and operations technology, offering the potential for tremendous improvements in efficiency, product quality, agility, and flexibility, allowing companies to mass-produce customized products and better monitor supply chains.
A) Industrial Internet of Things
B) Internet of Things
C) Applications in the Cloud
D) The Technology Effect
Answer: A
AACSB: Reflective thinking
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

37) Identify a major ethical challenge society faces today when considering the strong linkage between computer literacy and a person's ability to compete in the information age.
A) Horizontal disparity
B) Digital divide
C) Electronic gap
D) Power distance
Answer: B
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

38) Which of the following can be cited as an example of a digital divide?
A) Unlike Joey, Ryan has access to more books and good advice because he studies in a better school.
B) Unlike Ben, Claudia possesses superior analytical skills that make her better at mathematics.
C) Kevin has better chances of promotion when compared to Vincent because of his people skills.
D) Lora has access to more information than Frank because she knows how to operate a computer.
Answer: D
AACSB: Analytical thinking; Information technology
Difficulty: Moderate
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Application

39) One of the key drivers of continuous innovations and new business models has been the rise of APIs, which stands for _____.
A) application program installers
B) assembler program interfaces
C) application programming interfaces
D) assembler plugin interfaces
Answer: C
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

40) The drivers of digital density include _____.
A) Connections, Data, Interactions
B) Connections, Data, Internet of Things
C) Class, Data, Interactions
D) Class, Developer, Internet of Things
Answer: A
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.1: Describe the characteristics of the digital world, contemporary societal issues of the digital world, and how increasing digital density is shaping the digital future.
Classification: Concept

41) _____ refers to physical computer equipment, such as the computer monitor, central processing unit, or keyboard.
A) Adware
B) Malware
C) Stealware
D) Hardware
Answer: D
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

42) _____ refer(s) to a program or set of programs that tell the computer to perform certain tasks.
A) Software
B) Firmware
C) Hardware logic
D) Data
Answer: A
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

43) Which of the following statements is true about information systems (IS) and information technology (IT)?
A) IT programs have a stronger managerial focus than IS programs.
B) An information system (IS) is the combination of people and information technology that create, collect, process, store, and distribute useful data.
C) Software and telecommunications are present in IS, but excluded from IT.
D) The difference between IT and IS is increasing due to globalization.
Answer: B
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

44) Which of the following statements is true about data?
A) It can be defined as a representation of reality.
B) It is the ability to understand information.
C) It has no meaning in and of itself.
D) It is the ability to make decisions or predictions based on information.
Answer: C
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

45) Which of the following statements is true about information?
A) It has no meaning in and of itself.
B) It organizes or manipulates knowledge to make it suitable for a given task.
C) It is a set of unformatted words and numbers.
D) It is a representation of reality.
Answer: D
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

46) Which of the following statements is true about knowledge?
A) It has no meaning in and of itself.
B) It is a set of unformatted words and numbers.
C) It is the ability to understand information.
D) It helps to convert information into raw data.
Answer: C
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

47) Which of the following IS personnel is responsible for managing disaster recovery within an organization?
A) IS and cyber security manager
B) IS auditor
C) Webmaster
D) Programmer
Answer: A
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

48) Which of the following is the highest-ranking IS personnel responsible for strategic planning and IS use throughout a firm?
A) Chief information officer
B) IS and cyber security manager
C) IS auditor
D) Systems analyst
Answer: A
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

49) In IS management, a systems analyst consultant is responsible for _____.
A) analyzing business requirements and selecting information systems that meet those needs
B) coding, testing, debugging, and installing programs
C) providing IT knowledge to external clients
D) managing security measures and disaster recovery
Answer: C
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

50) Which of the following core competencies are part of an IS personnel's technical knowledge and skills?
A) Systems analysis and design
B) Integrating subsystems and systems
C) Interpersonal skills and group dynamics
D) Network administration
Answer: D
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

51) Connecting host computers and their networks together to form even larger networks is called _____.
A) data mining
B) internetworking
C) Ethernet framing
D) network simulation
Answer: B
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

52) The process of connecting separate information systems and data to improve business processes and decision making is known as _____.
A) database development
B) business intelligence
C) systems integration
D) cloud computing
Answer: C
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

53) Which of the following types of information systems facilitates collaboration and knowledge sharing?
A) Visualization system
B) Word processor
C) Intelligent system
D) Social software
Answer: D
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

54) Which of the following types of information systems enables people to communicate, team up, and coordinate with each other?
A) Collaboration system
B) Geographic information system
C) Virtualization system
D) Intelligent system
Answer: A
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

55) Which of the following types of information systems creates, stores, analyzes, and manages spatial data?
A) Electronic commerce system
B) Collaboration system
C) Virtualization system
D) Geographic information system
Answer: D
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

56) Which of the following types of information systems enables customers to buy goods and services from a firm's website?
A) Supply chain management system
B) Electronic commerce system
C) Geographic information system
D) Collaboration system
Answer: B
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

57) Which of the following types of information systems supports the coordination of suppliers, product or service production, and distribution?
A) Supply chain management system
B) Electronic commerce system
C) Intelligent system
D) Collaboration system
Answer: A
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

58) Identify the purpose of a transaction processing system used in organizations.
A) Support the activities within a specific functional area of the firm
B) Process day-to-day business event data at the operational level of the organization
C) Produce detailed information to help manage a firm or part of a firm
D) Support the coordination of suppliers, product or service production, and distribution
Answer: B
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

59) The purpose of a(n) _____ is to support and integrate all facets of the business, including planning, manufacturing, sales, marketing, and so on.
A) intelligent system
B) functional area information system
C) electronic commerce system
D) enterprise resource planning system
Answer: D
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

60) The purpose of an intelligent system is to _____.
A) enable people to communicate, collaborate, and coordinate with each other
B) create, store, analyze, and manage spatial data
C) emulate or enhance human capabilities
D) support the coordination of suppliers, product or service production, and distribution
Answer: C
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

61) Identify the purpose of an office automation system.
A) Create, store, analyze, and manage spatial data
B) Provide access to databases in order to support quantitative decision making
C) Support a wide range of predefined day-to-day work activities of individuals and small groups
D) Support interaction between the firm and its customers
Answer: C
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

62) With respect to the types of information systems used in organizations, a grocery store checkout cash register with a connection to a network is an example of a(n) _____.
A) intelligent system
B) functional area information system
C) decision support system
D) transaction processing system
Answer: D
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

63) Microsoft's Exchange/Outlook and Lotus Notes provide people with email, automated calendaring, and online, threaded discussions, enabling close contact with others, regardless of their location. Identify this type of information system.
A) Collaboration system
B) Office automation system
C) Data mining and visualization system
D) Functional area information system
Answer: A
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

64) With respect to the types of information systems used in organizations, Amazon.com is an example of a(n) _____ system.
A) electronic commerce
B) geographic information
C) virtualization and data mining
D) supply chain management
Answer: A
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

65) With respect to the types of information systems used in organizations, a word processor is an example of a(n) _____ system.
A) electronic commerce
B) supply chain management
C) office automation
D) geographic information
Answer: C
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.2: Explain what an information system is, contrasting its data, technology, people, and organizational components.
Classification: Concept

66) What does the chapter mean by the "dual nature" of information systems?
A) IS can enable competitive advantage but failures can also disrupt operations.
B) IS are always cost centers only.
C) IS are purely technical without strategic impact.
D) IS remove the need for sound business models.
Answer: A
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.3: Describe the dual nature of information systems in the success and failure of modern organizations.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

67) What key lesson does the chapter draw from the Zoom outage case?
A) Relying on a single provider can quickly disrupt many activities.
B) Video is inherently unreliable.
C) All online services should close on weekends.
D) Scaling issues cannot be addressed.
Answer: A
AACSB: Information technology
Difficulty: Moderate
Learning Objective: 1.3: Describe the dual nature of information systems in the success and failure of modern organizations.
Classification: Application

68) Which factor exemplifies FedEx's competitive advantage through IS per the chapter?
A) Handwriting labels to reduce errors
B) Sending manual emails to customers
C) Processing packages without scanning
D) Automation with rapid scanning and routing decisions in milliseconds
Answer: D
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.3: Describe the dual nature of information systems in the success and failure of modern organizations.
Classification: Concept

69) What strategic lesson can organizations infer from the Zoom outage about resilience?
A) Use no online services.
B) Plan for redundancy and avoid single points of failure.
C) Rely only on weekend operations.
D) Disable videoconferencing permanently.
Answer: B
AACSB: Information technology
Difficulty: Challenging
Learning Objective: 1.3: Describe the dual nature of information systems in the success and failure of modern organizations.
Classification: Application

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

70) Select the statement below that best describes computer ethics.
A) It is used to describe moral issues and standards of conduct as they pertain to the use of information systems.
B) It is used to describe moral issues and standards of conduct as they pertain to the use of networks.
C) It is used to describe moral issues and standards of conduct as they pertain to the users of networks.
D) It is used to describe the moral issues of how users interact with other users.
Answer: A
AACSB: Reflective thinking
Difficulty: Easy
Learning Objective: 1.4: Describe how computer ethics affect the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.
Classification: Concept

71) Mike is at Jim's house and admires his digital music collection. He then downloads the entire collection for his own personal use. Which of the following statements is true in this situation?
A) It is legal for Mike because he has Jim's agreement.
B) Mike must pay Jim for the right to download the music.
C) Mike commits an ethical intellectual property violation.
D) Mike commits a misdemeanor.
Answer: C
AACSB: Reflective thinking
Difficulty: Easy
Learning Objective: 1.4: Describe how computer ethics affect the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.
Classification: Application

72) Which of the following is used to describe the moral issues and standards of conduct as they pertain to the use of information systems?
A) Virtual ethics
B) Computer ethics
C) Cyber security
D) Cloud computing
Answer: B
AACSB: Information technology; Ethical understanding and reasoning
Difficulty: Easy
Learning Objective: 1.4: Describe how computer ethics affect the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank

73) _____ is concerned with what information an individual should have to reveal to others in the workplace or through other transactions, such as online shopping.
A) Information accessibility
B) Information accuracy
C) Information privacy
D) Information asymmetry
Answer: C
AACSB: Information technology; Ethical understanding and reasoning
Difficulty: Easy
Learning Objective: 1.4: Describe how computer ethics affect the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.
Classification: Concept

74) Information about one's identity and place of living is an example of _____.
A) behavioral data
B) geographic data
C) psychographic data
D) demographic data
Answer: D
AACSB: Information technology
Difficulty: Easy
Learning Objective: 1.4: Describe how computer ethics affect the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.
Classification: Concept

75) Which of the following statements is true about the companies operating in the online world and a customer's online privacy?
A) The vendor cannot track the web pages a customer looks at.
B) The vendor cannot track what products a customer examines in detail.
C) The vendor is not capable of knowing the method of payment a customer chooses to use.
D) The vendor is not required by law to respect a customer's privacy.
Answer: D
AACSB: Information technology; Ethical understanding and reasoning
Difficulty: Moderate
Learning Objective: 1.4: Describe how computer ethics affect the use of information systems and discuss the ethical concerns associated with information privacy and intellectual property.
Classification: Concept

Copyright © 2027 Pearson Education, Inc.

Information Systems Today 10th edition Valacich Test Bank