Principles of Information Systems 14th edition Stair Test Bank

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Chapter 01 - Information Systems: People, Technology, Processes, and Structure

True / False

1. A set of random or unrelated tasks performed to achieve a definite outcome is called a process.
   a. True
   b. False

ANSWER: False

RATIONALE: A process is a structured set of related activities that takes input, adds value, and creates an output for the customer of that process.

FEEDBACK:
Correct A process is a structured set of related activities that takes input, adds value, and creates an output for the customer of that process.
Incorrect A process is a structured set of related activities that takes input, adds value, and creates an output for the customer of that process.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Information Systems—A Means to Achieve Competitive Advantage

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt's Diamond model to introduce new systems into the workplace.

NATIONAL STANDARDS: United States - BUSPROG: Technology

KEYWORDS: Bloom's: Remember

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2. An information system is a set of interrelated components that work together to collect, process, store, and disseminate information that lacks a feedback mechanism to monitor and control its operation.
   a. True
   b. False

ANSWER: False

RATIONALE: An information system is a set of interrelated components that work together to collect, process, store, and disseminate information. A well-designed information system includes some form of feedback mechanism to monitor and control its operation.

FEEDBACK:
Correct An information system is a set of interrelated components that work together to collect, process, store, and disseminate information. A well-designed information system includes some form of feedback mechanism to monitor and control its operation.
Incorrect An information system is a set of interrelated components that work together to collect, process, store, and disseminate information. A well-designed information system includes some form of feedback mechanism to monitor and control its operation.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: What is an Information System

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.

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NATIONAL STANDARDS: United States - BUSPROG: Technology
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3. Organizations cannot have many value chains.
   a. True
   b. False

ANSWER: False
RATIONALE: The value chain is a series (or chain) of activities that an organization performs to transform inputs into outputs in such a way that the value of the input is increased. An organization may have many value chains, and different organizations in different industries will have different value chains.
FEEDBACK:
Correct The value chain is a series (or chain) of activities that an organization performs to transform inputs into outputs in such a way that the value of the input is increased. An organization may have many value chains, and different organizations in different industries will have different value chains.
Incorrect The value chain is a series (or chain) of activities that an organization performs to transform inputs into outputs in such a way that the value of the input is increased. An organization may have many value chains, and different organizations in different industries will have different value chains.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Value Chain
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information systems play in an organization’s value chains.
NATIONAL STANDARDS: United States - BUSPROG: Communication - Communication
KEYWORDS: Bloom's: Remember
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4. The concept of a value chain is not significant to organizations unless they manufacture products.
   a. True
   b. False

ANSWER: False
RATIONALE: In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service. The concept of value chain is also meaningful to companies that don’t manufacture products.
FEEDBACK:
Correct In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service. The concept of value chain is also meaningful to companies that don’t manufacture products.
Incorrect In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service. The concept of value chain is also meaningful to

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companies that don't manufacture products.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Value Chain
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information systems play in an organization's value chains.
NATIONAL STANDARDS: United States - BUSPROG: Legal - Legal
KEYWORDS: Bloom's: Remember
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5. If an IS organization is viewed as a cost center/service provider, its strategic planning process is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.

a. True
b. False

ANSWER: True
RATIONALE: In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.
FEEDBACK:
Correct In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.
Incorrect In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.
NATIONAL STANDARDS: United States - BUSPROG: Legal - Legal
KEYWORDS: Bloom's: Remember
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6. The role of a systems analyst is narrowly defined and seldom involves communications with others.

a. True
b. False

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ANSWER: False

RATIONALE: Systems analysis often communicate with others. Systems analysts frequently consult with management and users to define the scope of and requirements for new information systems. They convey system requirements to software developers and network architects for implementation.

FEEDBACK:
Correct Systems analysts frequently consult with management and users to define the scope of and requirements for new information systems. They convey system requirements to software developers and network architects for implementation.
Incorrect Systems analysts frequently consult with management and users to define the scope of and requirements for new information systems. They convey system requirements to software developers and network architects for implementation.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Typical Information System Roles

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.

NATIONAL STANDARDS: United States - BUSPROG: Legal - Legal

KEYWORDS: Bloom's: Remember

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7. For someone to be a good CIO, technical ability is the most important characteristic.
   a. True
   b. False

ANSWER: False

RATIONALE: CIOs need strong technical, business, and inter-personal skills.

FEEDBACK:
Correct CIOs need strong technical, business, and inter-personal skills.
Incorrect CIOs need strong technical, business, and inter-personal skills.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Typical Information System Roles

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.

NATIONAL STANDARDS: United States - BUSPROG: Technology

KEYWORDS: Bloom's: Remember

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8. One of the primary roles of a senior IS manager is to provide subordinates with leadership and direction that will help the organization achieve its goals.
   a. True
   b. False

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ANSWER: True
RATIONALE: A good CIO is typically a visionary who provides leadership and direction to the IS department to help an organization achieve its goals.
FEEDBACK:
Correct A good CIO is typically a visionary who provides leadership and direction to the IS department to help an organization achieve its goals.
Incorrect A good CIO is typically a visionary who provides leadership and direction to the IS department to help an organization achieve its goals.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Typical Information System Roles
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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9. Managers of the business functions most affected by the new information system have a key responsibility to ensure that the people, processes, and human structure components are fully addressed.
a. True
b. False

ANSWER: True
RATIONALE: Managers of the business functions most affected by the new information system have a key responsibility to ensure that the people, processes, and human structure components are fully addressed.
FEEDBACK:
Correct Managers of the business functions most affected by the new information system have a key responsibility to ensure that the people, processes, and human structure components are fully addressed.
Incorrect Managers of the business functions most affected by the new information system have a key responsibility to ensure that the people, processes, and human structure components are fully addressed.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.
KEYWORDS: Bloom's: Remember
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10. Organizations use processes, procedures, and differentiation strategies to introduce new systems into the workplace in a manner that lowers stress, encourages teamwork, and increases the probability of a successful implementation.

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a. True
b. False

ANSWER: False

RATIONALE: Leavitt's Diamond was defined by American psychologist and organizational scientist Harold Leavitt. Organizations use this model to introduce new systems into the workplace in a manner that lowers stress, encourages teamwork, and increases the probability of a successful implementation.

FEEDBACK:
Correct Leavitt's Diamond was defined by American psychologist and organizational scientist Harold Leavitt. Organizations use this model to introduce new systems into the workplace in a manner that lowers stress, encourages teamwork, and increases the probability of a successful implementation.
Incorrect Leavitt's Diamond was defined by American psychologist and organizational scientist Harold Leavitt. Organizations use this model to introduce new systems into the workplace in a manner that lowers stress, encourages teamwork, and increases the probability of a successful implementation.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt's Diamond model to introduce new systems into the workplace.
KEYWORDS: Bloom's: Remember
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11. The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.

a. True
b. False

ANSWER: True

RATIONALE: The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.

FEEDBACK:
Correct The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.
Incorrect The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.

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KEYWORDS: Bloom's: Remember
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12. New technology innovations rarely influence an organization's information system strategic plan since it is so strongly determined by corporate strategy.

a. True
b. False

ANSWER: False
RATIONALE: The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies. This plan is strongly influenced by new technology innovations.
FEEDBACK:
Correct The information system strategic plan is strongly influenced by new technology innovations.
Incorrect The information system strategic plan is strongly influenced by new technology innovations.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/5/2019 12:59 PM
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13. The strategic planning process for Sandeep's IS organization should be the same whether the rest of the organization perceives it as a cost center, business partner, or game changer.

a. True
b. False

ANSWER: False
RATIONALE: The strategic planning process for the IS organization is strongly influenced by how the IS organization is perceived by the rest of the organization.
FEEDBACK:
Correct The strategic planning process for the IS organization is strongly influenced by how the IS organization is perceived by the rest of the organization.
Incorrect The strategic planning process for the IS organization is strongly influenced by how the IS organization is perceived by the rest of the organization.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.

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KEYWORDS: Bloom's: Remember
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14. Billie Jean doesn't need to consider her information system strategic plan when she chooses projects to assign to the contractors she is supervising.

a. True
b. False

ANSWER: False
RATIONALE: The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.
FEEDBACK:
Correct The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.
Incorrect The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Information System Strategic Planning
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/5/2019 5:14 PM
DATE MODIFIED: 12/5/2019 5:20 PM

15. The release of a new and more powerful mobile computing device or data-crunching software package can influence the strategic plan of an information system.

a. True
b. False

ANSWER: True
RATIONALE: The strategic plan of an information system (IS) is strongly influenced by new technology innovations. These innovations include increasingly more powerful mobile devices and advanced software that can analyze large amounts of structured and unstructured data.
FEEDBACK:
Correct The strategic plan of an information system (IS) is strongly influenced by new technology innovations. These innovations include increasingly more powerful mobile devices and advanced software that can analyze large amounts of structured and unstructured data.
Incorrect The strategic plan of an information system (IS) is strongly influenced by new technology innovations. These innovations include increasingly more powerful mobile devices and advanced software that can analyze large amounts of structured and unstructured data.
POINTS: 1
DIFFICULTY: Easy

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REFERENCES: Information System Strategic Planning
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.
KEYWORDS: Bloom's: Remember
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Multiple Choice

16. In terms of information systems, a collaboration tool that helps a team communicate, organize, plan, schedule, track, and delegate jobs would be an example of _____.

a. a personal information system
b. a workgroup information system
c. an enterprise information system
d. an organizational complement

ANSWER: b
RATIONALE: A workgroup information system supports teamwork and enables people to work together effectively, whether team members are in the same location or dispersed around the world. These systems are also known as collaboration systems. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.
FEEDBACK:

a. A workgroup information system supports teamwork and enables people to work together effectively, whether team members are in the same location or dispersed around the world. These systems are also known as collaboration systems. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.
b. A workgroup information system supports teamwork and enables people to work together effectively, whether team members are in the same location or dispersed around the world. These systems are also known as collaboration systems. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.
c. A workgroup information system supports teamwork and enables people to work together effectively, whether team members are in the same location or dispersed around the world. These systems are also known as collaboration systems. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.
d. A workgroup information system supports teamwork and enables people to work together effectively, whether team members are in the same location or dispersed around the world. These systems are also known as collaboration systems. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Types of Information Systems
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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17. When the IS organization and its resources are focused on efforts that support the key objectives defined in the managers' strategic plan for the business, the organization is in _____.

a. alignment b. compliance
c. development d. construction

ANSWER: a
RATIONALE: The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies. No matter how an IS organization is perceived, the odds of achieving good alignment between the IS strategic plan and the rest of the business are vastly increased if IS workers have experience in the business and can talk to business managers in business terms rather than technology terms.
FEEDBACK:

a. The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies. No matter how an IS organization is perceived, the odds of achieving good alignment between the IS strategic plan and the rest of the business are vastly increased if IS workers have experience in the business and can talk to business managers in business terms rather than technology terms.
b. The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies. No matter how an IS organization is perceived, the odds of achieving good alignment between the IS strategic plan and the rest of the business are vastly increased if IS workers have experience in the business and can talk to business managers in business terms rather than technology terms.
c. The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies. No matter how an IS organization is perceived, the odds of achieving good alignment between the IS strategic plan and the rest of the business are vastly increased if IS workers have experience in the business and can talk to business managers in business terms rather than technology terms.
d. The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies. No matter how an IS organization is perceived, the odds of achieving good alignment between the IS strategic plan and the rest of the business are vastly increased if IS workers have experience in the business and can talk to business managers in business terms rather than technology terms.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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18. _____ is/are considered to be the most important element in computer-based information systems.
a. Bandwidth b. Software applications
c. Standard operating procedures d. People

ANSWER: d
RATIONALE: It comes as no surprise that people are the most important element of information systems. Indeed, people are involved in information systems in many ways: people envision information systems and the benefits they can deliver, people design and build information systems, people support and maintain information systems, and people use information systems to achieve worthwhile results.
FEEDBACK:
a. It comes as no surprise that people are the most important element of information systems. Indeed, people are involved in information systems in many ways: people envision information systems and the benefits they can deliver, people design and build information systems, people support and maintain information systems, and people use information systems to achieve worthwhile results.
b. It comes as no surprise that people are the most important element of information systems. Indeed, people are involved in information systems in many ways: people envision information systems and the benefits they can deliver, people design and build information systems, people support and maintain information systems, and people use information systems to achieve worthwhile results.
c. It comes as no surprise that people are the most important element of information systems. Indeed, people are involved in information systems in many ways: people envision information systems and the benefits they can deliver, people design and build information systems, people support and maintain information systems, and people use information systems to achieve worthwhile results.
d. It comes as no surprise that people are the most important element of information systems. Indeed, people are involved in information systems in many ways: people envision information systems and the benefits they can deliver, people design and build information systems, people support and maintain information systems, and people use information systems to achieve worthwhile results.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt's Diamond model to introduce new systems into the workplace.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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19. _____ are people who work directly with information systems to get results.
a. System analysts b. Database administrators

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c. System developers d. End users

ANSWER: d

RATIONALE: End users are people who work directly with information systems to get results. They can include anyone in the organization—receptionists, financial managers, product development personnel, salespeople, human resource managers, marketing representatives, warehouse workers, executives, and manufacturing line operators.

FEEDBACK:

a. End users are people who work directly with information systems to get results. They can include anyone in the organization—receptionists, financial managers, product development personnel, salespeople, human resource managers, marketing representatives, warehouse workers, executives, and manufacturing line operators.

b. End users are people who work directly with information systems to get results. They can include anyone in the organization—receptionists, financial managers, product development personnel, salespeople, human resource managers, marketing representatives, warehouse workers, executives, and manufacturing line operators.

c. End users are people who work directly with information systems to get results. They can include anyone in the organization—receptionists, financial managers, product development personnel, salespeople, human resource managers, marketing representatives, warehouse workers, executives, and manufacturing line operators.

d. End users are people who work directly with information systems to get results. They can include anyone in the organization—receptionists, financial managers, product development personnel, salespeople, human resource managers, marketing representatives, warehouse workers, executives, and manufacturing line operators.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Information Systems—A Means to Achieve Competitive Advantage

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt's Diamond model to introduce new systems into the workplace.

NATIONAL STANDARDS: United States - BUSPROG: Technology

KEYWORDS: Bloom's: Remember

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20. Finn designs and sells screen-printed t-shirts. He is reviewing sales data from previous years to decide which colors are the most popular, and would therefore be the best investments for his next batch of t-shirts. This is an example of _____.

a. business analytics b. a management information system

c. data science d. all of these answers

ANSWER: a

RATIONALE: Business analysts are responsible for improving a company's competitiveness and performance across a broad spectrum of criteria. They must collect, review, and analyze information that enables them to make sound recommendations.

FEEDBACK:

a. Business analysts are responsible for improving a company's competitiveness and performance across a broad spectrum of criteria. They must collect, review,

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and analyze information that enables them to make sound recommendations.

b. Business analysts are responsible for improving a company's competitiveness and performance across a broad spectrum of criteria. They must collect, review, and analyze information that enables them to make sound recommendations.

c. Business analysts are responsible for improving a company's competitiveness and performance across a broad spectrum of criteria. They must collect, review, and analyze information that enables them to make sound recommendations.

d. Business analysts are responsible for improving a company's competitiveness and performance across a broad spectrum of criteria. They must collect, review, and analyze information that enables them to make sound recommendations.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Typical Information System Roles
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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21. In a manufacturing organization, the supply chain is a key value chain whose primary activities include all of the following EXCEPT:

a. inbound logistics. b. finance and accounting.
c. marketing and sales. d. customer service.

ANSWER: b
RATIONALE: In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.
FEEDBACK:

a. In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.

b. In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.

c. In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.

d. In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Value Chain
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information

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systems play in an organization's value chains.
NATIONAL STANDARDS: United States - BUSPROG: Legal - Legal
KEYWORDS: Bloom's: Remember
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22. _____ encompasses all the activities required to get the right product into the right consumer's hands in the right quantity at the right time and at the right cost, from acquisition of raw materials through customer delivery.

a. Supply chain management b. Value chain management
c. Inventory management d. Customer management

ANSWER: a
RATIONALE: An organization's supply chain encompasses the processes required to get the right product or service into the right consumer's hands in the right quantity at the right time and at the right cost. These primary processes are directly concerned with the creation and/or delivery of the product or service.
FEEDBACK:
a. An organization's supply chain encompasses the processes required to get the right product or service into the right consumer's hands in the right quantity at the right time and at the right cost. These primary processes are directly concerned with the creation and/or delivery of the product or service.
b. An organization's supply chain encompasses the processes required to get the right product or service into the right consumer's hands in the right quantity at the right time and at the right cost. These primary processes are directly concerned with the creation and/or delivery of the product or service.
c. An organization's supply chain encompasses the processes required to get the right product or service into the right consumer's hands in the right quantity at the right time and at the right cost. These primary processes are directly concerned with the creation and/or delivery of the product or service.
d. An organization's supply chain encompasses the processes required to get the right product or service into the right consumer's hands in the right quantity at the right time and at the right cost. These primary processes are directly concerned with the creation and/or delivery of the product or service.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Value Chain
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information systems play in an organization's value chains.
NATIONAL STANDARDS: United States - BUSPROG: Legal - Legal
KEYWORDS: Bloom's: Remember
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23. In the contemporary view of information systems, they are considered an integral part of the supply chain management process mainly because they: _____.

a. aid in product transformation b. produce output
c. provide input into the process d. all of these

ANSWER: d

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RATIONALE: A traditional view of information systems holds that organizations use information systems to control and monitor processes and to ensure effectiveness and efficiency. In this view, information systems are external to the supply chain management process and serve to monitor or control it. A more contemporary view, however, holds that information systems are often so intimately involved that they are part of the process itself. From this perspective, the information system plays an integral role in the process, whether providing input, aiding product transformation, or producing output.

FEEDBACK:

a. A more contemporary view holds that information systems are often so intimately involved that they are part of the process itself. From this perspective, the information system plays an integral role in the process, whether providing input, aiding product transformation, or producing output.

b. A more contemporary view holds that information systems are often so intimately involved that they are part of the process itself. From this perspective, the information system plays an integral role in the process, whether providing input, aiding product transformation, or producing output.

c. A more contemporary view holds that information systems are often so intimately involved that they are part of the process itself. From this perspective, the information system plays an integral role in the process, whether providing input, aiding product transformation, or producing output.

d. A more contemporary view holds that information systems are often so intimately involved that they are part of the process itself. From this perspective, the information system plays an integral role in the process, whether providing input, aiding product transformation, or producing output.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Value Chain
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information systems play in an organization’s value chains.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/19/2019 5:59 PM
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24. Suppose you need to advise someone about getting a certification. Which of the following will be appropriate advice?

a. Getting a certification is guaranteed to increase your income.
b. Certifications are often vendor-specific.
c. Certifications are the same as courses offered at universities.
d. You need a college degree before you can take any certification exam.

ANSWER: b
RATIONALE: Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.

FEEDBACK:

a. Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.

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b. Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.

c. Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.

d. Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Continuous Education
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/19/2019 5:59 PM
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25. Which of the following is NOT one of the four main components in Leavitt's Diamond?

a. people b. systems
c. processes d. technology infrastructure

ANSWER: b
RATIONALE: Leavitt’s Diamond is a model that states an organization’s information systems operate within a context of people, technology infrastructure, processes, and structure.
FEEDBACK:

a. Leavitt’s Diamond is a model that states an organization’s information systems operate within a context of people, technology infrastructure, processes, and structure.

b. Leavitt’s Diamond is a model that states an organization’s information systems operate within a context of people, technology infrastructure, processes, and structure.

c. Leavitt’s Diamond is a model that states an organization’s information systems operate within a context of people, technology infrastructure, processes, and structure.

d. Leavitt’s Diamond is a model that states an organization’s information systems operate within a context of people, technology infrastructure, processes, and structure.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt’s Diamond model to introduce new systems into the workplace.

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NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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26. You might be a successful information systems worker if you _____.
    a. prefer a slow-paced environment where technology rarely changes
    b. prefer to work only on the computer and are not interested in the business
    c. enjoy learning new techniques and enjoy working with people
    d. are good at book-keeping, like an accountant

ANSWER: c
RATIONALE: Successful information system workers must enjoy working in a fast-paced, dynamic environment where the underlying technology changes all the time. They must be comfortable with meeting deadlines and solving unexpected challenges. They need good communication skills and often serve as translators between business needs and technology-based solutions. Successful information systems workers must have solid analytical and decision-making skills and be able to translate ill-defined business problems and opportunities into effective technology-based solutions. They must develop effective team and leadership skills and be adept at implementing organizational change. Last, but not least, they need to be prepared to engage in lifelong learning in a rapidly changing field.
FEEDBACK:
a. Successful information system workers need good communication skills and often serve as translators between business needs and technology-based solutions. They need to be prepared to engage in lifelong learning in a rapidly changing field.
b. Successful information system workers need good communication skills and often serve as translators between business needs and technology-based solutions. They need to be prepared to engage in lifelong learning in a rapidly changing field.
c. Successful information system workers need good communication skills and often serve as translators between business needs and technology-based solutions. They need to be prepared to engage in lifelong learning in a rapidly changing field.
d. Successful information system workers need good communication skills and often serve as translators between business needs and technology-based solutions. They need to be prepared to engage in lifelong learning in a rapidly changing field.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Information Systems Careers
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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27. Important functions of the chief information officer include

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a. employing an IS department's equipment and staff to help the organization reach its goals.
b. monitoring the financial considerations of the IS department, such as return on investment.
c. ensuring the organization complies with laws and regulations.
d. all of these

ANSWER: d

RATIONALE: The role of the chief information officer (CIO) is to employ an IS department's equipment and personnel in a manner to best achieve the goals of the organization. CIOs must understand finance, accounting, and return on investment and be able to make wise choices on which of many projects to fund and staff. They can help companies avoid damaging ethical challenges by monitoring how their firms are complying with a large number of laws and regulations.

FEEDBACK:

a. The role of the chief information officer (CIO) is to employ an IS department's equipment and personnel in a manner to best achieve the goals of the organization. CIOs must understand finance, accounting, and return on investment and be able to make wise choices on which of many projects to fund and staff. They can help companies avoid damaging ethical challenges by monitoring how their firms are complying with a large number of laws and regulations.
b. The role of the chief information officer (CIO) is to employ an IS department's equipment and personnel in a manner to best achieve the goals of the organization. CIOs must understand finance, accounting, and return on investment and be able to make wise choices on which of many projects to fund and staff. They can help companies avoid damaging ethical challenges by monitoring how their firms are complying with a large number of laws and regulations.
c. The role of the chief information officer (CIO) is to employ an IS department's equipment and personnel in a manner to best achieve the goals of the organization. CIOs must understand finance, accounting, and return on investment and be able to make wise choices on which of many projects to fund and staff. They can help companies avoid damaging ethical challenges by monitoring how their firms are complying with a large number of laws and regulations.
d. The role of the chief information officer (CIO) is to employ an IS department's equipment and personnel in a manner to best achieve the goals of the organization. CIOs must understand finance, accounting, and return on investment and be able to make wise choices on which of many projects to fund and staff. They can help companies avoid damaging ethical challenges by monitoring how their firms are complying with a large number of laws and regulations.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Typical Information System Roles
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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28. In a large IS organization, the professional who is responsible for maintaining the security and integrity of the organization's systems and data is the _____.

a. data center manager
b. data security manager
c. system security operator
d. information systems security analyst

ANSWER: d

RATIONALE: IS security analysts are responsible for planning, designing, implementing, and maintaining the security and integrity of their organizations' systems and data.

FEEDBACK:

a. IS security analysts are responsible for planning, designing, implementing, and maintaining the security and integrity of their organizations' systems and data.
b. IS security analysts are responsible for planning, designing, implementing, and maintaining the security and integrity of their organizations' systems and data.
c. IS security analysts are responsible for planning, designing, implementing, and maintaining the security and integrity of their organizations' systems and data.
d. IS security analysts are responsible for planning, designing, implementing, and maintaining the security and integrity of their organizations' systems and data.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Typical Information System Roles
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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29. Which of the following is NOT a task typically associated with the systems analyst role?

a. conveying system requirements to software developers and network architects
b. troubleshooting problems after implementation
c. collaborating with others to build a software product from scratch
d. choosing and configuring hardware and software

ANSWER: c

RATIONALE: Systems analysts convey system requirements to software developers and network architects for implementation. They also assist in choosing and configuring hardware and software, matching technology to users' needs, monitoring and testing the system in operation, and troubleshooting problems after implementation.

FEEDBACK:

a. Systems analysts convey system requirements to software developers and network architects for implementation. They also assist in choosing and configuring hardware and software, matching technology to users' needs, monitoring and testing the system in operation, and troubleshooting problems after implementation.
b. Systems analysts convey system requirements to software developers and network architects for implementation. They also assist in choosing and configuring hardware and software, matching technology to users' needs, monitoring and testing the system in operation, and troubleshooting problems after implementation.
c. Systems analysts convey system requirements to software developers and

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network architects for implementation. They also assist in choosing and configuring hardware and software, matching technology to users' needs, monitoring and testing the system in operation, and troubleshooting problems after implementation.

d. Systems analysts convey system requirements to software developers and network architects for implementation. They also assist in choosing and configuring hardware and software, matching technology to users' needs, monitoring and testing the system in operation, and troubleshooting problems after implementation.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Typical Information System Roles
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
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30. Managers can help their organizations gain _____ through cost leadership, differentiation, or focus.

a. a competitive advantage
b. information systems expertise
c. a set of procedures
d. technology infrastructure

ANSWER: a
RATIONALE: A competitive advantage enables an organization to generate more sales or achieve superior profit margins compared to its rivals. The advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).
FEEDBACK:

a. A competitive advantage enables an organization to generate more sales or achieve superior profit margins compared to its rivals. The advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).

b. A competitive advantage enables an organization to generate more sales or achieve superior profit margins compared to its rivals. The advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).

c. A competitive advantage enables an organization to generate more sales or achieve superior profit margins compared to its rivals. The advantage can be gained in one of three ways: (1) by providing the same value as competitors but

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at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).

d. A competitive advantage enables an organization to generate more sales or achieve superior profit margins compared to its rivals. The advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.
KEYWORDS: Bloom's: Knowledge
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31. An upper-level IS manager proposes that his organization implement a system to consolidate shipping and exception data from multiple carriers so that consumers know when their purchase will ship and when it will arrive. What business strategy does this represent?

a. high standards
b. cost leadership
c. differentiation
d. focus

ANSWER: c
RATIONALE: A competitive advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus). La-Z-Boy differentiates itself from competitors by implementing a system to consolidate shipping and exception data from dozens of carriers so that consumers know when their purchase is shipping from the retailer and when they can expect to see it at their door step.
FEEDBACK:

a. La-Z-Boy differentiates itself from competitors by implementing a system to consolidate shipping and exception data from dozens of carriers so that consumers know when their purchase is shipping from the retailer and when they can expect to see it at their door step.

b. La-Z-Boy differentiates itself from competitors by implementing a system to consolidate shipping and exception data from dozens of carriers so that consumers know when their purchase is shipping from the retailer and when they can expect to see it at their door step.

c. La-Z-Boy differentiates itself from competitors by implementing a system to consolidate shipping and exception data from dozens of carriers so that consumers know when their purchase is shipping from the retailer and when they can expect to see it at their door step.

d. La-Z-Boy differentiates itself from competitors by implementing a system to

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consolidate shipping and exception data from dozens of carriers so that consumers know when their purchase is shipping from the retailer and when they can expect to see it at their door step.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.
KEYWORDS: Bloom's: Remember
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32. A senior IS manager implements a vendor-managed inventory system that reduces both the administrative costs of managing inventory and inventory holding costs. What business strategy does this represent?

a. high standards
b. cost leadership
c. differentiation
d. focus

ANSWER: b
RATIONALE: A competitive advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus). Walmart employs a vendor-managed inventory system to streamline product flow and better manage its store inventories. This system reduces the administrative costs of managing inventory, lowers inventory holding costs, and increases sales through reductions of out-of-stock situations in its stores.
FEEDBACK:

a. Walmart, well known for its cost leadership, employs a vendor-managed inventory system to streamline product flow and better manage its store inventories. This system reduces the administrative costs of managing inventory, lowers inventory holding costs, and increases sales through reductions of out-of-stock situations in its stores.
b. Walmart, well known for its cost leadership, employs a vendor-managed inventory system to streamline product flow and better manage its store inventories. This system reduces the administrative costs of managing inventory, lowers inventory holding costs, and increases sales through reductions of out-of-stock situations in its stores.
c. Walmart, well known for its cost leadership, employs a vendor-managed inventory system to streamline product flow and better manage its store inventories. This system reduces the administrative costs of managing inventory, lowers inventory holding costs, and increases sales through reductions of out-of-stock situations in its stores.
d. Walmart, well known for its cost leadership, employs a vendor-managed inventory system to streamline product flow and better manage its store inventories. This system reduces the administrative costs of managing inventory, lowers inventory holding costs, and increases sales through reductions of out-of-stock situations in its stores.

POINTS: 1

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DIFFICULTY: Moderate
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.
KEYWORDS: Bloom's: Remember
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33. An IS manager recommends that his organization invest in improving its customer information system so as to more clearly define the target market and improve service to that market. What business strategy does this represent?

a. high standards
b. cost leadership
c. differentiation
d. focus

ANSWER: d
RATIONALE: A competitive advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).
FEEDBACK:

a. A competitive advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).
b. A competitive advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).
c. A competitive advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).
d. A competitive advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus).

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.
KEYWORDS: Bloom's: Remember

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34. A high-level IS manager has his firm utilize sophisticated information systems to digitally design its products so that design defects can be detected and removed early in the process, reducing development cost. What business strategy does this represent?

a. high standards
b. cost leadership
c. differentiation
d. focus

ANSWER: b
RATIONALE: A competitive advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus). Boeing employs sophisticated information systems that enable the digital design of various aircraft-related systems. These systems allow early detection and removal of design defects and reduce development cost and time.
FEEDBACK:
a. Boeing employs sophisticated information systems that enable the digital design of various aircraft-related systems. These systems allow early detection and removal of design defects and reduce development cost and time.
b. Boeing employs sophisticated information systems that enable the digital design of various aircraft-related systems. These systems allow early detection and removal of design defects and reduce development cost and time.
c. Boeing employs sophisticated information systems that enable the digital design of various aircraft-related systems. These systems allow early detection and removal of design defects and reduce development cost and time.
d. Boeing employs sophisticated information systems that enable the digital design of various aircraft-related systems. These systems allow early detection and removal of design defects and reduce development cost and time.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.
KEYWORDS: Bloom's: Remember
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35. A senior IS manager decides to invest in an information system that will reduce subcontractor labor costs for her organization by facilitating relocation of tools and materials to more optimal locations while rearranging workflows. What business strategy does this represent?

a. high standards
b. cost leadership
c. differentiation
d. focus

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ANSWER: b

RATIONALE: A competitive advantage can be gained in one of three ways: (1) by providing the same value as competitors but at a lower price (cost leadership), (2) by charging higher prices for providing products that are perceived by the customer as being better (differentiation), or (3) by understanding and servicing a target market better than anyone else (focus). Skanska USA, a construction firm, employs an information system to track and analyze the movement and tasks of subcontractors on the job. With this system, Skanska can relocate tools and materials to more optimal locations and rearrange workflows to speed up the building process and to reduce labor costs.

FEEDBACK:

a. Skanska USA, a construction firm, employs an information system to track and analyze the movement and tasks of subcontractors on the job. With this system, Skanska can relocate tools and materials to more optimal locations and rearrange workflows to speed up the building process and to reduce labor costs.

b. Skanska USA, a construction firm, employs an information system to track and analyze the movement and tasks of subcontractors on the job. With this system, Skanska can relocate tools and materials to more optimal locations and rearrange workflows to speed up the building process and to reduce labor costs.

c. Skanska USA, a construction firm, employs an information system to track and analyze the movement and tasks of subcontractors on the job. With this system, Skanska can relocate tools and materials to more optimal locations and rearrange workflows to speed up the building process and to reduce labor costs.

d. Skanska USA, a construction firm, employs an information system to track and analyze the movement and tasks of subcontractors on the job. With this system, Skanska can relocate tools and materials to more optimal locations and rearrange workflows to speed up the building process and to reduce labor costs.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Information Systems—A Means to Achieve Competitive Advantage

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.

KEYWORDS: Bloom's: Remember

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36. When IS managers introduce new systems within an organization, they often experience a rough system start-up and frustrated employees because they focus too narrowly on _____.

a. people

b. processes

c. human structure

d. technology infrastructure

ANSWER: d

RATIONALE: Unfortunately, company leaders often focus too narrowly on just the technology infrastructure component when introducing a new information system. When they do so, they fail to consider the people, processes, and human structure components. This failure can create a rough system start-up, frustrated employees, and missed organizational expectations that can lead to system failure or the need to redo much of the implementation effort.

FEEDBACK:

a. Unfortunately, company leaders often focus too narrowly on just the technology

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infrastructure component when introducing a new information system.

b. Unfortunately, company leaders often focus too narrowly on just the technology infrastructure component when introducing a new information system.

c. Unfortunately, company leaders often focus too narrowly on just the technology infrastructure component when introducing a new information system.

d. Unfortunately, company leaders often focus too narrowly on just the technology infrastructure component when introducing a new information system.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/29/2019 1:44 PM
DATE MODIFIED: 11/29/2019 1:49 PM

37. A successful IS manager recognizes that sustaining a competitive advantage _____.

a. means evolving to account for changes in customer needs

b. requires little effort compared with initially gaining that advantage

c. is outside the IS department's roles in most organizations

d. primarily involves consistency in product and service offerings

ANSWER: a
RATIONALE: Organizations must recognize that considerable effort may be required to sustain a competitive advantage. Organizations and their products and services must continually evolve to account for changes in customer needs, market conditions, industry conditions, and competitor actions.
FEEDBACK:

a. Organizations must recognize that considerable effort may be required to sustain a competitive advantage. Organizations and their products and services must continually evolve to account for changes in customer needs, market conditions, industry conditions, and competitor actions.

b. Organizations must recognize that considerable effort may be required to sustain a competitive advantage. Organizations and their products and services must continually evolve to account for changes in customer needs, market conditions, industry conditions, and competitor actions.

c. Organizations must recognize that considerable effort may be required to sustain a competitive advantage. Organizations and their products and services must continually evolve to account for changes in customer needs, market conditions, industry conditions, and competitor actions.

d. Organizations must recognize that considerable effort may be required to sustain a competitive advantage. Organizations and their products and services must continually evolve to account for changes in customer needs, market conditions, industry conditions, and competitor actions.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice

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HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.1 - Identify two key management responsibilities in implementing successful information systems.
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/29/2019 1:56 PM
DATE MODIFIED: 11/29/2019 2:04 PM

38. Which of the following components forms the foundation of every computer-based information system and includes resources such as hardware, software, and data center facilities?

a. people
b. processes
c. technology infrastructure
d. structure

ANSWER: c
RATIONALE: An organization's technology infrastructure includes all of its hardware, software, databases, networks, facilities (such as data centers and server rooms) and services provided by third parties (such as outside consultants, rented hardware, third-party software, and outside storage). The technology infrastructure forms the foundation of every computer-based information system.
FEEDBACK:

a. An organization's technology infrastructure includes all of its hardware, software, databases, networks, facilities (such as data centers and server rooms) and services provided by third parties (such as outside consultants, rented hardware, third-party software, and outside storage). The technology infrastructure forms the foundation of every computer-based information system.
b. An organization's technology infrastructure includes all of its hardware, software, databases, networks, facilities (such as data centers and server rooms) and services provided by third parties (such as outside consultants, rented hardware, third-party software, and outside storage). The technology infrastructure forms the foundation of every computer-based information system.
c. An organization's technology infrastructure includes all of its hardware, software, databases, networks, facilities (such as data centers and server rooms) and services provided by third parties (such as outside consultants, rented hardware, third-party software, and outside storage). The technology infrastructure forms the foundation of every computer-based information system.
d. An organization's technology infrastructure includes all of its hardware, software, databases, networks, facilities (such as data centers and server rooms) and services provided by third parties (such as outside consultants, rented hardware, third-party software, and outside storage). The technology infrastructure forms the foundation of every computer-based information system.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt's Diamond model to introduce new systems into the workplace.
KEYWORDS: Bloom's: Remember
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DATE MODIFIED: 11/29/2019 2:18 PM

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39. When entering a customer order, Josie ensures that the desired end result is achieved and any problems are reported to the correct person by following a(n) _____.

a. process
b. EDI standard
c. procedure
d. supply chain

ANSWER: c

RATIONALE: A procedure defines the steps to follow to achieve a specific end result, such as how to enter a customer order, how to pay a supplier invoice, or how to request a current inventory report. Good procedures describe how to achieve the desired end result, who does what and when, and what to do in the event something goes wrong.

FEEDBACK:

a. A procedure defines the steps to follow to achieve a specific end result, such as how to enter a customer order, how to pay a supplier invoice, or how to request a current inventory report. Good procedures describe how to achieve the desired end result, who does what and when, and what to do in the event something goes wrong.
b. A procedure defines the steps to follow to achieve a specific end result, such as how to enter a customer order, how to pay a supplier invoice, or how to request a current inventory report. Good procedures describe how to achieve the desired end result, who does what and when, and what to do in the event something goes wrong.
c. A procedure defines the steps to follow to achieve a specific end result, such as how to enter a customer order, how to pay a supplier invoice, or how to request a current inventory report. Good procedures describe how to achieve the desired end result, who does what and when, and what to do in the event something goes wrong.
d. A procedure defines the steps to follow to achieve a specific end result, such as how to enter a customer order, how to pay a supplier invoice, or how to request a current inventory report. Good procedures describe how to achieve the desired end result, who does what and when, and what to do in the event something goes wrong.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt's Diamond model to introduce new systems into the workplace.
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/29/2019 2:18 PM
DATE MODIFIED: 11/29/2019 2:25 PM

40. Procedures are an important component of an IS implementation approach because _____.

a. they can increase the time required to complete key tasks
b. good ones are quick and easy to develop and implement
c. employee motivation, authority, and support depend on them
d. they can help avoid lengthy business disruptions following a natural disaster

ANSWER: d

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RATIONALE: Good procedures can help companies take advantage of new opportunities and avoid lengthy business disruptions in the event of natural disasters. Poorly developed and inadequately implemented procedures, however, can cause people to waste their time on useless rules or can result in inadequate responses to disasters.

FEEDBACK:

a. Good procedures can help companies take advantage of new opportunities and avoid lengthy business disruptions in the event of natural disasters. Poorly developed and inadequately implemented procedures, however, can cause people to waste their time on useless rules or can result in inadequate responses to disasters.

b. Good procedures can help companies take advantage of new opportunities and avoid lengthy business disruptions in the event of natural disasters. Poorly developed and inadequately implemented procedures, however, can cause people to waste their time on useless rules or can result in inadequate responses to disasters.

c. Good procedures can help companies take advantage of new opportunities and avoid lengthy business disruptions in the event of natural disasters. Poorly developed and inadequately implemented procedures, however, can cause people to waste their time on useless rules or can result in inadequate responses to disasters.

d. Good procedures can help companies take advantage of new opportunities and avoid lengthy business disruptions in the event of natural disasters. Poorly developed and inadequately implemented procedures, however, can cause people to waste their time on useless rules or can result in inadequate responses to disasters.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt’s Diamond model to introduce new systems into the workplace.
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/29/2019 2:25 PM
DATE MODIFIED: 11/29/2019 2:35 PM

41. Which component of Leavitt's Diamond defines roles, responsibilities, and lines of authority among members of the organization, which must be understood and accepted for the organization to operate successfully?

a. structure
b. technology infrastructure
c. people
d. processes

ANSWER: a
RATIONALE: An organization’s structure defines relationships among members of the organization. In addition, it defines the roles, responsibilities, and lines of authority that are necessary to complete various activities. Employees must understand and accept their roles and responsibilities, and these roles and responsibilities often change with the introduction of a new information system.

FEEDBACK:

a. An organization’s structure defines relationships among members of the organization. In addition, it defines the roles, responsibilities, and lines of authority that are necessary to complete various activities. Employees must understand

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and accept their roles and responsibilities, and these roles and responsibilities often change with the introduction of a new information system.

b. An organization's structure defines relationships among members of the organization. In addition, it defines the roles, responsibilities, and lines of authority that are necessary to complete various activities. Employees must understand and accept their roles and responsibilities, and these roles and responsibilities often change with the introduction of a new information system.

c. An organization's structure defines relationships among members of the organization. In addition, it defines the roles, responsibilities, and lines of authority that are necessary to complete various activities. Employees must understand and accept their roles and responsibilities, and these roles and responsibilities often change with the introduction of a new information system.

d. An organization's structure defines relationships among members of the organization. In addition, it defines the roles, responsibilities, and lines of authority that are necessary to complete various activities. Employees must understand and accept their roles and responsibilities, and these roles and responsibilities often change with the introduction of a new information system.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt's Diamond model to introduce new systems into the workplace.
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/29/2019 2:36 PM
DATE MODIFIED: 11/29/2019 2:44 PM

42. An IS manager is focusing on the people component of Leavitt's Diamond when he or she _____.

a. delegates the responsibility for creating new procedures
b. ensures that the IS help desk is available during work hours
c. selects new IS software and service providers
d. clarifies the changes in employee roles related to a new IS

ANSWER: b
RATIONALE: People make the difference between success and failure in all organizations. Employees must be well trained and understand the need for the information system, what their role is in using or operating the system, and how to get the results they need from the system. They must be motivated to use the information system and have access to system support people as needed.
FEEDBACK:

a. Employees must be well trained and understand the need for the information system, what their role is in using or operating the system, and how to get the results they need from the system. They must be motivated to use the information system and have access to system support people as needed.

b. Employees must be well trained and understand the need for the information system, what their role is in using or operating the system, and how to get the results they need from the system. They must be motivated to use the information system and have access to system support people as needed.

c. Employees must be well trained and understand the need for the information system, what their role is in using or operating the system, and how to get the results they need from the system. They must be motivated to use the information system and have access to system support people as needed.

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d. Employees must be well trained and understand the need for the information system, what their role is in using or operating the system, and how to get the results they need from the system. They must be motivated to use the information system and have access to system support people as needed.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Information Systems—A Means to Achieve Competitive Advantage
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.2 - State three reasons why organizations employ the Leavitt's Diamond model to introduce new systems into the workplace.
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/29/2019 2:47 PM
DATE MODIFIED: 11/29/2019 3:04 PM

43. Bubba creates a web application that allows his coworkers to generate reports providing information on sales, costs, and inventory that they need for their job functions without assistance. Bubba has developed a(n) _____.

a. personal information system
b. workgroup information system
c. enterprise information system
d. interorganizational information system

ANSWER: a
RATIONALE: Personal information systems include information systems that improve the productivity of individual users in performing stand-alone tasks. Examples of personal IS include word-processing, presentation, time management, and spreadsheet software.
FEEDBACK:

a. Personal information systems include information systems that improve the productivity of individual users in performing stand-alone tasks. Examples of personal IS include word-processing, presentation, time management, and spreadsheet software.
b. Personal information systems include information systems that improve the productivity of individual users in performing stand-alone tasks. Examples of personal IS include word-processing, presentation, time management, and spreadsheet software.
c. Personal information systems include information systems that improve the productivity of individual users in performing stand-alone tasks. Examples of personal IS include word-processing, presentation, time management, and spreadsheet software.
d. Personal information systems include information systems that improve the productivity of individual users in performing stand-alone tasks. Examples of personal IS include word-processing, presentation, time management, and spreadsheet software.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Types of Information Systems
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.

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KEYWORDS: Bloom's: Remember
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44. When Josephine uses an instant messaging application to ask her coworkers questions related to a presentation she is developing for an upcoming conference, she is improving her productivity using a(n) _____.

a. personal information system
b. workgroup information system
c. enterprise information system
d. interorganizational information system

ANSWER: b
RATIONALE: A workgroup information system supports teamwork and enables people to work together effectively, whether team members are in the same location or dispersed around the world. These systems are also known as collaboration systems. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.
FEEDBACK:
a. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.
b. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.
c. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.
d. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Types of Information Systems
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.
KEYWORDS: Bloom's: Remember
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DATE MODIFIED: 11/30/2019 3:27 PM

45. Collaboration between two or more organizations that lowers costs and reduces manual effort among employees is enabled by a(n) _____.

a. personal information system
b. workgroup information system
c. enterprise information system
d. interorganizational information system

ANSWER: d
RATIONALE: An interorganizational IS enables the sharing of information across organizational

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boundaries. Information sharing supports collaboration between two or more organizations and provides benefits such as lower costs, reduced manual effort, and decreased time to conduct business.

FEEDBACK:

a. An interorganizational IS enables the sharing of information across organizational boundaries. Information sharing supports collaboration between two or more organizations and provides benefits such as lower costs, reduced manual effort, and decreased time to conduct business.

b. An interorganizational IS enables the sharing of information across organizational boundaries. Information sharing supports collaboration between two or more organizations and provides benefits such as lower costs, reduced manual effort, and decreased time to conduct business.

c. An interorganizational IS enables the sharing of information across organizational boundaries. Information sharing supports collaboration between two or more organizations and provides benefits such as lower costs, reduced manual effort, and decreased time to conduct business.

d. An interorganizational IS enables the sharing of information across organizational boundaries. Information sharing supports collaboration between two or more organizations and provides benefits such as lower costs, reduced manual effort, and decreased time to conduct business.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Types of Information Systems
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/30/2019 3:23 PM
DATE MODIFIED: 11/30/2019 3:29 PM

46. Which type of information system do organizations use to define structured interactions among employees or between the organizational and external customers, suppliers, or business partners?

a. personal information system
b. workgroup information system
c. enterprise information system
d. interorganizational information system

ANSWER: c
RATIONALE: An enterprise information system is an information system that an organization uses to define structured interactions among its own employees and/or with external customers, suppliers, government agencies, and other business partners.

FEEDBACK:

a. An enterprise information system is an information system that an organization uses to define structured interactions among its own employees and/or with external customers, suppliers, government agencies, and other business partners.

b. An enterprise information system is an information system that an organization uses to define structured interactions among its own employees and/or with external customers, suppliers, government agencies, and other business partners.

c. An enterprise information system is an information system that an organization

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uses to define structured interactions among its own employees and/or with external customers, suppliers, government agencies, and other business partners.

d. An enterprise information system is an information system that an organization uses to define structured interactions among its own employees and/or with external customers, suppliers, government agencies, and other business partners.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Types of Information Systems
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/30/2019 3:29 PM
DATE MODIFIED: 11/30/2019 3:35 PM

47. Which of the following is classified as a workgroup information system?

a. Allan Bros, Inc.'s system that informs workers when to prune grape vines and predicts grape crop quality
b. the Monterey Bay Aquarium's tool that helps staff communicate, organize, plan, schedule, and track jobs
c. Kroger's ClickList system, which allows customers to choose and purchase grocery items
d. Walmart's vendor-managed inventory system, which allows suppliers to manage warehouse inventory

ANSWER: b
RATIONALE: A workgroup information system supports teamwork and enables people to work together effectively, whether team members are in the same location or dispersed around the world. These systems are also known as collaboration systems. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.

At the Monterey Bay Aquarium in California, each team for a project uses a group collaboration tool to help them communicate, organize, plan, schedule, track, and delegate jobs. The tool provides visibility and easy access to all ongoing projects and gives team members the opportunity to jump in and help each other out.

FEEDBACK:

a. At the Monterey Bay Aquarium in California, each team for a project uses a group collaboration tool to help them communicate, organize, plan, schedule, track, and delegate jobs. The tool provides visibility and easy access to all ongoing projects and gives team members the opportunity to jump in and help each other out.
b. At the Monterey Bay Aquarium in California, each team for a project uses a group collaboration tool to help them communicate, organize, plan, schedule, track, and delegate jobs. The tool provides visibility and easy access to all ongoing projects and gives team members the opportunity to jump in and help each other out.
c. At the Monterey Bay Aquarium in California, each team for a project uses a group collaboration tool to help them communicate, organize, plan, schedule, track, and delegate jobs. The tool provides visibility and easy access to all ongoing projects and gives team members the opportunity to jump in and help each other out.
d. At the Monterey Bay Aquarium in California, each team for a project uses a group collaboration tool to help them communicate, organize, plan, schedule, track, and delegate jobs. The tool provides visibility and easy access to all ongoing projects and gives team members the opportunity to jump in and help each other out.

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POINTS: 1
DIFFICULTY: Easy
REFERENCES: Types of Information Systems
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/30/2019 3:35 PM
DATE MODIFIED: 11/30/2019 3:45 PM

48. Companies that share data with other organizations in a manner that conforms to rigidly defined industry standards are using a type of _____.

a. personal information system
b. workgroup information system
c. enterprise information system
d. interorganizational information system

ANSWER: d
RATIONALE: An interorganizational IS enables the sharing of information across organizational boundaries. Information sharing supports collaboration between two or more organizations and provides benefits such as lower costs, reduced manual effort, and decreased time to conduct business.

Many different types of IOS exist, and they vary in purpose and scope. Electronic data interchange (EDI) is an interorganizational information system that expedites purchasing, invoicing, and payment by sending orders, invoices, and payments in standardized electronic message formats from one organization's computer to another organization's computer. All companies that use EDI send their data according to rigidly defined industry standards.

FEEDBACK:
a. Electronic data interchange (EDI) is an interorganizational information system that expedites purchasing, invoicing, and payment by sending orders, invoices, and payments in standardized electronic message formats from one organization's computer to another organization's computer. All companies that use EDI send their data according to rigidly defined industry standards.
b. Electronic data interchange (EDI) is an interorganizational information system that expedites purchasing, invoicing, and payment by sending orders, invoices, and payments in standardized electronic message formats from one organization's computer to another organization's computer. All companies that use EDI send their data according to rigidly defined industry standards.
c. Electronic data interchange (EDI) is an interorganizational information system that expedites purchasing, invoicing, and payment by sending orders, invoices, and payments in standardized electronic message formats from one organization's computer to another organization's computer. All companies that use EDI send their data according to rigidly defined industry standards.
d. Electronic data interchange (EDI) is an interorganizational information system that expedites purchasing, invoicing, and payment by sending orders, invoices, and payments in standardized electronic message formats from one organization's computer to another organization's computer. All companies that use EDI send their data according to rigidly defined industry standards.

POINTS: 1
DIFFICULTY: Easy

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REFERENCES: Types of Information Systems
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.
KEYWORDS: Bloom's: Remember
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DATE MODIFIED: 11/30/2019 3:51 PM

49. Franklin is responsible for helping to ensure that his organization meets the Payment Card Industry Data Security Standard when handling customers' credit card information. Franklin maintains information systems with influence within the _____.

a. personal sphere
b. workgroup sphere
c. enterprise sphere
d. interorganizational sphere

ANSWER: c
RATIONALE: An enterprise information system is used to meet organization-wide business needs and typically shares data with other enterprise applications used within the organization. Enterprise applications support processes in logistics, manufacturing, human resources, marketing and sales, order processing, accounting, inventory control, customer relationship management, and other essential business functions. Enterprise applications are required to comply with an organization’s security guidelines and may also be required to comply with standards defined by government agencies or industry groups to which the organization belongs. For example, all organizations that store, process, and transmit cardholder data strive to meet the Payment Card Industry Data Security Standard.
FEEDBACK:

a. Enterprise applications are required to comply with an organization’s security guidelines and may also be required to comply with standards defined by government agencies or industry groups to which the organization belongs. For example, all organizations that store, process, and transmit cardholder data strive to meet the Payment Card Industry Data Security Standard.
b. Enterprise applications are required to comply with an organization’s security guidelines and may also be required to comply with standards defined by government agencies or industry groups to which the organization belongs. For example, all organizations that store, process, and transmit cardholder data strive to meet the Payment Card Industry Data Security Standard.
c. Enterprise applications are required to comply with an organization’s security guidelines and may also be required to comply with standards defined by government agencies or industry groups to which the organization belongs. For example, all organizations that store, process, and transmit cardholder data strive to meet the Payment Card Industry Data Security Standard.
d. Enterprise applications are required to comply with an organization’s security guidelines and may also be required to comply with standards defined by government agencies or industry groups to which the organization belongs. For example, all organizations that store, process, and transmit cardholder data strive to meet the Payment Card Industry Data Security Standard.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Types of Information Systems
QUESTION TYPE: Multiple Choice

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HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.
KEYWORDS: Bloom's: Remember
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DATE MODIFIED: 11/30/2019 4:01 PM

50. June and her team are planning the implementation of a new company-wide order processing information system. One of June's major concerns is the need to _____.

a. collaborate with others
b. comply with EDI standards
c. redesign key work processes
d. complete stand-alone tasks

ANSWER: c
RATIONALE: An enterprise information system is used to meet organization-wide business needs and typically shares data with other enterprise applications used within the organization. Enterprise applications support processes in logistics, manufacturing, human resources, marketing and sales, order processing, accounting, inventory control, customer relationship management, and other essential business functions. Successful implementation of these systems often requires the radical redesign of fundamental work processes, the automation of new processes, and re-training of personnel.
FEEDBACK:
a. Successful implementation of enterprise information systems often requires the radical redesign of fundamental work processes, the automation of new processes, and re-training of personnel.
b. Successful implementation of enterprise information systems often requires the radical redesign of fundamental work processes, the automation of new processes, and re-training of personnel.
c. Successful implementation of enterprise information systems often requires the radical redesign of fundamental work processes, the automation of new processes, and re-training of personnel.
d. Successful implementation of enterprise information systems often requires the radical redesign of fundamental work processes, the automation of new processes, and re-training of personnel.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Types of Information Systems
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.
KEYWORDS: Bloom's: Understand
DATE CREATED: 11/30/2019 4:04 PM
DATE MODIFIED: 11/30/2019 4:15 PM

51. The upper-level managers at LaDonna's organization hold a traditional view of information systems, so LaDonna's major goals for her IS department include _____.

a. aiding in product transformation
b. ensuring effectiveness and efficiency of processes

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c. integrating information systems into the supply chain
d. providing useful input in key value chain decisions

ANSWER: b

RATIONALE: What role do information systems play in supply chain management activities and other organizational activities? A traditional view of information systems holds that organizations use information systems to control and monitor processes and to ensure effectiveness and efficiency. In this view, information systems are external to the supply chain management process and serve to monitor or control it. A more contemporary view, however, holds that information systems are often so intimately involved that they are part of the process itself. From this perspective, the information system plays an integral role in the process, whether providing input, aiding product transformation, or producing output.

FEEDBACK:
a. A traditional view of information systems holds that organizations use information systems to control and monitor processes and to ensure effectiveness and efficiency. In this view, information systems are external to the supply chain management process and serve to monitor or control it.
b. A traditional view of information systems holds that organizations use information systems to control and monitor processes and to ensure effectiveness and efficiency. In this view, information systems are external to the supply chain management process and serve to monitor or control it.
c. A traditional view of information systems holds that organizations use information systems to control and monitor processes and to ensure effectiveness and efficiency. In this view, information systems are external to the supply chain management process and serve to monitor or control it.
d. A traditional view of information systems holds that organizations use information systems to control and monitor processes and to ensure effectiveness and efficiency. In this view, information systems are external to the supply chain management process and serve to monitor or control it.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Value Chain
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information systems play in an organization’s value chains.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/1/2019 7:26 AM
DATE MODIFIED: 12/2/2019 5:50 PM

52. The concept of a value chain is meaningful to tax preparers and restaurants because these businesses _____.
a. require technology infrastructure
b. manufacture products for retail sale
c. add value to their products and services
d. rely on effective human resource management

ANSWER: c

RATIONALE: The concept of value chain is also meaningful to companies that don’t manufacture products. These companies include tax preparers, restaurants, book publishers, legal firms, and other service providers. By adding a significant amount of value to their products and services, companies ensure their success.

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FEEDBACK:

a. The concept of value chain is also meaningful to companies that don't manufacture products. These companies include tax preparers, restaurants, book publishers, legal firms, and other service providers. By adding a significant amount of value to their products and services, companies ensure their success.
b. The concept of value chain is also meaningful to companies that don't manufacture products. These companies include tax preparers, restaurants, book publishers, legal firms, and other service providers. By adding a significant amount of value to their products and services, companies ensure their success.
c. The concept of value chain is also meaningful to companies that don't manufacture products. These companies include tax preparers, restaurants, book publishers, legal firms, and other service providers. By adding a significant amount of value to their products and services, companies ensure their success.
d. The concept of value chain is also meaningful to companies that don't manufacture products. These companies include tax preparers, restaurants, book publishers, legal firms, and other service providers. By adding a significant amount of value to their products and services, companies ensure their success.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Value Chain
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information systems play in an organization's value chains.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/2/2019 5:13 PM
DATE MODIFIED: 12/2/2019 5:49 PM

53. Which of the following is considered a primary rather than a support process within a supply chain?
a. accounting and finance
b. procurement
c. human resource management
d. marketing and sales

ANSWER: d
RATIONALE: In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.
FEEDBACK:

a. In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.
b. In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.
c. In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.
d. In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service.

POINTS: 1

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DIFFICULTY: Easy
REFERENCES: Value Chain
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information systems play in an organization’s value chains.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/2/2019 5:37 PM
DATE MODIFIED: 12/2/2019 5:49 PM

54. The process that helps managers identify initiatives and projects that will achieve organizational objectives is known as _____.

a. innovation
b. corporate strategy
c. the value chain
d. strategic planning

ANSWER: d
RATIONALE: Strategic planning is a process that helps managers identify initiatives and projects that will achieve organizational objectives. The strategic plan must take into account that the organization and everything around it is in a state of flux.
FEEDBACK:
a. Strategic planning is a process that helps managers identify initiatives and projects that will achieve organizational objectives.
b. Strategic planning is a process that helps managers identify initiatives and projects that will achieve organizational objectives.
c. Strategic planning is a process that helps managers identify initiatives and projects that will achieve organizational objectives.
d. Strategic planning is a process that helps managers identify initiatives and projects that will achieve organizational objectives.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/3/2019 5:24 PM
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55. Common themes in setting organizational strategies include "_____."

a. increase both sales and costs
b. attract and retain customers
c. train customer behaviors
d. limit product availability

ANSWER: b
RATIONALE: An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Common themes in setting strategies include “increase

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revenue," "attract and retain new customers," "increase customer loyalty," and "reduce the time required to deliver new products to market."

FEEDBACK:

a. An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Common themes in setting strategies include "increase revenue," "attract and retain new customers," "increase customer loyalty," and "reduce the time required to deliver new products to market."

b. An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Common themes in setting strategies include "increase revenue," "attract and retain new customers," "increase customer loyalty," and "reduce the time required to deliver new products to market."

c. An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Common themes in setting strategies include "increase revenue," "attract and retain new customers," "increase customer loyalty," and "reduce the time required to deliver new products to market."

d. An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Common themes in setting strategies include "increase revenue," "attract and retain new customers," "increase customer loyalty," and "reduce the time required to deliver new products to market."

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/3/2019 5:33 PM
DATE MODIFIED: 12/3/2019 5:42 PM

56. Jude, a senior executive, and the managers who report to him must make many decisions for their business units. To assist them with this, they rely on strategic planning to provide _____.

a. a framework and a clearly defined direction
b. the human and material resources they need
c. new and loyal customers
d. a reactive approach to market changes

ANSWER: a
RATIONALE: Strategic planning provides the following benefits:

- A framework and a clearly defined direction to guide decision making at all levels and across all organizational units
- The most effective use of the organization's resources by focusing those resources on agreed-on key priorities
- The ability of the organization to be proactive and to take advantage of opportunities and trends, rather than passively reacting to them
- Improved communication among management, employees, the board of directors, shareholders, and other interested parties

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FEEDBACK:

a. Strategic planning provides many benefits, including a framework and a clearly defined direction to guide decision making at all levels and across all organizational units.
b. Strategic planning provides many benefits, including a framework and a clearly defined direction to guide decision making at all levels and across all organizational units.
c. Strategic planning provides many benefits, including a framework and a clearly defined direction to guide decision making at all levels and across all organizational units.
d. Strategic planning provides many benefits, including a framework and a clearly defined direction to guide decision making at all levels and across all organizational units.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/3/2019 5:47 PM
DATE MODIFIED: 12/3/2019 5:56 PM

57. One benefit of strategic planning is that it enables the most effective use of the organization's resources by _____.
a. prioritizing communication
b. empowering lower-level managers
c. focusing them on agreed-on key priorities
d. speeding delivery of products to market

ANSWER: c
RATIONALE: Strategic planning provides the following benefits:

- A framework and a clearly defined direction to guide decision making at all levels and across all organizational units
- The most effective use of the organization’s resources by focusing those resources on agreed-on key priorities
- The ability of the organization to be proactive and to take advantage of opportunities and trends, rather than passively reacting to them
- Improved communication among management, employees, the board of directors, shareholders, and other interested parties

FEEDBACK:

a. Strategic planning provides many benefits, including the most effective use of the organization’s resources by focusing those resources on agreed-on key priorities.
b. Strategic planning provides many benefits, including the most effective use of the organization’s resources by focusing those resources on agreed-on key priorities.
c. Strategic planning provides many benefits, including the most effective use of the organization’s resources by focusing those resources on agreed-on key priorities.
d. Strategic planning provides many benefits, including the most effective use of the organization’s resources by focusing those resources on agreed-on key priorities.

POINTS: 1
DIFFICULTY: Easy

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REFERENCES: Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/4/2019 9:39 AM
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58. Autumn develops a strategic plan that will allow her organization to take advantage of opportunities and trends by _____.

a. staying focused on costs
b. being proactive
c. reacting passively
d. remaining in state of flux

ANSWER: b
RATIONALE: Strategic planning provides the following benefits:

- A framework and a clearly defined direction to guide decision making at all levels and across all organizational units
- The most effective use of the organization's resources by focusing those resources on agreed-on key priorities
- The ability of the organization to be proactive and to take advantage of opportunities and trends, rather than passively reacting to them
- Improved communication among management, employees, the board of directors, shareholders, and other interested parties

FEEDBACK:

a. Strategic planning provides many benefits, including the ability of the organization to be proactive and to take advantage of opportunities and trends, rather than passively reacting to them.
b. Strategic planning provides many benefits, including the ability of the organization to be proactive and to take advantage of opportunities and trends, rather than passively reacting to them.
c. Strategic planning provides many benefits, including the ability of the organization to be proactive and to take advantage of opportunities and trends, rather than passively reacting to them.
d. Strategic planning provides many benefits, including the ability of the organization to be proactive and to take advantage of opportunities and trends, rather than passively reacting to them.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
KEYWORDS: Bloom's: Remember
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DATE MODIFIED: 12/4/2019 9:56 AM

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59. Tremaine knows his firm would be more successful if communication among management, employees, the board of directors, shareholders, and other interested parties were improved through the development of _____.

a. a personal information system
b. a value chain
c. a strategic plan
d. new procedures

ANSWER: c

RATIONALE: Strategic planning provides the following benefits:

- A framework and a clearly defined direction to guide decision making at all levels and across all organizational units
- The most effective use of the organization's resources by focusing those resources on agreed-on key priorities
- The ability of the organization to be proactive and to take advantage of opportunities and trends, rather than passively reacting to them
- Improved communication among management, employees, the board of directors, shareholders, and other interested parties

FEEDBACK:

a. Strategic planning provides many benefits, including improved communication among management, employees, the board of directors, shareholders, and other interested parties.
b. Strategic planning provides many benefits, including improved communication among management, employees, the board of directors, shareholders, and other interested parties.
c. Strategic planning provides many benefits, including improved communication among management, employees, the board of directors, shareholders, and other interested parties.
d. Strategic planning provides many benefits, including improved communication among management, employees, the board of directors, shareholders, and other interested parties.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/4/2019 10:01 AM
DATE MODIFIED: 12/4/2019 10:09 AM

60. Valencia, a business unit manager, must keep several things in mind when choosing from alternative strategies for her department. Which statement about Valencia's decision making is false?

a. She should choose strategies that are consistent with those of competitors.
b. She should consider the long-term impact of each strategy on revenue and profit.
c. She should choose strategies that are consistent with the overall organizational plan.
d. She should consider the amount and types of resources that each strategy will require.

ANSWER: a

RATIONALE: In choosing from alternative strategies, managers should consider the long-term impact of

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each strategy on revenue and profit, the degree of risk involved, the amount and types of resources that will be required, and the potential competitive reaction. Managers of the various business units also develop a strategic plan that is consistent with the overall organizational plan.

FEEDBACK:

a. In choosing from alternative strategies, managers should consider the long-term impact of each strategy on revenue and profit, the degree of risk involved, the amount and types of resources that will be required, and the potential competitive reaction. Managers of the various business units also develop a strategic plan that is consistent with the overall organizational plan.

b. In choosing from alternative strategies, managers should consider the long-term impact of each strategy on revenue and profit, the degree of risk involved, the amount and types of resources that will be required, and the potential competitive reaction. Managers of the various business units also develop a strategic plan that is consistent with the overall organizational plan.

c. In choosing from alternative strategies, managers should consider the long-term impact of each strategy on revenue and profit, the degree of risk involved, the amount and types of resources that will be required, and the potential competitive reaction. Managers of the various business units also develop a strategic plan that is consistent with the overall organizational plan.

d. In choosing from alternative strategies, managers should consider the long-term impact of each strategy on revenue and profit, the degree of risk involved, the amount and types of resources that will be required, and the potential competitive reaction. Managers of the various business units also develop a strategic plan that is consistent with the overall organizational plan.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/4/2019 10:09 AM
DATE MODIFIED: 12/4/2019 10:21 AM

61. Janelle is helping create a strategic plan for her organization. What should she anticipate will be stable--that is, change little, if at all--over time?

a. competitors
b. suppliers
c. economic growth
d. importance of planning

ANSWER: d
RATIONALE: The strategic plan must take into account that the organization and everything around it is in a state of flux. This includes consumers' likes and dislikes, changes in competitors, and suppliers leaving and entering the marketplace. In addition, the costs and availability of raw materials and labor fluctuate, the fundamental economic environment (interest rates, growth in gross domestic product, inflation rates) changes; and the degree of industry and government regulation varies.

FEEDBACK:

a. The strategic plan must take into account that the organization and everything around it is in a state of flux. This includes consumers' likes and dislikes, changes in competitors, and suppliers leaving and entering the marketplace. In addition,

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the costs and availability of raw materials and labor fluctuate, the fundamental economic environment (interest rates, growth in gross domestic product, inflation rates) changes; and the degree of industry and government regulation varies.

b. The strategic plan must take into account that the organization and everything around it is in a state of flux. This includes consumers' likes and dislikes, changes in competitors, and suppliers leaving and entering the marketplace. In addition, the costs and availability of raw materials and labor fluctuate, the fundamental economic environment (interest rates, growth in gross domestic product, inflation rates) changes; and the degree of industry and government regulation varies.

c. The strategic plan must take into account that the organization and everything around it is in a state of flux. This includes consumers' likes and dislikes, changes in competitors, and suppliers leaving and entering the marketplace. In addition, the costs and availability of raw materials and labor fluctuate, the fundamental economic environment (interest rates, growth in gross domestic product, inflation rates) changes; and the degree of industry and government regulation varies.

d. The strategic plan must take into account that the organization and everything around it is in a state of flux. This includes consumers' likes and dislikes, changes in competitors, and suppliers leaving and entering the marketplace. In addition, the costs and availability of raw materials and labor fluctuate, the fundamental economic environment (interest rates, growth in gross domestic product, inflation rates) changes; and the degree of industry and government regulation varies.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/4/2019 2:25 PM
DATE MODIFIED: 12/4/2019 2:47 PM

62. Amazon's decision to explore the possible use of delivery drones to gain a real competitive advantage over competitors who rely on less efficient ground transportation is an example of _____.

a. inbound logistics
b. strategic planning
c. procurement
d. human resource management

ANSWER: b
RATIONALE: An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Amazon has made a strategic decision to explore the possible use of delivery drones to gain a real competitive advantage over competitors who rely on less efficient ground transportation. Such a strategy has the potential to attract new customers and increase revenue.
FEEDBACK:

a. An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Amazon has made a strategic decision to explore the possible use of delivery drones to gain a real competitive advantage over competitors who rely on less efficient ground transportation. Such a strategy has the potential to attract new customers and increase revenue.

b. An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Amazon has made a strategic

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decision to explore the possible use of delivery drones to gain a real competitive advantage over competitors who rely on less efficient ground transportation. Such a strategy has the potential to attract new customers and increase revenue.

c. An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Amazon has made a strategic decision to explore the possible use of delivery drones to gain a real competitive advantage over competitors who rely on less efficient ground transportation. Such a strategy has the potential to attract new customers and increase revenue.

d. An organization develops an overall strategic plan, which sets the direction for all the other business units of the organization. Amazon has made a strategic decision to explore the possible use of delivery drones to gain a real competitive advantage over competitors who rely on less efficient ground transportation. Such a strategy has the potential to attract new customers and increase revenue.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.5 - Identify four benefits of creating a strategic plan.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/4/2019 5:41 PM
DATE MODIFIED: 12/4/2019 5:53 PM

63. What does Doug, an IS manager, consult when he needs to identify competencies for his organization to invest in?

a. information system strategic plan
b. high-demand certifications list
c. procedural manuals
d. enterprise information system

ANSWER: a
RATIONALE: The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.
FEEDBACK:

a. The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.

b. The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.

c. The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.

d. The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice

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HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/5/2019 5:30 PM
DATE MODIFIED: 12/5/2019 5:36 PM

64. Fabiola's IS management team is formulating their IS strategic plan. Fabiola reminds them that they must consider _____.

a. the IS organization isolated from the rest of the organization
b. corporate strategy and business unit strategies
c. limiting communication with lower-level managers
d. previous but not future IT investments

ANSWER: b
RATIONALE: Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, technology innovations, and IT investments.
FEEDBACK:
a. Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, technology innovations, and IT investments.
b. Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, technology innovations, and IT investments.
c. Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, technology innovations, and IT investments.
d. Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, technology innovations, and IT investments.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/5/2019 5:36 PM
DATE MODIFIED: 12/5/2019 5:50 PM

65. Which statement about the drivers that help set information system organizational strategy is false?

a. They include the perception of the IS organization by the rest of the organization.
b. They include technology innovations in hardware and software.
c. They include more general organizational strategies at the corporate level.
d. They include innovative thinkers inside, but not outside, the organization.

ANSWER: d
RATIONALE: The strategic plan of an information system is strongly influenced by new technology innovations. These innovations include increasingly more powerful mobile devices and

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advanced software that can analyze large amounts of structured and unstructured data. Innovative thinkers inside and outside the organization also influence the plan. Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, and technology innovations.

FEEDBACK:

a. The strategic plan of an information system is strongly influenced by new technology innovations. These innovations include increasingly more powerful mobile devices and advanced software that can analyze large amounts of structured and unstructured data. Innovative thinkers inside and outside the organization also influence the plan. Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, and technology innovations.

b. The strategic plan of an information system is strongly influenced by new technology innovations. These innovations include increasingly more powerful mobile devices and advanced software that can analyze large amounts of structured and unstructured data. Innovative thinkers inside and outside the organization also influence the plan. Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, and technology innovations.

c. The strategic plan of an information system is strongly influenced by new technology innovations. These innovations include increasingly more powerful mobile devices and advanced software that can analyze large amounts of structured and unstructured data. Innovative thinkers inside and outside the organization also influence the plan. Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, and technology innovations.

d. The strategic plan of an information system is strongly influenced by new technology innovations. These innovations include increasingly more powerful mobile devices and advanced software that can analyze large amounts of structured and unstructured data. Innovative thinkers inside and outside the organization also influence the plan. Planners must consider many factors in setting IS organizational strategy: corporate strategy, business unit strategies, innovative thinking, and technology innovations.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/5/2019 5:51 PM
DATE MODIFIED: 12/5/2019 5:58 PM

66. Corporate strategy, business unit strategies, innovative thinking, and technology innovations are all _____.

a. components of Leavitt's Diamond
b. spheres of influence for types of information systems
c. drivers that set information system organizational strategy
d. elements of the value chain

ANSWER: c
RATIONALE: Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology

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innovations, as shown in Figure 1.3.

FEEDBACK:

a. Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology innovations, as shown in Figure 1.3.
b. Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology innovations, as shown in Figure 1.3.
c. Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology innovations, as shown in Figure 1.3.
d. Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology innovations, as shown in Figure 1.3.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/5/2019 6:00 PM
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67. Francis will need to adjust his information system strategic plan when _____.

a. his department requires a larger budget
b. the contract with a major vendor comes up for renewal
c. his firm's corporate strategy changes
d. he completes a high-profile project

ANSWER: c
RATIONALE: The strategic plan of an information system (IS) must identify those technologies, vendors, competencies, people, systems, and projects in which an organization will invest to support the corporate and business unit strategies. Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology innovations, as shown in Figure 1.3.

FEEDBACK:

a. Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology innovations, as shown in Figure 1.3.
b. Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology innovations, as shown in Figure 1.3.
c. Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology innovations, as shown in Figure 1.3.
d. Drivers that set IS organizational strategy and determine information system investments include corporate strategy, business unit strategies, innovative thinking, and technology innovations, as shown in Figure 1.3.

POINTS: 1
DIFFICULTY: Moderate

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REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.6 - Identify four drivers that help set the information system organizational strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 7:44 AM
DATE MODIFIED: 12/6/2019 7:55 AM

68. A slight majority (52%) of 700 CIOs surveyed reported that their IS organization is viewed as a _____.
    a. cost center or service provider
    b. value chain
    c. game changer
    d. business partner or peer

ANSWER: d
RATIONALE: The majority of CIOs surveyed, about 52 percent, said that their IS organization is viewed as a business partner/business peer that is expected to control IS costs and to expand IS services in support of business initiatives.
FEEDBACK:
    a. The majority of CIOs surveyed, about 52 percent, said that their IS organization is viewed as a business partner/business peer that is expected to control IS costs and to expand IS services in support of business initiatives.
    b. The majority of CIOs surveyed, about 52 percent, said that their IS organization is viewed as a business partner/business peer that is expected to control IS costs and to expand IS services in support of business initiatives.
    c. The majority of CIOs surveyed, about 52 percent, said that their IS organization is viewed as a business partner/business peer that is expected to control IS costs and to expand IS services in support of business initiatives.
    d. The majority of CIOs surveyed, about 52 percent, said that their IS organization is viewed as a business partner/business peer that is expected to control IS costs and to expand IS services in support of business initiatives.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 7:58 AM
DATE MODIFIED: 12/6/2019 5:54 PM

69. When an IS organization is viewed as a cost center/service provider:
    a. the strategic planning process is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.
    b. the strategic planning process is based on understanding the collective business plans for the next year and determining what those mean for the IS organization.
    c. their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and

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leading IS consultants and vendors to answer questions like “What do we want to be?”

d. achieving alignment between the IS strategic plan and the rest of the business is less important than it would be if the IS organization was perceived in a different way.

ANSWER: a

RATIONALE: In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better. The majority of CIOs surveyed, about 52 percent, said that their IS organization is viewed as a business partner/business peer that is expected to control IS costs and to expand IS services in support of business initiatives. The strategic planning process of these organizations is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects. Only 10 percent of surveyed CIOs stated that their IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets. Their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like “What do we want to be?” and “How can we create competitive advantage?”

FEEDBACK:

a. In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.

b. In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.

c. In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.

d. In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Information System Strategic Planning

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.

KEYWORDS: Bloom's: Remember

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70. When an IS organization is viewed as a business partner/business peer:

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a. the strategic planning process is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.
b. the strategic planning process is based on understanding the collective business plans for the next year and determining what those mean for the IS organization.
c. their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like "What do we want to be?"
d. achieving alignment between the IS strategic plan and the rest of the business is less important than it would be if the IS organization was perceived in a different way.

ANSWER: b

RATIONALE: In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better. The majority of CIOs surveyed, about 52 percent, said that their IS organization is viewed as a business partner/business peer that is expected to control IS costs and to expand IS services in support of business initiatives. The strategic planning process of these organizations is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects. Only 10 percent of surveyed CIOs stated that their IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets. Their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like "What do we want to be?" and "How can we create competitive advantage?"

FEEDBACK:

a. The majority of CIOs surveyed said that their IS organization is viewed as a business partner/business peer. The strategic planning process of these organizations is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects.
b. The majority of CIOs surveyed said that their IS organization is viewed as a business partner/business peer. The strategic planning process of these organizations is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects.
c. The majority of CIOs surveyed said that their IS organization is viewed as a business partner/business peer. The strategic planning process of these organizations is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects.
d. The majority of CIOs surveyed said that their IS organization is viewed as a business partner/business peer. The strategic planning process of these organizations is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Information System Strategic Planning

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.

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KEYWORDS: Bloom's: Remember
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71. When an IS organization is viewed as a game changer:
    a. the strategic planning process is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better.
    b. the strategic planning process is based on understanding the collective business plans for the next year and determining what those mean for the IS organization.
    c. their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like “What do we want to be?”
    d. achieving alignment between the IS strategic plan and the rest of the business is less important than it would be if the IS organization was perceived in a different way.

ANSWER: c

RATIONALE: In a survey of more than 700 CIOs, 38 percent said that their IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services. The strategic planning process for such an organization is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better. The majority of CIOs surveyed, about 52 percent, said that their IS organization is viewed as a business partner/business peer that is expected to control IS costs and to expand IS services in support of business initiatives. The strategic planning process of these organizations is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects. Only 10 percent of surveyed CIOs stated that their IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets. Their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like “What do we want to be?” and “How can we create competitive advantage?”

FEEDBACK:
a. Only 10 percent of surveyed CIOs stated that their IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets. Their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like “What do we want to be?” and “How can we create competitive advantage?”
b. Only 10 percent of surveyed CIOs stated that their IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets. Their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like “What do we want to be?” and “How can we create competitive advantage?”
c. Only 10 percent of surveyed CIOs stated that their IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets. Their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like “What do we want to be?” and “How can we create competitive advantage?”
d. Only 10 percent of surveyed CIOs stated that their IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets. Their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like “What do we want to be?” and

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"How can we create competitive advantage?"

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.
KEYWORDS: Bloom's: Remember
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DATE MODIFIED: 12/6/2019 1:06 PM

72. Because Marcus works within an IS organization viewed as a cost center and service provider by the rest of his organization, one of his major goals is to _____.

a. regularly collaborate with and educate external customers
b. consolidate IS resources and eliminate redundant functions
c. eliminate barriers to closing sales with customers
d. employ newer technologies such as mobile computing

ANSWER: b
RATIONALE: The IS organization of the state of Delaware is viewed as a cost center/service provider. One of the organization's primary strategic initiatives is to consolidate IS resources and to eliminate redundant functions and resources within the various state agencies. The goal is to deliver significant improvements in customer service and to reduce costs.
FEEDBACK:

a. The IS organization of the state of Delaware is viewed as a cost center/service provider. One of the organization's primary strategic initiatives is to consolidate IS resources and to eliminate redundant functions and resources within the various state agencies. The goal is to deliver significant improvements in customer service and to reduce costs.
b. The IS organization of the state of Delaware is viewed as a cost center/service provider. One of the organization's primary strategic initiatives is to consolidate IS resources and to eliminate redundant functions and resources within the various state agencies. The goal is to deliver significant improvements in customer service and to reduce costs.
c. The IS organization of the state of Delaware is viewed as a cost center/service provider. One of the organization's primary strategic initiatives is to consolidate IS resources and to eliminate redundant functions and resources within the various state agencies. The goal is to deliver significant improvements in customer service and to reduce costs.
d. The IS organization of the state of Delaware is viewed as a cost center/service provider. One of the organization's primary strategic initiatives is to consolidate IS resources and to eliminate redundant functions and resources within the various state agencies. The goal is to deliver significant improvements in customer service and to reduce costs.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.

KEYWORDS: Bloom's: Remember

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73. Krysta, who manages the IS organization for her company, is continually striving to expand IS services and capitalize on the latest technology developments to support her company's business plans through the coming months. Her IS organization is perceived as a _____.

a. game changer

b. cost center or service provider

c. value chain

d. business partner or peer

ANSWER: d

RATIONALE: The majority of CIOs surveyed, about 52 percent, said that their IS organization is viewed as a business partner/business peer that is expected to control IS costs and to expand IS services in support of business initiatives. The strategic planning process of these organizations is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects. The IS organization for the city of Seattle operates under the constraint of a decreasing budget but is continually striving to expand its services and capitalize on the latest technology developments. It employs newer technologies, such as mobile computing, to improve the interaction of city government with its constituents and to support city services on the move. The organization also seeks opportunities to access shared computer resources through cloud-based applications to gain advantages and efficiencies where it makes sense.

FEEDBACK:

a. The strategic planning process of organizations viewed as business partners/peers is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects. The IS organization for the city of Seattle operates under the constraint of a decreasing budget but is continually striving to expand its services and capitalize on the latest technology developments.

b. The strategic planning process of organizations viewed as business partners/peers is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects. The IS organization for the city of Seattle operates under the constraint of a decreasing budget but is continually striving to expand its services and capitalize on the latest technology developments.

c. The strategic planning process of organizations viewed as business partners/peers is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects. The IS organization for the city of Seattle operates under the constraint of a decreasing budget but is continually striving to expand its services and capitalize on the latest technology developments.

d. The strategic planning process of organizations viewed as business partners/peers is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects. The IS organization for the city of Seattle operates under the constraint of a decreasing

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budget but is continually striving to expand its services and capitalize on the latest technology developments.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 1:18 PM
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74. Santiago's IS organization developed a mobile app that allows salespeople to include images of how a customer's bathroom would look with new tiles installed when they generate a quote for a customer. Santiago's IS organization is viewed as a _____.

a. value chain
b. cost center or service provider
c. business partner or peer
d. game changer

ANSWER: d
RATIONALE: Only 10 percent of surveyed CIOs stated that their IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets. GAF developed a mobile app that allows a contractor to take a photo of a prospect's house and then use that photo to allow the prospect to preview different GAF shingle styles and colors on an actual image of their home. The app was a game changer for the organization as it helps GAF contractors demonstrate the beauty of GAF shingles and eliminates one of the biggest barriers to closing the sale—answering the question, "How will it look on my house?"
FEEDBACK:

a. GAF developed a mobile app that allows a contractor to take a photo of a prospect's house and then use that photo to allow the prospect to preview different GAF shingle styles and colors on an actual image of their home. The app was a game changer for the organization as it helps GAF contractors demonstrate the beauty of GAF shingles and eliminates one of the biggest barriers to closing the sale—answering the question, "How will it look on my house?"
b. GAF developed a mobile app that allows a contractor to take a photo of a prospect's house and then use that photo to allow the prospect to preview different GAF shingle styles and colors on an actual image of their home. The app was a game changer for the organization as it helps GAF contractors demonstrate the beauty of GAF shingles and eliminates one of the biggest barriers to closing the sale—answering the question, "How will it look on my house?"
c. GAF developed a mobile app that allows a contractor to take a photo of a prospect's house and then use that photo to allow the prospect to preview different GAF shingle styles and colors on an actual image of their home. The app was a game changer for the organization as it helps GAF contractors demonstrate the beauty of GAF shingles and eliminates one of the biggest barriers to closing the sale—answering the question, "How will it look on my house?"

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d. GAF developed a mobile app that allows a contractor to take a photo of a prospect's house and then use that photo to allow the prospect to preview different GAF shingle styles and colors on an actual image of their home. The app was a game changer for the organization as it helps GAF contractors demonstrate the beauty of GAF shingles and eliminates one of the biggest barriers to closing the sale—answering the question, "How will it look on my house?"

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 1:27 PM
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75. In organizations where IS becomes a catalyst for achieving new business objectives unreachable without IS, IS organizational strategies _____.

a. support the plans of the business
b. involve using IS to achieve a competitive advantage
c. react to the strategic plans of business units
d. are inward looking

ANSWER: b
RATIONALE: Only 10 percent of surveyed CIOs stated that their IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets. Their strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like "What do we want to be?" and "How can we create competitive advantage?" In such organizations, IS is not only a means for implementing business-defined objectives but also a catalyst for achieving new business objectives unreachable without IS.
FEEDBACK:

a. In organizations where the IS organization is viewed as a game changer, IS is not only a means for implementing business-defined objectives but also a catalyst for achieving new business objectives unreachable without IS.
b. In organizations where the IS organization is viewed as a game changer, IS is not only a means for implementing business-defined objectives but also a catalyst for achieving new business objectives unreachable without IS.
c. In organizations where the IS organization is viewed as a game changer, IS is not only a means for implementing business-defined objectives but also a catalyst for achieving new business objectives unreachable without IS.
d. In organizations where the IS organization is viewed as a game changer, IS is not only a means for implementing business-defined objectives but also a catalyst for achieving new business objectives unreachable without IS.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Multiple Choice

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HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 1:41 PM
DATE MODIFIED: 12/6/2019 1:52 PM

76. Tim relies on his solid analytical and decision-making skills when converting a program design he receives from Minnie, the systems analyst, to a working program written in one of the languages used at his firm. Who is Tim?

a. an information systems security analyst
b. a chief information officer
c. a programmer
d. a business analyst

ANSWER: c
RATIONALE: Programmers convert a program design developed by a systems analyst or software developer into a working program written in one of many computer languages. Successful information systems workers must have solid analytical and decision-making skills and be able to translate ill-defined business problems and opportunities into effective technology-based solutions.
FEEDBACK:

a. Programmers convert a program design developed by a systems analyst or software developer into a working program written in one of many computer languages.
b. Programmers convert a program design developed by a systems analyst or software developer into a working program written in one of many computer languages.
c. Programmers convert a program design developed by a systems analyst or software developer into a working program written in one of many computer languages.
d. Programmers convert a program design developed by a systems analyst or software developer into a working program written in one of many computer languages.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Typical Information System Roles
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.
KEYWORDS: Bloom's: Remember
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77. Sandra, a software developer, must serve as a translator between business needs and technology-based solutions when she builds a software product according to a customer's specifications. To be a successful translator, she must demonstrate _____.

a. technical support expertise
b. good communication skills

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c. strategic planning principles
d. project management skills

ANSWER: b

RATIONALE: Successful information system workers need good communication skills and often serve as translators between business needs and technology-based solutions. Software developers frequently collaborate with management, clients, and others to build a software product from scratch, according to a customer's specifications, or to modify existing software to meet new business needs.

FEEDBACK:
a. Successful information system workers need good communication skills and often serve as translators between business needs and technology-based solutions.
b. Successful information system workers need good communication skills and often serve as translators between business needs and technology-based solutions.
c. Successful information system workers need good communication skills and often serve as translators between business needs and technology-based solutions.
d. Successful information system workers need good communication skills and often serve as translators between business needs and technology-based solutions.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Information Systems Careers
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.8 - Identify six non-technical skills needed to be an effective information system worker.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 2:26 PM
DATE MODIFIED: 12/6/2019 2:34 PM

78. Leonard, a data scientist working in an information systems organization, is considering pursuing a certification in either Hadoop or Python. How would this benefit Leonard?
a. It would increase his expertise in network administration.
b. It may expand his career possibilities.
c. It would allow him to collaborate more frequently.
d. It may enhance his nontechnical more than his technical skills.

ANSWER: b

RATIONALE: Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay. High-demand business analytics certifications include:

- Hadoop (an open source distributed processing framework that manages data processing and storage for big data applications)
- Python (a general-purpose programming language that can be used for Web development, data analysis, artificial intelligence, and scientific computing)

FEEDBACK:
a. Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay.
b. Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay.
c. Getting certified from a software, database, or network company may open the

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door to new career possibilities or result in an increase in pay.

d. Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Continuous Education
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 2:44 PM
DATE MODIFIED: 12/6/2019 4:07 PM

79. Surveys indicate that a solid majority of employers use IT certifications to _____.

a. train new information system workers
b. make decisions about raises in pay
c. substitute for on-the-job experience
d. qualify or disqualify applicants for certain jobs

ANSWER: d
RATIONALE: Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay. According to one survey, 65 percent of employers use IT certifications to differentiate between equally qualified candidates, while 72 percent of employers require some form of IT certification for certain job roles.
FEEDBACK:

a. According to one survey, 65 percent of employers use IT certifications to differentiate between equally qualified candidates, while 72 percent of employers require some form of IT certification for certain job roles.

b. According to one survey, 65 percent of employers use IT certifications to differentiate between equally qualified candidates, while 72 percent of employers require some form of IT certification for certain job roles.

c. According to one survey, 65 percent of employers use IT certifications to differentiate between equally qualified candidates, while 72 percent of employers require some form of IT certification for certain job roles.

d. According to one survey, 65 percent of employers use IT certifications to differentiate between equally qualified candidates, while 72 percent of employers require some form of IT certification for certain job roles.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Continuous Education
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 4:16 PM
DATE MODIFIED: 12/6/2019 4:21 PM

80. A certification in Cisco network LINUX/UNIX, or Check Point Firewall administration or a CISSP credential could benefit one's career in _____.

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a. database administration
b. business analytics
c. networking/security
d. project management

ANSWER: c

RATIONALE: High-demand certifications in networking/security include Cisco network administration, LINUX/UNIX administration, Certified Information Systems Security Professional (CISSP), and Check Point Firewall administration.

FEEDBACK:
a. High-demand certifications in networking/security include Cisco network administration, LINUX/UNIX administration, Certified Information Systems Security Professional (CISSP), and Check Point Firewall administration.
b. High-demand certifications in networking/security include Cisco network administration, LINUX/UNIX administration, Certified Information Systems Security Professional (CISSP), and Check Point Firewall administration.
c. High-demand certifications in networking/security include Cisco network administration, LINUX/UNIX administration, Certified Information Systems Security Professional (CISSP), and Check Point Firewall administration.
d. High-demand certifications in networking/security include Cisco network administration, LINUX/UNIX administration, Certified Information Systems Security Professional (CISSP), and Check Point Firewall administration.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Continuous Education
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 4:27 PM
DATE MODIFIED: 12/6/2019 4:29 PM

81. Romanius, a programmer, would like to open up his career possibilities by taking of advantage of the knowledge and skills he already has. He has worked primarily on successful applications based on .NET in recent years. What would you suggest Romanius do?

a. obtain a certification in .NET development
b. pursue a certification in database administration
c. gain experience with .NET outside the workplace
d. broaden his skills implementing shadow IT

ANSWER: a

RATIONALE: Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay. High-demand certifications in application and web development include AJAX development, C# development, Java development, .NET development, PHP development, and Sharepoint.

FEEDBACK:
a. Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay. High-demand certifications in application and web development include AJAX development, C# development, Java development, .NET development, PHP development, and Sharepoint.
b. Getting certified from a software, database, or network company may open the

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door to new career possibilities or result in an increase in pay. High-demand certifications in application and web development include AJAX development, C# development, Java development, .NET development, PHP development, and Sharepoint.

c. Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay. High-demand certifications in application and web development include AJAX development, C# development, Java development, .NET development, PHP development, and Sharepoint.

d. Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay. High-demand certifications in application and web development include AJAX development, C# development, Java development, .NET development, PHP development, and Sharepoint.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Continuous Education
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 4:32 PM
DATE MODIFIED: 12/6/2019 4:49 PM

82. Business analytics certifications in high demand include _____.

a. AJAX, C#, and Sharepoint
b. SAP Business Objects, Hadoop, and Ruby on Rails
c. Cisco, LINUX/UNIX, and CISSP
d. .NET, PHP, and Java

ANSWER: b
RATIONALE: Certifications in high demand in business analytics include:

- SAP Business Objects (platform that enables business users to discover data, perform analysis to derive insights, and create reports that visualize the insights.
- Hadoop (an open source distributed processing framework that manages data processing and storage for big data applications)
- Python (a general-purpose programming language that can be used for Web development, data analysis, artificial intelligence, and scientific computing)
- Ruby on Rails (Ruby is a general-purpose programming language frequently used to develop Web applications, and Rails is a development tool that is used by Web developers)

FEEDBACK:

a. Certifications in high demand in business analytics include SAP Business Objects, Hadoop, Python, and Ruby on Rails.
b. Certifications in high demand in business analytics include SAP Business Objects, Hadoop, Python, and Ruby on Rails.
c. Certifications in high demand in business analytics include SAP Business Objects, Hadoop, Python, and Ruby on Rails.
d. Certifications in high demand in business analytics include SAP Business Objects, Hadoop, Python, and Ruby on Rails.

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POINTS: 1
DIFFICULTY: Easy
REFERENCES: Continuous Education
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.
KEYWORDS: Bloom's: Remember
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83. Tracey has an endorsement from an authority (a high-profile technology vendor) that she is capable of performing a set of tasks. What process has Tracey completed?

a. registration
b. business analytics
c. strategic planning
d. certification

ANSWER: d
RATIONALE: Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.
FEEDBACK:

a. Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs.
b. Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs.
c. Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs.
d. Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Continuous Education
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 5:05 PM
DATE MODIFIED: 12/6/2019 5:15 PM

84. Why would Claire, who has a Certified Information Systems Security Professional credential, object to shadow IT efforts at her company?

a. Issues can arise over the responsibility to fix shadow IT solutions when they break.
b. Shadow IT provides the opportunity to evaluate and test many more information system initiatives.

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c. Shadow IT systems and processes may lack necessary levels of security required to meet compliance standards.

d. Shadow IT delays testing of quick solutions to business needs.

ANSWER: c

RATIONALE: The Certified Information Systems Security Professional (CISSP) title indicates that someone has a certification in networking/security. Shadow IT solutions frequently employ nonapproved vendors, software, or hardware and may not meet the IS department standards for control, documentation, security, support, and reliability. This raises security risks and issues regarding compliance with essential government and industry standards. An information systems security analyst seeks to protect security and IS integrity by reducing risks.

FEEDBACK:

a. Shadow IT solutions frequently employ nonapproved vendors, software, or hardware and may not meet the IS department standards for control, documentation, security, support, and reliability. This raises security risks and issues regarding compliance with essential government and industry standards.

b. Shadow IT solutions frequently employ nonapproved vendors, software, or hardware and may not meet the IS department standards for control, documentation, security, support, and reliability. This raises security risks and issues regarding compliance with essential government and industry standards.

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POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Shadow IT
Continuous Education

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.

KEYWORDS: Bloom's: Remember

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85. Clive completes specific coursework provided by a vendor to help him prepare to take an examination so that he can obtain _____.

a. retirement benefits

b. enterprise IS access

c. a shadow IT position

d. a certification

ANSWER: d

RATIONALE: Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.

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FEEDBACK:

a. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.
b. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.
c. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.
d. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Continuous Education
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 5:32 PM
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Essay

86. Describe and name examples of the four types of information systems classified based on their sphere of influence.

ANSWER: It is useful to divide information systems into four types based on their sphere of influence: personal information system, workgroup information system, enterprise information system, and interorganizational information system.

Personal information systems include information systems that improve the productivity of individual users in performing stand-alone tasks. Examples of personal IS include word-processing, presentation, time management, and spreadsheet software.

A workgroup information system supports teamwork and enables people to work together effectively, whether team members are in the same location or dispersed around the world. These systems are also known as collaboration systems. Examples of workgroup information systems include instant messaging software, electronic conferencing software, and collaboration software used to move groups through the steps of a process toward their goals.

An enterprise information system is used to meet organization-wide business needs and typically shares data with other enterprise applications used within the organization. Enterprise applications support processes in logistics, manufacturing, human resources, marketing and sales, order processing, accounting, inventory control, customer relationship management, and other essential business functions. These processes require cross-functional collaboration with employees from multiple organizational units. Enterprise applications are required to comply with an organization’s security guidelines and may also be required to comply with standards defined by government agencies or industry groups to which the organization belongs.

An interorganizational IS enables the sharing of information across organizational boundaries. Information sharing supports collaboration between two or more organizations and provides benefits such as lower costs, reduced manual effort, and decreased time to conduct business. Many different types of IOS exist, and they vary in purpose and scope. Electronic data interchange (EDI) is an interorganizational information system that expedites

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purchasing, invoicing, and payment by sending orders, invoices, and payments in standardized electronic message formats from one organization's computer to another organization's computer. Walmart employs an interorganizational information system it calls vendor-managed inventory (VMI) to streamline product flow and better manage its store inventories.

RATIONALE: It is useful to divide information systems into four types based on their sphere of influence: personal information system, workgroup information system, enterprise information system, and interorganizational information system.

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An enterprise information system is used to meet organization-wide business needs and typically shares data with other enterprise applications used within the organization. Enterprise applications support processes in logistics, manufacturing, human resources, marketing and sales, order processing, accounting, inventory control, customer relationship management, and other essential business functions. These processes require cross-functional collaboration with employees from multiple organizational units. Enterprise applications are required to comply with an organization's security guidelines and may also be required to comply with standards defined by government agencies or industry groups to which the organization belongs.

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POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Identifies the four types of information systems.					
Defines each type.					
Lists examples of each type.					

DIFFICULTY: Moderate

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REFERENCES: Types of Information Systems
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: POIS.14e.1.3 - Describe four fundamental information system types based on their sphere of influence.
NATIONAL STANDARDS: United States - BUSPROG: Technology
KEYWORDS: Bloom's: Remember
DATE CREATED: 11/19/2019 5:59 PM
DATE MODIFIED: 11/28/2019 7:31 AM

87. Define the term *value chain* and briefly discuss the purpose of the supply chain component in a manufacturing organization.

ANSWER: The value chain is a series (chain) of activities that an organization performs to transform inputs into outputs in such a way that the value of the input is increased. In a manufacturing organization, the supply chain is a key value chain whose primary processes include inbound logistics, operations, outbound logistics, marketing and sales, and service. These primary activities are directly concerned with the creation and/or delivery of the product or service. There are also four main support processes, including technology infrastructure, human resource management, accounting and finance, and procurement.

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POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Defines the term "value chain."					
Discusses the purposes of the manufacturing organization's supply chain.					

DIFFICULTY: Moderate
REFERENCES: Value Chain
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information systems play in an organization’s value chains.
NATIONAL STANDARDS: United States - BUSPROG: Legal - Legal
KEYWORDS: Bloom's: Remember
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88. Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.

ANSWER: An IS organization can be viewed as a cost center/service provider, as a business partner/business peer, or as a game changer. The strategic planning process for the IS organization is also strongly influenced by how the IS organization is perceived by the rest of the organization.

When the IS organization is viewed as a cost center/service provider that is expected to reduce IS costs and improve IS services., its strategic planning process is typically directed inward and focused on determining how to do what it is currently doing but doing it cheaper, faster, and better. An IS organization that is viewed as a business partner/business peer is expected to control IS costs and to expand IS services in support of business initiatives. The strategic planning process of these organizations is based on understanding the collective business plans for the next year and determining what those mean for the IS organization in terms of new technologies, vendors, competencies, people, systems, and projects. When an IS organization is viewed by fellow employees as a game-changing organization that is asked to lead product innovation efforts and open new markets, its strategic planning process is outwardly focused and involves meeting with customers, suppliers, and leading IS consultants and vendors to answer questions like “What do we want to be?” and “How can we create competitive advantage?” In such organizations, IS is not only a means for implementing business-defined objectives but also a catalyst for achieving new business objectives unreachable without IS.

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POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Identifies three ways an IS organization can be perceived by the rest of the organization.					

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Explains how IS strategy is influenced by each of the three views of the IS organization.					

DIFFICULTY: Moderate
REFERENCES: Information System Strategic Planning
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: POIS.14e.1.7 - Identify three ways the IS organization can be perceived by the rest of the organization, and how each can influence the IS strategy.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/6/2019 2:06 PM
DATE MODIFIED: 12/6/2019 2:07 PM

89. Describe two major perspectives on the role information systems play in supply chain management activities.

ANSWER: What role do information systems play in supply chain management activities and other organizational activities? A traditional view of information systems holds that organizations use information systems to control and monitor processes and to ensure effectiveness and efficiency. In this view, information systems are external to the supply chain management process and serve to monitor or control it. A more contemporary view, however, holds that information systems are often so intimately involved that they are part of the process itself. From this perspective, the information system plays an integral role in the process, whether providing input, aiding product transformation, or producing output.

RATIONALE: What role do information systems play in supply chain management activities and other organizational activities? A traditional view of information systems holds that organizations use information systems to control and monitor processes and to ensure effectiveness and efficiency. In this view, information systems are external to the supply chain management process and serve to monitor or control it. A more contemporary view, however, holds that information systems are often so intimately involved that they are part of the process itself. From this perspective, the information system plays an integral role in the process, whether providing input, aiding product transformation, or producing output.

POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Describes the traditional view of information systems' role in supply chain management.					
Describes the contemporary view of information systems' role in supply chain management.					

DIFFICULTY: Easy
REFERENCES: Value Chain

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QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: POIS.14e.1.4 - Discuss the traditional and contemporary view of the role that information systems play in an organization's value chains.
KEYWORDS: Bloom's: Remember
DATE CREATED: 12/2/2019 5:45 PM
DATE MODIFIED: 12/2/2019 5:49 PM

90. What is certification? Name two benefits of earning a certification in an IS subject area and one topic area for which certifications are in high demand.

ANSWER: Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework. Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay.

High-demand areas of certification include application and web development, database administration, business analytics, networking/security, and project management.

RATIONALE: Certification is a process for testing skills and knowledge; successful completion of a certification exam results in an endorsement by the certifying authority that an individual is capable of performing particular tasks or jobs. Certification frequently involves specific, vendor-provided, or vendor-endorsed coursework. Getting certified from a software, database, or network company may open the door to new career possibilities or result in an increase in pay.
High-demand areas of certification include application and web development, database administration, business analytics, networking/security, and project management (see Table 1.5).

POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Define "certification."					
Name two benefits of obtaining a certification.					
Name one area of certification in high demand (from Table 1.5).					

DIFFICULTY: Moderate
REFERENCES: Continuous Education
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: POIS.14e.1.9 - Identify two benefits of obtaining a certification in an IS subject area.
KEYWORDS: Bloom's: Remember

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