M Information Systems 5th edition Baltzan Test Bank

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M: Information Systems, 5e **(Baltzan)**
Chapter 2 Decisions + Processes: Value Driven Business

1) Analytics is the science of fact-based decision making.

Answer: TRUE
Explanation: Analytics is the science of fact-based decision making.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

2) At the operational level employees are continuously evaluating company operations to hone the firm's abilities to identify, adapt to, and leverage change.

Answer: FALSE
Explanation: At the managerial level employees are continuously evaluating company operations to hone the firm's abilities to identify, adapt to, and leverage change.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

3) At the operational level employees are develop, control, and maintain core business activities required to run the day-to-day operations.

Answer: TRUE
Explanation: At the operational level employees are develop, control, and maintain core business activities required to run the day-to-day operations.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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4) Operational decisions are considered structured decisions.

Answer: TRUE
Explanation: Operational decisions are considered structured decisions.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

5) Asking how many employees are out sick is a type of operational question.

Answer: TRUE
Explanation: Asking how many employees are out sick is a type of operational question.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

6) Strategic decisions are highly structured decisions.

Answer: FALSE
Explanation: Strategic decisions are highly unstructured decisions.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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7) One of the most important and challenging questions confronting managers today is how to lay the foundation for tomorrow's success while competing to win in today's business environment.

Answer: TRUE
Explanation: The most important and most challenging questions confronting managers today is how to lay the foundation for tomorrow's success while competing to win in today's business environment.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

8) The structure of a typical organization is similar to a pyramid, with different levels that require one consistent type of information to assist with all managerial decision making.

Answer: FALSE
Explanation: The structure of a typical organization is similar to a pyramid, with different levels that require different types of information to assist decision making, problem solving, and opportunity capturing.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

9) Operational decisions or semistructured decisions arise in situations where established processes offer potential solutions.

Answer: FALSE
Explanation: Operational decisions are considered structured decisions not semistructured decision, which arise in situations where established processes offer potential solutions.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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10) Unstructured decisions occur in situations in which no procedures or rules exist to guide decision makers toward the correct choice.

Answer: TRUE
Explanation: Unstructured decisions occur in situations in which no procedures or rules exist to guide decision makers toward the correct choice
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

11) At the strategic decision-making level, employees develop, control, and maintain core business activities.

Answer: FALSE
Explanation: At the operational decision-making level, employees develop, control, and maintain core business activities required to run the day-to-day operations.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

12) Key performance indicators can focus on external and internal measurements.

Answer: TRUE
Explanation: Key performance indicators (KPI's) can focus on external and internal measurements.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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13) The proportion of the market that a firm captures is called market share.

Answer: TRUE
Explanation: The proportion of the market that a firm captures is called market share.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

14) Benchmarks are baseline values the system seeks to attain.

Answer: TRUE
Explanation: Benchmarks are baseline values the system seeks to attain.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

15) Effectiveness MIS metrics include throughput, transaction speed, and system availability.

Answer: FALSE
Explanation: Efficiency MIS metrics include throughput, speed, and availability.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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16) Measuring the amount of website traffic is the best way to determine an organization's success.

Answer: FALSE
Explanation: A large amount of website traffic does not indicate large revenues or website success.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

17) A project is a temporary activity a company undertakes to create a unique product, service, or result.

Answer: TRUE
Explanation: A project is a temporary activity a company undertakes to create a unique product, service, or result.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

18) Metrics are temporary activities a company undertakes to create a unique product, service, or result.

Answer: FALSE
Explanation: A project is a temporary activity a company undertakes to create a unique product, service, or result.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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19) Metrics are measurements that evaluate results to determine whether a project is meeting its goals.

Answer: TRUE
Explanation: Metrics are measurements that evaluate results to determine whether a project is meeting its goals.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

20) Efficiency MIS metrics include throughput, speed, and availability.

Answer: TRUE
Explanation: Efficiency MIS metrics include throughput, speed, and availability.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

21) Effectiveness MIS metrics measure the impact MIS has on business processes and activities, including customer satisfaction and customer conversion rates.

Answer: TRUE
Explanation: Effectiveness MIS metrics measure the impact MIS has on business processes and activities, including customer satisfaction and customer conversion rates.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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22) Efficiency MIS metrics measure the impact MIS has on business processes and activities, including customer satisfaction and customer conversion rates.

Answer: FALSE
Explanation: Effectiveness MIS metrics measure the impact MIS has on business processes and activities, including customer satisfaction and customer conversion rates.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

23) Best practices are the most successful solutions or problem-solving methods that have been developed by a specific organization or industry.

Answer: TRUE
Explanation: Best practices are the most successful solutions or problem-solving methods that have been developed by a specific organization or industry.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

24) Return on investment indicates the earning power of a project.

Answer: TRUE
Explanation: Return on investment indicates the earning power of a project.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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25) MIS support systems rely on models for computational and analytical routines that mathematically express relationships among variables.

Answer: TRUE
Explanation: MIS support systems rely on models for computational and analytical routines that mathematically express relationships among variables.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

26) A pie chart is a type of graph in which a circle is divided into sectors that each represent a proportion of the whole.

Answer: TRUE
Explanation: A pie chart is a type of graph in which a circle is divided into sectors that each represent a proportion of the whole.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

27) Streamlining information encompasses all of the information contained within a single business process or unit of work, and its primary purpose is to support the performing of daily operational or structured decisions.

Answer: FALSE
Explanation: Transactional information encompasses all of the information contained within a single business process or unit of work, and its primary purpose is to support the performing of daily operational or structured decisions.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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28) A bar chart is a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.

Answer: TRUE
Explanation: A bar chart is a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

29) Sensitivity analysis, what-if analysis, optimization analysis, and market basket analysis are the common DSS analysis techniques.

Answer: FALSE
Explanation: Sensitivity analysis, what-if analysis, optimization analysis, and goal-seeking analysis are the common DSS analysis techniques.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

30) A histogram is a graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.

Answer: TRUE
Explanation: A histogram is a graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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31) A sparkline is a small embedded line graph that illustrates a single trend. Sparklines are often used in reports, presentations, dashboards, and scoreboards. They do not include axes or labels; context comes from the related content.

Answer: TRUE
Explanation: A sparkline is a small embedded line graph that illustrates a single trend. Sparklines are often used in reports, presentations, dashboards, and scoreboards. They do not include axes or labels; context comes from the related content.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

32) An infographic (information graphic) is a representation of information in a graphic format designed to make the data easily understandable at a glance. People use infographics to quickly communicate a message, to simplify the presentation of large amounts of data, to see data patterns and relationships, and to monitor changes in variables over time.

Answer: TRUE
Explanation: An infographic (information graphic) is a representation of information in a graphic format designed to make the data easily understandable at a glance. People use infographics to quickly communicate a message, to simplify the presentation of large amounts of data, to see data patterns and relationships, and to monitor changes in variables over time.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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33) A time-series chart is a graphical representation showing change of a variable over time. Time-series charts are used for data that changes continuously, such as stock prices. They allow for a clear visual representation of a change in one variable over a set amount of time.

Answer: TRUE
Explanation: A time-series chart is a graphical representation showing change of a variable over time. Time-series charts are used for data that changes continuously, such as stock prices. They allow for a clear visual representation of a change in one variable over a set amount of time.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

34) A pivot rotates data to display alternative presentations of the data.

Answer: TRUE
Explanation: A pivot rotates data to display alternative presentations of the data.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

35) A consolidation rotates data to display alternative presentations of the data.

Answer: FALSE
Explanation: A pivot rotates data to display alternative presentations of the data.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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36) Digital dashboards offer consolidation, drill-down, and slice-and-dice capabilities.

Answer: TRUE
Explanation: Digital dashboards offer consolidation, drill-down, and slice-and-dice capabilities.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

37) Managers use transactional information when making structured decisions at the operational level.

Answer: TRUE
Explanation: Managers use transactional information when making structured decisions at the operational level.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

38) The manipulation of information to create business intelligence in support of strategic decision making is referred to as OLTP or online transaction processing.

Answer: FALSE
Explanation: The manipulation of information to create business intelligence in support of strategic decision making is online analytical processing (OLAP).
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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39) A model is a simplified representation or abstraction of reality.

Answer: TRUE
Explanation: A model is a simplified representation or abstraction of reality.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

40) Source documents are simplified representations or abstractions of reality.

Answer: FALSE
Explanation: A model is a simplified representation or abstraction of reality.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

41) Source documents are the original transaction records.

Answer: TRUE
Explanation: Source documents are the original transaction records.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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42) Granularity refers to the level of detail in the model or the decision-making process.

Answer: TRUE
Explanation: Granularity refers to the level of detail in the model or the decision-making process.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

43) Visualization produces graphical displays of patterns and complex relationships in large amounts of data.

Answer: TRUE
Explanation: Visualization produces graphical displays of patterns and complex relationships in large amounts of data.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

44) A digital dashboard produces graphical displays of patterns and complex relationships in large amounts of data

Answer: FALSE
Explanation: Visualization produces graphical displays of patterns and complex relationships in large amounts of data.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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45) Intelligent systems are various commercial applications of artificial intelligence.

Answer: TRUE
Explanation: Intelligent systems are various commercial applications of artificial intelligence
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

46) A neural network is a category of efficiency metrics where it attempts to measure the way the human brain works.

Answer: FALSE
Explanation: A neural network is a category of artificial intelligence where it always attempts to emulate the way the human brain works.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

47) Investment companies use genetic effectiveness metrics to help in trading decisions.

Answer: FALSE
Explanation: Investment companies use genetic algorithms to help in trading decisions.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

48) A shopping bot is one of the simplest examples of an intelligent agent.

Answer: TRUE
Explanation: A shopping bot is one of the simplest examples of an intelligent agent.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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49) Fuzzy logic is a mathematical method of handling imprecise or subjective information.

Answer: TRUE
Explanation: Fuzzy logic is a mathematical method of handling imprecise or subjective information.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

50) Fuzzy logic is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.

Answer: FALSE
Explanation: Mutation is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

51) Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Answer: TRUE
Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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52) Google glass is a wearable computer with an optical head-mounted display (OHMD).

Answer: TRUE
Explanation: Google glass is a wearable computer with an optical head-mounted display (OHMD). Developed by Google, it adds an element of augmented reality to the user's world by displaying information in a smart phone–like hands-free format.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

53) A haptic interface uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket. A haptic interface is primarily implemented and applied in virtual reality environments and is used in virtual workplaces to enable employees to shake hands, demonstrate products, and collaborate on projects.

Answer: TRUE
Explanation: A haptic interface uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket. A haptic interface is primarily implemented and applied in virtual reality environments and is used in virtual workplaces to enable employees to shake hands, demonstrate products, and collaborate on projects.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

54) Virtual workplace is the viewing of the physical world with computer-generated layers of information added to it.

Answer: FALSE
Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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55) A virtual workplace is a work environment that is not located in any one physical space.

Answer: TRUE
Explanation: A virtual workplace is a work environment that is not located in any one physical space.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

56) Google glass is a work environment that is not located in any one physical space.

Answer: FALSE
Explanation: A virtual workplace is a work environment that is not located in any one physical space.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

57) Augmented reality is a wearable computer with an optical head-mounted display (OHMD).

Answer: FALSE
Explanation: Google Glass is a wearable computer with an optical head-mounted display (OHMD). Developed by Google, it adds an element of augmented reality to the user's world by displaying information in a smart phone–like hands-free format.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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58) Neural networks use technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket.

Answer: FALSE
Explanation: A haptic interface uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket. A haptic interface is primarily implemented and applied in virtual reality environments and is used in virtual workplaces to enable employees to shake hands, demonstrate products, and collaborate on projects.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

59) Mutation is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.

Answer: TRUE
Explanation: Mutation is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

60) Mutation is a mathematical method of handling imprecise or subjective information.

Answer: FALSE
Explanation: Fuzzy logic is a mathematical method of handling imprecise or subjective information.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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61) An algorithm refers to a set of instructions that completes a task.

Answer: TRUE
Explanation: An algorithm refers to a set of instructions that completes a task.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

62) Machine learning is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn. .

Answer: TRUE
Explanation: Machine learning is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

63) Strong AI machines can still make their own decisions based on reasoning and past sets of data. Most of the AI systems in market today are strong AI.

Answer: FALSE
Explanation: Weak AI machines can still make their own decisions based on reasoning and past sets of data. Most of the AI systems in market today are weak AI.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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64) Weak AI refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines; in effect, it works to make machines as intelligent as the humans.

Answer: FALSE
Explanation: Strong AI refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines; in effect, it works to make machines as intelligent as the humans.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

65) Virtual reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.

Answer: TRUE
Explanation: Virtual reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

66) Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.

Answer: TRUE
Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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67) Augmented reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.

Answer: FALSE
Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

68) Virtual reality is the viewing of the physical world with computer-generated layers of information added to it.

Answer: FALSE
Explanation: Virtual reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

69) A machine-vision system uses a video camera to capture data and send it to the robot controller. Machine vision is similar in complexity to voice recognition and can be used for handwriting recognition, signature identification, and currency inspection. Two important specifications in any vision system are the sensitivity and the resolution.

Answer: TRUE
Explanation: A machine-vision system uses a video camera to capture data and send it to the robot controller. Machine vision is similar in complexity to voice recognition and can be used for handwriting recognition, signature identification, and currency inspection. Two important specifications in any vision system are the sensitivity and the resolution.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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70) Deep learning is a process that employs specialized algorithms to model and study complex datasets; the method is also used to establish relationships among data and datasets.

Answer: TRUE
Explanation: Deep learning is a process that employs specialized algorithms to model and study complex datasets; the method is also used to establish relationships among data and datasets.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

71) Business-facing processes or back-office processes are invisible to the external customer but essential to the effective management and operation of the business.

Answer: TRUE
Explanation: Business-facing processes or back-office processes are invisible to the external customer but essential to the effective management of the business.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

72) When evaluating the five steps in the order-to-delivery business process, step one includes creating a campaign and checking inventory, which are both part of the human resources function.

Answer: FALSE
Explanation: Step one includes creating a campaign and checking inventory, which are both part of the marketing function.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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73) Strategic planning is a customer-facing business process.

Answer: FALSE
Explanation: Strategic planning is a business-facing process and is invisible to the customer.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

74) Product delivery is a customer-facing business process.

Answer: TRUE
Explanation: Product delivery is a customer-facing business process.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

75) Improving the efficiency and effectiveness of its business processes will improve a firm's value chain.

Answer: TRUE
Explanation: Improving the efficiency and effectiveness of its business processes will improve the firm's value chain.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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76) Core processes are business processes, such as manufacturing goods, selling products, and providing services that make up the primary activities in a value chain.

Answer: TRUE
Explanation: Core processes are business processes, such as manufacturing goods, selling products, and providing services that make up the primary activities in a value chain.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

77) Core processes are patents that protect a specific set of procedures for conducting a particular business activity.

Answer: FALSE
Explanation: Business process patents are patents that protect a specific set of procedures for conducting a particular business activity.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

78) A static process uses a systematic approach in an attempt to improve business effectiveness and efficiency continuously. Managers constantly attempt to optimize static process.

Answer: TRUE
Explanation: A static process uses a systematic approach in an attempt to improve business effectiveness and efficiency continuously. Managers constantly attempt to optimize static process.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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79) Examples of static processes include running payroll, calculating taxes, and creating financial statements.

Answer: TRUE
Explanation: Examples of static processes include running payroll, calculating taxes, and creating financial statements.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

80) Examples of dynamic processes include running payroll, calculating taxes, and creating financial statements.

Answer: FALSE
Explanation: Examples of static processes include running payroll, calculating taxes, and creating financial statements.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

81) A dynamic process is continuously changing and provides business solutions to ever-changing business operations.

Answer: TRUE
Explanation: A dynamic process is continuously changing and provides business solutions to ever-changing business operations.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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82) A static process is continuously changing and provides business solutions to ever-changing business operations.

Answer: FALSE
Explanation: A dynamic process is continuously changing and provides business solutions to ever-changing business operations.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

83) As the business and its strategies change, so do the dynamic processes. Examples of dynamic processes include managing layoffs of employees, changing order levels based on currency rates, and canceling business travel due to extreme weather.

Answer: TRUE
Explanation: As the business and its strategies change, so do the dynamic processes. Examples of dynamic processes include managing layoffs of employees, changing order levels based on currency rates, and canceling business travel due to extreme weather.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

84) A business process patent is a patent that protects a specific set of procedures for conducting a particular business activity.

Answer: TRUE
Explanation: A business process patent is a patent that protects a specific set of procedures for conducting a particular business activity.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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85) A business management system is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint.

Answer: FALSE
Explanation: A business process model is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

86) To-Be process models show the results of applying change improvement opportunities to the current (As-Is) process model.

Answer: TRUE
Explanation: To-Be process models show the results of applying change improvement opportunities to the current (As-Is) process model.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

87) Business Process Model and Notation (BPMN) is a graphical notation that depicts the steps in a business process.

Answer: TRUE
Explanation: Business Process Model and Notation (BPMN) is a graphical notation that depicts the steps in a business process.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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88) A Business Process Model and Notation (BPMN) event is anything that happens during the course of a business process. An event is represented by a circle in a business process model.

Answer: TRUE
Explanation: A BPMN event is anything that happens during the course of a business process. An event is represented by a circle in a business process model.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

89) A Business Process Model and Notation (BPMN) activity is a task in a business process.

Answer: TRUE
Explanation: A BPMN activity is a task in a business process.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

90) A Business Process Model and Notation (BPMN) gateway is used to control the flow of a process.

Answer: TRUE
Explanation: A BPMN gateway is used to control the flow of a process.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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91) A Business Process Model and Notation (BPMN) flow displays the path in which the process flows.

Answer: TRUE
Explanation: A BPMN flow displays the path in which the process flows.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

92) A Business Process Model and Notation (BPMN) flow is anything that happens during the course of a business process. An event is represented by a circle in a business process model.

Answer: FALSE
Explanation: A BPMN event is anything that happens during the course of a business process. An event is represented by a circle in a business process model.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

93) A Business Process Model and Notation (BPMN) event is a task in a business process.

Answer: FALSE
Explanation: A BPMN activity is a task in a business process.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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94) A Business Process Model and Notation (BPMN) activity is used to control the flow of a process.

Answer: FALSE
Explanation: A BPMN gateway is used to control the flow of a process.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

95) A Business Process Model and Notation (BPMN) gateway displays the path in which the process flows.

Answer: FALSE
Explanation: A BPMN flow displays the path in which the process flows.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

96) The primary goal of an As-Is process model is to simplify, eliminate, and improve the To-Be processes.

Answer: TRUE
Explanation: The primary goal of an As-Is process model is primarily to simplify, eliminate, and improve the To-Be processes.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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97) Business processes should never drive MIS choices and should be based on business strategies and goals.

Answer: FALSE
Explanation: Business processes should drive MIS choices and should be based on business strategies and goals.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

98) A swim lane layout arranges the steps of a business process into a set of rows depicting the various elements.

Answer: TRUE
Explanation: A swim lane layout arranges the steps of a business process into a set of rows depicting the various elements.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

99) Redundancy occurs when a task or activity is never repeated.

Answer: FALSE
Explanation: Redundancy occurs when a task or activity is unnecessarily repeated.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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100) Operationalized analytics makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.

Answer: TRUE
Explanation: Operationalized analytics makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

101) Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.

Answer: TRUE
Explanation: Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

102) Business process reengineering is the analysis and redesign of workflow within and between enterprises.

Answer: TRUE
Explanation: Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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103) A workflow control system monitors processes to ensure tasks, activities, and responsibilities are executed as specified.

Answer: TRUE
Explanation: A workflow control system monitors processes to ensure tasks, activities, and responsibilities are executed as specified.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

104) Robotic process automation makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.

Answer: FALSE
Explanation: Operationalized analytics makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

105) Operationalized analytics is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.

Answer: FALSE
Explanation: Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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106) Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

Answer: TRUE
Explanation: Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

107) Managerial business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.

Answer: TRUE
Explanation: Managerial business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

108) Strategic business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

Answer: TRUE
Explanation: Strategic business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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109) Strategic business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.

Answer: FALSE
Explanation: Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

110) Operational business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.

Answer: FALSE
Explanation: Managerial business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

111) Operational business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.

Answer: FALSE
Explanation: Strategic business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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112) Which of the following is a not a type of organizational information system?
A) executive information system
B) decisions support system
C) analysis processing system
D) transactional processing system

Answer: C
Explanation: Analysis processing system is not a type of organizational IS.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

113) Which of the below is an important challenge facing managers today?
A) making business decision
B) solving business problems
C) competing to win in today's market
D) all of these

Answer: D
Explanation: The most important challenges facing management of a company is 1) decision making, 2) cultivating strategies for the future business, and 3) competing to win in today's market
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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114) What must managers be able to do to compete in today's global marketplace?
A) Make decisions to gain competitive advantages.
B) Make decision that can help forecast future business needs.
C) Make decision that can help forecast future business requirements.
D) All of these.

Answer: D
Explanation: We learn in Chapter 2 that to achieve competitive advantages, managers must be able to make decisions and be able to forecast future business needs and requirements.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

115) Which of the below is not considered a challenge facing most managers today?
A) Managerial decisions must be made quickly.
B) Strategic decisions need to be made by applying analysis techniques.
C) Artificial intelligence is required by all managers to be successful.
D) Managerial decisions require large amounts of information to analyze.

Answer: C
Explanation: The primary decision-making challenges facing managers today are 1) decisions must be made quickly, 2) strategic decisions need to be made by applying analysis techniques, and 3) they have large amounts of information to analyze.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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116) Managers that must analyze data from 500 hotels to determine when to discount rooms based on occupancy patterns would be placed in which category for managerial decision-making challenges?
A) Managers need to analyze large amounts of information.
B) Managers must make decisions quickly.
C) Managers must apply sophisticated analysis techniques, such as Porter's strategies or forecasting, to make strategic decisions.
D) All of these.

Answer: A
Explanation: Managers that must analyze data from 500 hotels to determine when to discount rooms based on occupancy patterns is a challenge when managers must analyze large amounts of information.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

117) An important customer shows up at a hotel that is fully booked and the reservation is missing. This would be placed in which category for managerial decision-making challenges?
A) Managers need to analyze large amounts of information.
B) Managers must make decisions quickly.
C) Managers must apply sophisticated analysis techniques, such as Porter's strategies or forecasting, to make strategic decisions.
D) All of these.

Answer: B
Explanation: An important customer shows up at a hotel that is fully booked and the reservation is missing is an example of why managers must make decisions quickly.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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118) A manager that must implement a loyalty program across 500 hotels would be placed in which category for managerial decision-making challenges?
A) Managers need to analyze large amounts of information.
B) Managers must make decisions quickly.
C) Managers must apply sophisticated analysis techniques, such as Porter's strategies or forecasting, to make strategic decisions.
D) All of these.

Answer: C
Explanation: A manager that must implement a loyalty program across 500 hotels is an example of managers applying sophisticated analysis techniques.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

119) Which of the following is not included in the decision-making process?
A) data collection
B) solution benchmarking
C) solution generation
D) solution test

Answer: B
Explanation: The six-step decision-making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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120) When evaluating the six-step decision-making process, what occurs during the solution implementation step?
A) The process will begin again if the decisions made were incorrect.
B) Definition of the problem as clearly and precisely as possible.
C) Details of every solution possible including ideas that seem far fetched.
D) The solution that best solves the problem is selected.

Answer: A
Explanation: The six-step decision-making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation. The final step is where the solution solves the problem or if wrong decisions were made than then the process begins again.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

121) When evaluating the six-step decision-making process, what occurs during the problem identification step?
A) The process will begin again if the decisions made were incorrect.
B) Definition of the problem as clearly and precisely as possible.
C) Details of every solution possible including ideas that seem far fetched.
D) The solution that best solves the problem is selected.

Answer: B
Explanation: The six-step decision-making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation. During the problem identification step you must define the problem as clearly and precisely as possible.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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122) When evaluating the six-step decision-making process, what occurs during the solution selection step?
A) The process will begin again if the decisions made were incorrect.
B) Definition of the problem as clearly and precisely as possible.
C) Details of every solution possible including ideas that seem far fetched.
D) The solution that best solves the problem is selected.

Answer: C
Explanation: The six-step decision-making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation. During the solution selection step, you select the solution that best solves the problem and meets the needs of the business.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

123) When evaluating the six-step decision-making process, what occurs during the solution test step?
A) The process will begin again if the decisions made were incorrect.
B) Definition of the problem as clearly and precisely as possible.
C) Details of every solution possible including ideas that seem far fetched.
D) None of these.

Answer: D
Explanation: The six-step decision-making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation. During the solution test step, you evaluate solution in terms of feasibility, suitability, and acceptability.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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124) Which of the below represents the structure of a typical organization?
A) flat line
B) pyramid
C) circle
D) cube

Answer: B
Explanation: The structure of today's business organizations is typically a pyramid. At each level different types of information is used to assist the business with 1) decision making, 2) problem solving, and 3) opportunity capturing.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

125) Which of the below represents the three different levels of a company pyramid from the top to the bottom?
A) managerial – strategic – operational
B) strategic – managerial – operational
C) operational – managerial – strategic
D) strategic – operational - managerial

Answer: B
Explanation: The three different levels on the structure of a company pyramid are from top to bottom strategic – managerial – operational
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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126) Which of the below would you include as decisions and responsibilities typically found at the managerial level of a company?
A) monthly plans
B) monthly budgets
C) weekly schedule
D) all of these

Answer: D
Explanation: Some of the decisions and responsibilities of managerial level employees include short-term or medium-range plans, scheduling, budgeting, policies and procedures, and business objectives for the firm.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

127) Which of the below would you include as decisions and responsibilities typically found at the operational level of a company?
A) Develop core business activities required to run the day-to-day operations.
B) Control core business activities required to run the day-to-day operations.
C) Maintain core business activities required to run the day-to-day operations.
D) All of these.

Answer: D
Explanation: At the operational structure level, employees develop, control, and maintain core business activities required to run the day-to-day operations.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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128) Data collection, solution generation, and solution implementation are all concepts associated with which of the following processes?
A) the six-step problem-solving process
B) the six-step decision-making process
C) the four-step problem-solving process
D) the four-step decision-making process

Answer: B
Explanation: The six-step decision-making process is 1) problem identification, 2) data collection, 3) solution generation, 4) solution test, 5) solution selection, and 6) solution implementation.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

129) Review the below key terms. Which one defines an operational decision that involves situations where established processes offer potential solutions?
A) optimization analysis decision
B) artificial intelligence decision
C) structured decision
D) unstructured decision

Answer: C
Explanation: A structured decision involves situations where established processes offer potential solutions
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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130) Which of the following is considered a structured decision or strategic decision?
A) reordering inventory
B) deciding to enter a new market
C) creating the employee weekly staffing schedule
D) creating the employee weekly production schedule

Answer: B
Explanation: Structured decisions are made frequently and are almost repetitive in nature; they affect short-term business strategies. Reordering inventory and creating the employee staffing and weekly production schedules are examples of routine structured decisions, where entering a new market is a type of unstructured decision.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

131) Which of the following is considered an operational decision or structured decision?
A) determining how many employees are out sick
B) determining the impact of last month's marketing campaign
C) allocating resources to a department for a new system
D) monitoring performance of a project team

Answer: A
Explanation: Structured decisions are made frequently and are almost repetitive in nature; they affect short-term business strategies. Reordering inventory and creating the employee staffing and weekly production schedules are examples of routine structured decisions, where entering a new market is a type of unstructured decision.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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132) Which of the following is considered a managerial decision or semistructured decision?
A) determining how many employees are out sick
B) determining the impact of last month's marketing campaign
C) investigating why payroll is having problems running
D) tracking how much inventory is in the warehouse

Answer: B
Explanation: Structured decisions are made frequently and are almost repetitive in nature; they affect short-term business strategies. Reordering inventory and creating the employee staffing and weekly production schedules are examples of routine structured decisions, where entering a new market is a type of unstructured decision.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

133) Which of the below key terms represents the types of decisions made at the operational, managerial, and strategic levels of a company?
A) structured decisions
B) unstructured decisions
C) semistructured decisions
D) all of these

Answer: D
Explanation: The three types of decisions made at the operational, managerial, and strategic levels are 1) structured decisions, 2) unstructured decisions, and 3) semistructured decisions.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
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Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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134) At which level do managers develop the overall business strategies and monitor the performance of the organization and the competitive business environment?
A) operational
B) strategic
C) managerial
D) communications

Answer: B
Explanation: At the strategic level, managers develop overall business strategies, goals, and objectives as part of the company's strategic plan. They also monitor the performance of the organization and its overall direction in the political, economic, and competitive business environment.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

135) Jenny Welch works at a retail store selling sports equipment. Her daily tasks include opening the store, creating the work schedules, processing payroll, overseeing sales and inventory, and training employees. At what level of the organizational pyramid would you categorize Jenny?
A) managerial
B) operational
C) strategic
D) owner

Answer: A
Explanation: Managerial level duties include evaluating operations to hone the firm's abilities to identify, adapt to, and leverage change. They also cover schedules, budgets, policies, procedures, and business objectives.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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136) Andy Benton works at the local Starbucks coffee shop and his responsibilities include taking orders, fulfilling orders, and ringing in sales. At what level of the organizational pyramid would you categorize Andy?
A) strategic
B) owner
C) operational
D) managerial

Answer: C
Explanation: At the operational level, employees develop, control, and maintain core business activities to run the day-to-day operations.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

137) Bill Schultz works at a high power investment firm in Los Angeles. Bill is responsible for promoting the firm's vision and creating the company-wide goals and strategies. He also monitors the overall strategic performance of the company and its direction for future business strategies. At what level of the organizational pyramid would you categorize Bill?
A) strategic
B) owner
C) operational
D) managerial

Answer: A
Explanation: At the strategic level, managers develop overall business strategies, goals, and objectives. They also monitor the strategic performance of the organization and its overall direction.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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138) Chuck Biggs has been hired to oversee all of the plans that the city of Denver has created to expand its train transportation system by adding six more lines to the metro area. Chuck will be responsible for planning the project, managing the processes, and finalizing each new line as it is completed. How would you categorize the majority of the decisions Chuck will have to make to complete his job?
A) unstructured decisions
B) semistructured decisions
C) structured decisions
D) strategic decisions

Answer: B
Explanation: Chuck will be faced with many semistructured decisions as he manages the transportation system expansion.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

139) What is the science of fact-based decision making?
A) analytics
B) structured decisions
C) unstructured decisions
D) semistructured decisions

Answer: A
Explanation: Analytics is the science of fact-based decision making.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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140) What occurs in situations in which a few established processes help to evaluate potential solutions, but not enough to lead to a definite recommended decision?
A) analytics
B) structured decisions
C) unstructured decisions
D) semistructured decisions

Answer: D
Explanation: Semistructured decisions occur in situations in which a few established processes help to evaluate potential solutions, but not enough to lead to a definite recommended decision.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

141) What occurs in situations in which no procedures or rules exist to guide decision makers toward the correct choice?
A) analytics
B) structured decisions
C) unstructured decisions
D) semistructured decisions

Answer: C
Explanation: Unstructured decisions occur in situations in which no procedures or rules exist to guide decision makers toward the correct choice.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
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Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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142) What arises in situations where established processes offer potential solutions?
A) analytics
B) structured decisions
C) unstructured decisions
D) semistructured decisions

Answer: B
Explanation: Structured decisions arise in situations where established processes offer potential solutions.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

143) The structure of an organization is similar to a pyramid. The different levels require different types of information to assist with which of the following?
A) decision making
B) problem solving
C) opportunity capturing
D) all of these

Answer: D
Explanation: The structure of an organization is similar to a pyramid. The different levels require different types of information to assist with decision making, problem solving, and opportunity capturing.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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144) At which level will a manager use analytics to make decisions?
A) operational level
B) managerial level
C) strategic level
D) all of these

Answer: D
Explanation: Analytics are used at every level of an organization to make decisions.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

145) At which level of an organization do employees develop, control, and maintain core business activities required to run the day-to-day operations?
A) operational level
B) managerial level
C) strategic level
D) all of these

Answer: A
Explanation: At the operational level of an organization, employees develop, control, and maintain core business activities required to run the day-to-day operations.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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146) At which level of an organization are employees continuously evaluating company operations to hone the firm's abilities to identify, adapt to, and leverage change?
A) operational level
B) managerial level
C) strategic level
D) all of these

Answer: B
Explanation: At the managerial level of an organization, employees continuously evaluate company operations to hone the firm's abilities to identify, adapt to, and leverage change.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

147) At which level of an organization do managers develop overall business strategies, goals, and objectives as part of the company's strategic plan?
A) operational level
B) managerial level
C) strategic level
D) all of these

Answer: C
Explanation: At the strategic level managers develop overall business strategies, goals, and objectives as part of the company's strategic plan.
Difficulty: 2 Medium
Topic: Making Business Decisions
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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148) What do the acronyms CSF and KPI stand for?
A) continual success factors and key performance indicators
B) critical success factors and key project ideas
C) customer success findings and key project ideas
D) critical success factors and key performance indicators

Answer: D
Explanation: CSF's and KPI's are terms used when evaluating metrics or measuring a company's success. They stand for critical success factors (CSF's) and key performance indicators (KPI's).
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

149) What are measurements that evaluate results to determine whether a project is meeting its goals?
A) models
B) metrics
C) benchmarks
D) genetic algorithms

Answer: B
Explanation: Metrics are measurements that evaluate results to determine whether a project is meeting its goals.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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150) What are the crucial steps companies perform to achieve their goals and objectives and implement their strategies?
A) critical success factors
B) crucial success factors
C) key performance indicators
D) key performance factors

Answer: A
Explanation: Critical success factors are the crucial steps companies perform to achieve their goals and objectives and implement their strategies.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

151) Which of the below is an example of a critical success factor?
A) increase customer satisfaction
B) number of new customers
C) number of new products
D) percentage of employee turnover

Answer: A
Explanation: CSF's include 1) create high-quality products, 2) retain competitive advantages, 3) reduce product costs, 4) increase customer satisfaction, and 5) hire and retain the best business professionals.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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152) Which of the below statements is accurate?
A) Key performance indicators can have no more than four critical success factors.
B) Critical success factors can have no more than four key performance indicators.
C) Key performance indicators can have several critical success factors.
D) Critical success factors can have several key performance indicators.

Answer: D
Explanation: One CSF can have several KPIs.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

153) Key performance indicators are the metrics a company uses to evaluate progress toward critical success factors. Which of the below represents a key performance indicator?
A) Create high-quality products.
B) Reduce product costs.
C) Percentage of help desk calls answered in the first minute.
D) Hire the best business professionals.

Answer: C
Explanation: Examples of KPI's are 1) turnover rates of employees, 2) percentage of help desk calls answered in the first minute, 3) number of product returns, 4) number of new customers, and 5) average customer spending.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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154) CSF's and KPI's are the two core metrics used within a business to track progress or success. What is the relationship between CSFs and KPIs?
A) CSF's are business strategy elements where KPI's measure the progress of the CSF's.
B) CSF's build the business environment where KPI's explain how to build the CSF's.
C) KPI's are used first where CSF's are applied after.
D) KPI's promote employees on their performance where CSF's demote employees based on their performance level.

Answer: A
Explanation: The relationship between CSF's and KPI's is critical for a business. Critical success factors (CSF's) are elements crucial for a business strategy's success, where key performance indicators (KPI's) measure the progress of the CSF's.
Difficulty: 2 Medium
Topic: Metrics Measuring Business Success
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

155) Market share measures a firm's external performance relative to that of its competitors. Which of the following represents how a firm measures market share?
A) multiplying the firm's sales by the industries total sales
B) dividing the firm's sales by the total market sales for the entire industry
C) subtracting your competitors sales from your total sales
D) subtracting the industries total sales from the firm's total sales

Answer: B
Explanation: To calculate market share you divide the firm's sales by the total market sales for the entire industry.
Difficulty: 2 Medium
Topic: Metrics Measuring Business Success
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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156) Anne-Marie Cole runs the sales division for a local auto insurance firm. One of her key duties is to calculate her company's market share. When evaluating the prior year numbers, she found that her firm achieved total sales of $3 million and the entire industry had $30 million in sales. What is Anne-Marie's current market share?
A) 1%
B) 10%
C) 18%
D) 20%

Answer: B
Explanation: Market share is the proportion of the market that a firm captures. It is calculated by dividing the firm's sales by the total market sales for the entire industry. 3 million divided by 30 million is 10 percent.
Difficulty: 2 Medium
Topic: Metrics Measuring Business Success
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

157) Anne-Marie Cole runs the sales division for a local auto insurance firm. One of her key duties is to ensure the company has 10 percent market share by the end of the year. When evaluating the current sales numbers, she determines that her sales division has total sales of $3 million and the entire industry has total sales of $50 million. What additional sales must Anne-Marie's division meet to ensure they have 10 percent of the market by the end of the year?
A) $1 million
B) $2 million
C) $5 million
D) $10 million

Answer: B
Explanation: Market share is the proportion of the market that a firm captures. It is calculated by dividing the firm's sales by the total market sales for the entire industry. 10 percent of $50 million is $5 million. Since Anne-Marie already has $3 million she needs an additional $2 million in sales.
Difficulty: 3 Hard
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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158) What type of measurement is using market share as a KPI?
A) fuzzy logic measurement
B) external measurement
C) neural network measurement
D) internal measurement

Answer: B
Explanation: A common external KPI is market share.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

159) Which of the below represents an internal KPI that indicates the earning power of a project?
A) market share
B) return on intelligent
C) sensitivity analysis
D) return on investment

Answer: D
Explanation: An internal KPI which indicates the earning power of a project is return on investment or ROI.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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160) Todd Haitz is the marketing manager for the National Basketball Association. Todd analyzes and tracks his marketing campaigns to determine the best success rate per project for increasing ticket sales. Todd uses an internal KPI to track his marketing campaign success. Which of the below would be an internal KPI Todd would use to track his marketing campaigns?
A) marketing campaign ROI
B) marketing campaign percentage of fans purchasing *Sports Illustrated* magazine
C) marketing campaign advertiser revenue sales
D) marketing campaign market share

Answer: A
Explanation: Todd would use ROI as an internal KPI.
Difficulty: 3 Hard
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

161) What could a manager use to measure the success of an MIS project?
A) effectiveness MIS metrics, efficiency MIS metrics
B) effectiveness MIS metrics, expert MIS metrics
C) expert MIS metrics, executive MIS metrics
D) all of these

Answer: A
Explanation: MIS projects can be difficult to measure, so therefore, managers utilize the higher-level metrics such as efficiency and effectiveness metrics.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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162) What type of metrics measure throughput, transaction speed, and system availability?
A) efficiency MIS metrics
B) effectiveness MIS metrics
C) ROI
D) benchmarks

Answer: A
Explanation: Efficiency MIS metrics measure throughput, speed, and availability.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

163) What types of metrics measure customer satisfaction?
A) efficiency MIS metrics
B) effectiveness MIS metrics
C) both efficiency and effectiveness MIS metrics
D) both ROI and market share

Answer: B
Explanation: Effectiveness MIS metrics measure customer satisfaction.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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164) According to Peter Drucker, what are managers who do things right addressing?
A) efficiency
B) effectiveness
C) both efficiency and effectiveness
D) customer satisfaction only

Answer: A
Explanation: "Doing things right" addresses efficiency.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

165) According to Peter Drucker, what are managers who do the right things addressing?
A) efficiency
B) effectiveness
C) both efficiency and effectiveness
D) customer satisfaction only

Answer: B
Explanation: "Doing the right things" addresses effectiveness.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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166) Which of the following is a type of effectiveness MIS metric?
A) transaction speed
B) system availability
C) usability
D) throughput

Answer: C
Explanation: Usability is an effectiveness MIS metric.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

167) Which of the following is a type of efficiency MIS metric?
A) customer satisfaction
B) conversion rates
C) financial transactions
D) web traffic

Answer: D
Explanation: Web traffic is an efficiency MIS metric.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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168) Which term is used to describe the ease with which people perform transactions and/or find information?
A) usability
B) customer satisfaction
C) financial
D) conversion rates

Answer: A
Explanation: This is the definition of usability.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

169) What is measured by such benchmarks as satisfaction surveys, percentage of existing customers retained, and increases in revenue dollars per customer?
A) usability
B) customer satisfaction
C) financial
D) conversion rates

Answer: B
Explanation: This is the definition of customer satisfaction.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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170) What would a company like eBay or Amazon be constantly benchmarking?
A) MIS efficiency
B) MIS effectiveness
C) MIS efficiency and MIS effectiveness
D) usability metrics only

Answer: C
Explanation: eBay and Amazon depend on their MIS systems for business and constantly monitor and measures both efficiency and effectiveness MIS metrics to ensure success.
Difficulty: 2 Medium
Topic: Metrics Measuring Business Success
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

171) When considering the graph depicting the interrelationships between efficiency and effectiveness, where does an organization ideally want to operate?
A) upper right-hand corner
B) lower right-hand corner
C) upper left-hand corner
D) lower left-hand corner

Answer: A
Explanation: The upper right-hand corner is the ideal place for an organization to operate.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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172) Which of the following would efficiency MIS metrics measure?
A) response time
B) system availability
C) transaction speed
D) all of these

Answer: D
Explanation: Common types of efficiency metrics are 1) throughput, 2) transaction speed, 3) system availability, 4) information accuracy, and 5) response time.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

173) Which of the following are the four common types of effectiveness MIS metrics?
A) unstructured decisions, customer satisfaction, conversion rates, financial
B) usability, customer service, conversion rates, fiscal year revenue
C) usability, customer satisfaction, conversion rates, financial
D) usability, customer satisfaction, conversion rates, affordability

Answer: C
Explanation: When analyzing the efficiency and effectiveness metrics chart, the four examples of common types of effectiveness metrics are 1) usability, 2) customer satisfaction, 3) conversion rates, and 4) financial.
Difficulty: 2 Medium
Topic: Metrics Measuring Business Success
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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174) Drew Savage is an MIS manager for an international consulting firm. Drew travels to different European countries where he implements news response tracking systems. Some of the metrics he uses to track the performance of his system include tracking the response time it takes to respond to Twitter posts mentioning the news station, as well as the speed and accuracy of content posted on numerous websites and social media sites. What type of metrics is Drew using to measure his system?
A) customer satisfaction metrics
B) efficiency metrics
C) effectiveness metrics
D) benchmarking metrics

Answer: B
Explanation: Efficiency metrics include 1) throughput, 2) transaction speed, 3) system availability, 4) information accuracy, and 5) response time.
Difficulty: 3 Hard
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

175) Efficiency MIS metrics focus on the extent to which a firm is using its resources in an optimal way, while effectiveness MIS metrics focus on
A) understanding how successful a firm is at achieving its goals and objectives.
B) analyzing if a firm is doing the right things.
C) setting the right goals and ensuring they are accomplished.
D) all of these.

Answer: D
Explanation: Efficiency MIS metrics focus on the extent to which a firm is using its resources in an optimal way, doing things right, and getting the most from each resource. Effectiveness MIS metrics focus on how well a firm is achieving its goals and objectives, doing the right things, setting the right goals and objectives, and ensuring they are accomplished.
Difficulty: 2 Medium
Topic: Metrics Measuring Business Success
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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176) Which of the below describes the efficiency MIS metric of throughput?
A) the number of hours a system is available for users
B) the time it takes to respond to user interactions such as a mouse click
C) the amount of information that can travel through a system at any point in time
D) the ease with which people perform transactions and/or find information

Answer: C
Explanation: Within the efficiency metrics, the type throughput is the amount of information that can travel through a system at any point in time
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

177) Which of the following tracks the number of customers an organization touches for the first time and persuades to purchase its products or services?
A) customer satisfaction
B) usability
C) conversion rate
D) financial

Answer: C
Explanation: The effectiveness metric that tracks the number of customers an organization touches for the first time and persuades to purchase its products or services is conversion rate.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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178) What does usability effectiveness MIS metrics measure?
A) the ease with which people perform transactions and find information
B) the number of customers an organization "touches" for the first time and persuades to purchase its products or services
C) the amount of time a system takes to perform a transaction
D) the number of hours a system is available for users

Answer: A
Explanation: The usability effectiveness metric measures the ease with which people perform transactions and find information.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

179) A common mistake that many managers tend to make is focusing on only one type of metrics because they are easier to measure. Which type of metrics do they focus on?
A) effectiveness MIS metrics
B) efficiency MIS metrics
C) endurance MIS metrics
D) product sales metrics

Answer: B
Explanation: A common mistake that many managers tend to make is focusing on efficiency MIS metrics because they are easier to measure.
Difficulty: 2 Medium
Topic: Metrics Measuring Business Success
Bloom's: Understand
Accessibility: Keyboard Navigation
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Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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180) When analyzing the interrelationships between efficiency and effectiveness, where would a company ideally wants to operate?
A) with high efficiency
B) the upper right-hand corner of the interrelationship graph
C) with high effectiveness
D) all of these

Answer: D
Explanation: When analyzing the interrelationships between efficiency and effectiveness, a company ideally wants to operate in the upper right-hand corner of the interrelationship graph where they see significant increases in efficiency and effectiveness metrics.
Difficulty: 2 Medium
Topic: Metrics Measuring Business Success
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

181) What is the process of continuously measuring system results, comparing those results to optimal system performance, and identifying steps and procedures to improve system performance?
A) benchmarking
B) bottlenecking
C) consolidation
D) cycle time

Answer: A
Explanation: The process of continuously measuring system results, comparing those results to optimal system performance, and identifying steps and procedures to improve system performance is benchmarking.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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182) Which of the below is not included as part of a benchmark?
A) Benchmarks help assess how an MIS project performs over time.
B) When measured against MIS projects, benchmarks can provide feedback so managers can control the system.
C) Benchmarks help to establish baseline values the system seeks to attain.
D) Benchmarks perform all of these.

Answer: D
Explanation: The role of benchmarks within a company include 1) to help assess how an MIS project performs over time, 2) when measured against MIS projects, can provide feedback so managers can control the system, and 3) to establish baseline values the system seeks to attain.
Difficulty: 2 Medium
Topic: Metrics Measuring Business Success
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

183) As a manager for your company some of your responsibilities include measuring metrics and overseeing company strategies. You observe some critical success factors and see large increases in productivity. What would you suspect would be the primary reason for the large increases in productivity?
A) decreases in effectiveness
B) increases in effectiveness
C) increases in executive roles
D) decreases in efficiency

Answer: B
Explanation: Large increases in productivity typically result from increases in effectiveness, which focus on critical success factors.
Difficulty: 3 Hard
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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184) What are the most successful solutions or problem-solving methods that have been developed by a specific organization or industry?
A) ROI
B) metrics
C) best practices
D) KPI

Answer: C
Explanation: Best practices are the most successful solutions or problem-solving methods that have been developed by a specific organization or industry.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

185) What indicates the earning power of a project?
A) ROI
B) metrics
C) best practices
D) KPI

Answer: A
Explanation: ROI indicates the earning power of a project.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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186) What are measurements that evaluate results to determine whether a project is meeting its goals?
A) ROI
B) metrics
C) best practices
D) KPI

Answer: B
Explanation: Metrics are measurements that evaluate results to determine whether a project is meeting its goals.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

187) What are the crucial steps companies perform to achieve their goals and objectives and implement their strategies?
A) ROI
B) CSF
C) KPI
D) none of these

Answer: B
Explanation: Critical success factors are the crucial steps companies perform to achieve their goals and objectives and implement their strategies.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

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188) What are the quantifiable metrics a company uses to evaluate progress toward critical success factors?
A) ROI
B) CSF
C) KPI
D) none of these

Answer: C
Explanation: Key performance indicators are the quantifiable metrics a company uses to evaluate progress toward critical success factors.
Difficulty: 1 Easy
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

189) What is a time-series chart?
A) A type of graph in which a circle is divided into sectors that each represent a proportion of the whole.
B) A chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
C) A chart is a graphical representation showing change of a variable over time.
D) A small embedded line graph that illustrates a single trend.

Answer: C
Explanation: A time-series chart is a chart is a graphical representation showing change of a variable over time.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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190) What is an infographic?
A) A representation of information in a graphic format designed to make the data easily understandable at a glance.
B) A chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
C) A chart is a graphical representation showing change of a variable over time.
D) A small embedded line graph that illustrates a single trend.

Answer: A
Explanation: An infographic (information graphic) is a representation of information in a graphic format designed to make the data easily understandable at a glance.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

191) Which of the following represents the top-down (executives to analysts) organizational levels of information technology systems?
A) TPS, DSS, EIS
B) DSS, TPS, EIS
C) EIS, DSS, TPS
D) None of these, it varies from organization to organization

Answer: C
Explanation: Executive information systems, decision support systems, and transaction processing systems is the top-down organizational levels of information technology systems.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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192) Which of the following is an incorrect enterprise view of information technology?
A) Processes are analytical for executives and transactional for analysts.
B) Granularity is coarse for executives and fine for analysts.
C) Processing is OLTP for executives and OLAP for analysts.
D) None of these

Answer: C
Explanation: Processing is OLAP for executives and OLTP for analysts.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

193) What can a model accomplish?
A) Calculate risks.
B) Understand uncertainty.
C) Manipulate time.
D) All of these.

Answer: D
Explanation: A model can do all of these.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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194) What is consolidation?
A) involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information
B) the ability to look at information from different perspectives
C) enables users to get details, and details of details, of information
D) finds the inputs necessary to achieve a goal such as a desired level of output

Answer: A
Explanation: This is the definition of consolidation.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

195) What is pivot?
A) involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information
B) rotates data to display alternative presentations of the data
C) enables users to get details, and details of details, of information
D) finds the inputs necessary to achieve a goal such as a desired level of output

Answer: B
Explanation: This is the definition of pivot.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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196) What is drill-down capability?
A) involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information
B) the ability to look at information from different perspectives
C) enables users to get details, and details of details, of information
D) finds the inputs necessary to achieve a goal such as a desired level of output

Answer: C
Explanation: This is the definition of drill-down.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

197) What is slice-and-dice capability?
A) involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information
B) the ability to look at information from different perspectives
C) enables users to get details, and details of details, of information
D) finds the inputs necessary to achieve a goal such as a desired level of output

Answer: B
Explanation: This is the definition of slice-and-dice.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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198) What compiles information from multiple sources and tailors it to meet user needs?
A) drill-down
B) sensitivity analysis
C) what-if analysis
D) digital dashboard

Answer: D
Explanation: This is the definition of digital dashboards.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

199) What rotates data to display alternative presentations of the data?
A) drill-down
B) sensitivity analysis
C) what-if analysis
D) pivot

Answer: D
Explanation: This is the definition of pivot.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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200) What captures transaction and event information using technology to (1) process the information according to defined business rules, (2) store the information, and (3) update existing information to reflect the new information?
A) OLTP
B) OLAP
C) TPS
D) DSS

Answer: A
Explanation: OLTP captures transaction and event information using technology to (1) process the information according to defined business rules, (2) store the information, and (3) update existing information to reflect the new information.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

201) What is the basic business system that serves the operational level and assists in making structured decisions?
A) OLTP
B) OLAP
C) TPS
D) DSS

Answer: C
Explanation: A TPS is the basic business system that serves the operational level and assists in making structured decisions.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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202) What encompasses all organizational information and its primary purpose is to support the performance of managerial analysis or semistructured decisions?
A) OLTP
B) OLAP
C) analytical information
D) transactional information

Answer: C
Explanation: Analytical information encompasses all organizational information and its primary purpose is to support the performance of managerial analysis or semistructured decisions.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

203) What encompasses all the information contained within a single business process or unit of work and its primary purpose is to support the performance of daily operational or structured decisions?
A) OLTP
B) OLAP
C) analytical information
D) transactional information

Answer: D
Explanation: Transactional information encompasses all the information contained within a single business process or unit of work and its primary purpose is to support the performance of daily operational or structured decisions.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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204) What is the manipulation of information to create business intelligence in support of strategic decision making?
A) OLTP
B) OLAP
C) TPS
D) DSS

Answer: B
Explanation: OLAP is the manipulation of information to create business intelligence in support of strategic decision making.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

205) What models information and provides assistance in evaluating and choosing among different courses of action?
A) OLTP
B) OLAP
C) TPS
D) DSS

Answer: D
Explanation: A DSS models information and provides assistance in evaluating and choosing among different courses of action.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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206) What refers to the level of detail in the model or the decision-making process?
A) granularity
B) visualization
C) digital Dashboard
D) all of these

Answer: A
Explanation: Granularity refers to the level of detail in the model or the decision-making process.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

207) What produces graphical displays of patterns and complex relationships in large amounts of data?
A) granularity
B) visualization
C) digital Dashboard
D) all of these

Answer: B
Explanation: Visualization produces graphical displays of patterns and complex relationships in large amounts of data.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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208) What tracks KPIs and CSFs by compiling information from multiple sources and tailoring it to meet user needs?
A) granularity
B) visualization
C) digital Dashboard
D) all of these

Answer: C
Explanation: Digital Dashboards track KPIs and CSFs by compiling information from multiple sources and tailoring it to meet user needs.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

209) What is a representation of information in a graphic format designed to make the data easily understandable at a glance?
A) infographic
B) pie chart
C) bar chart
D) histogram

Answer: A
Explanation: An infographic (information graphic) is a representation of information in a graphic format designed to make the data easily understandable at a glance.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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210) What is a type of graph in which a circle is divided into sectors that each represent a proportion of the whole?
A) infographic
B) pie chart
C) bar chart
D) histogram

Answer: B
Explanation: A pie chart is a type of graph in which a circle is divided into sectors that each represent a proportion of the whole.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

211) What is a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent?
A) infographic
B) pie chart
C) bar chart
D) histogram

Answer: C
Explanation: A bar chart is a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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212) What is a graphical display of data using bars of different heights that groups numbers into ranges?
A) infographic
B) pie chart
C) bar chart
D) histogram

Answer: D
Explanation: A histogram is a graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

213) What is a small embedded line graph that illustrates a single trend?
A) bar chart
B) histogram
C) time-series
D) sparkline

Answer: D
Explanation: A sparkline is a small embedded line graph that illustrates a single trend.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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214) What is a graphical representation showing change of a variable over time?
A) bar chart
B) histogram
C) time-series
D) sparkline

Answer: C
Explanation: A time-series chart is a graphical representation showing change of a variable over time.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

215) What is a pie chart?
A) a type of graph in which a circle is divided into sectors that each represent a proportion of the whole
B) a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent
C) a graphical display of data using bars of different heights to group numbers into ranges
D) a small embedded line graph that illustrates a single trend

Answer: A
Explanation: A pie chart is a type of graph in which a circle is divided into sectors that each represent a proportion of the whole.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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216) What is a bar chart?
A) a type of graph in which a circle is divided into sectors that each represent a proportion of the whole
B) a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent
C) a graphical display of data using bars of different heights to group numbers into ranges
D) a small embedded line graph that illustrates a single trend

Answer: B
Explanation: A bar chart presents grouped data with rectangular bars with lengths proportional to the values that they represent.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

217) What is a histogram?
A) a type of graph in which a circle is divided into sectors that each represent a proportion of the whole
B) a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent
C) a graphical display of data using bars of different heights that groups numbers into ranges
D) a small embedded line graph that illustrates a single trend

Answer: C
Explanation: A histogram is a graphical display of data using bars of different heights. It is similar to a bar chart, but a histogram groups numbers into ranges.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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218) What is a sparkline?
A) a type of graph in which a circle is divided into sectors that each represent a proportion of the whole
B) a chart or graph that presents grouped data with rectangular bars with lengths proportional to the values that they represent
C) a graphical display of data using bars of different heights to group numbers into ranges
D) a small embedded line graph that illustrates a single trend

Answer: D
Explanation: A sparkline is a small embedded line graph that illustrates a single trend.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

219) Which of the below is considered an input in the systems thinking example of a TPS?
A) CRUD
B) calculate
C) report
D) source document

Answer: D
Explanation: A source document is the input in the systems thinking examples of a TPS.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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220) Which of the below is considered part of the process in the systems thinking example of a TPS?
A) source document
B) calculate
C) report
D) all of these

Answer: B
Explanation: Calculate is the process in the systems thinking examples of a TPS.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

221) Which of the below is considered the output in the systems thinking example of a TPS?
A) CRUD
B) calculate
C) report
D) source document

Answer: C
Explanation: A report is the output in the systems thinking examples of a TPS.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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222) Which of the below is considered the input in the systems thinking example of a DSS?
A) TPS
B) what-If
C) optimization
D) forecasts

Answer: A
Explanation: A TPS is the input in the systems thinking example of a DSS.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

223) Which of the below is considered the process in the systems thinking example of a DSS?
A) TPS
B) optimization
C) forecasts
D) simulation

Answer: B
Explanation: Optimization is the process in the systems thinking examples of a DSS.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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224) Which of the below is considered the output in the systems thinking example of a DSS?
A) TPS
B) optimization
C) goal seeking
D) forecasts

Answer: D
Explanation: A forecast is the output in the systems thinking examples of a DSS.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

225) Which of the below is correct in terms of granularity?
A) refers to the level of detail in the model
B) the greater the granularity the deeper the level of detail of the data
C) the greater the granularity the deeper the level of fineness of the data
D) all of these

Answer: D
Explanation: All of these are correct in terms of granularity.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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226) Which of the following is a potential feature of a digital dashboard?
A) a hot list of KPIs refreshed every 15 minutes
B) a running line graph of planned versus actual production for the past 24 hours
C) a graph of stock market prices
D) all of these

Answer: D
Explanation: All of these are potential features of a digital dashboard.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

227) What is a simplified representation or abstraction of reality?
A) model
B) metric
C) redundancy
D) sensitivity analysis

Answer: A
Explanation: A simplified representation or abstraction of reality is a model.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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228) What can a manager use a model to do?
A) Calculate risk.
B) Change variables.
C) Understand uncertainty.
D) All of these.

Answer: D
Explanation: Models help managers calculate risks, understand uncertainty, change variables, and manipulate time to make decisions.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

229) What would managers use to make structured decisions at the operational level?
A) transactional information
B) analytical information
C) EIS system
D) intelligent system

Answer: A
Explanation: Transactional information is the basic business system that serves the operational level (analysts) and assists in making structured decisions.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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230) Which of the below would create transactional information?
A) projecting future sales growth
B) making an airline reservation
C) a semistructured decision to hire more employees
D) generating payroll reports

Answer: B
Explanation: Transactional information is created, for example, when customers are purchasing stocks, making an airline reservation, or withdrawing cash from an ATM.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

231) What are the three primary types of management information systems available to support decision making across the company levels?
A) transaction processing systems, decision support systems, executive information systems
B) analytical information, decision support systems, executive information systems
C) transaction processing systems, drill-down systems, expert systems
D) what-if analysis, sensitivity analysis, goal-seeking analysis

Answer: A
Explanation: The three primary types of management information systems available to support decision making across the company levels are 1) transaction processing systems, 2) decision support systems, and 3) executive information systems.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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232) A transaction processing system (TPS) is the basic business system that assists operational level analysts when making structured decisions. Which of the below is not an example of a TPS?
A) Target's internal company payroll system
B) Comfort Dental patient diagnosis system
C) First Bank's overall accounting system
D) Stewart Sport's order entry system

Answer: B
Explanation: A transaction processing system (TPS) is the basic business system that assists operational level analysts make structured decisions. The most common examples of a TPS include 1) a company payroll system, 2) an operational accounting system, and 3) an order entry system. The Comfort Dental example is an example of a DSS or decision support system.
Difficulty: 3 Hard
Topic: Support Enhancing Decision Making with MIS
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

233) What is the flow that a systems thinking approach using a TPS would follow?
A) Streamlining (Input) - CRUD, Calculate (Process) - Reports (Output)
B) Source Documents (Input) - Optimization Analysis (Process) - (Feedback) - (Output)
C) Source Documents (Input) - CRUD, Calculate (Process) - Reports (Output) - (Feedback)
D) Selling Documents (Input) - Cycle Time (Process) - Reports (Output) - (Feedback)

Answer: C
Explanation: A transaction processing system or TPS is the basic business system that assist operational level analysts make structured decisions. An example of the process of a systems thinking utilizing a TPS follows this flow is 1) source documents (Input), 2) CRUD, calculate, summarize (Process), 3) reports (Output), and 4) feedback.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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234) Online transaction processing (OLTP) is the capturing of transaction and event information using technology to
A) update existing information to reflect the new information.
B) store the information.
C) process the information according to defined business rules.
D) all of these.

Answer: D
Explanation: Online transaction processing (OLTP) is the capture of transaction and event information using technology to 1) update existing information to reflect the new information, 2) store the information, and 3) process the information according to defined business rules.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

235) Which of the below does not represent an example of analytical information?
A) trends and product statistics
B) unstructured long-term decisions
C) five year sales report
D) future growth projections

Answer: B
Explanation: Examples of analytical information are trends, sales, product statistics, and future growth projections. Managers use analytical information when making important semistructured decisions.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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236) Decision support systems or DSS's model information using OLAP, which provides assistance in evaluating and choosing among different courses of action. Which of the below does not represent an example of a DSS in business?
A) an insurance company using a system to gauge risk of providing insurance to drivers who have imperfect driving records
B) a medical doctor may enter symptoms into a system to aid them in diagnosing and treating patients
C) a manufacturing digital dashboard showing visualizations of inventory and production
D) a dentist entering symptoms into a system to help diagnose and treat patients

Answer: C
Explanation: Decision support systems, or DSS's model information using OLAP, which provides assistance in evaluating and choosing among different courses of action. Examples include: an insurance company using DSSs to gauge risk of providing insurance to drivers who have imperfect driving records, or a doctor or dentist may enter symptoms into a DSS to aid them in diagnosing and treating patients.
Difficulty: 3 Hard
Topic: Support Enhancing Decision Making with MIS
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

237) What is the MIS system that manipulates information to create business intelligence in support of strategic decision making?
A) online transaction processing (OLTP)
B) online analytical processing (OLAP)
C) digital dashboard
D) visualization

Answer: B
Explanation: Online analytical processing (OLAP) is the manipulation of information to create business intelligence in support of strategic decision making.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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238) When viewing systems thinking, source documents are the original transaction records. What would the source documents for a medical doctor's payroll system include?
A) employee time sheets
B) employee benefit reports
C) employee wage rates
D) all of these

Answer: D
Explanation: When viewing systems thinking, source documents are the original transaction records. Source documents for a medical doctor's payroll system, for example, would include 1) employee time sheets, 2) employee benefit reports, and 3) wage rates.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

239) Which of the below represents the four main DSS analysis techniques outlined in the chapter?
A) what-if analysis, sensitivity analysis, goal-seeking analysis, optimization analysis
B) workflow analysis, sensitivity analysis, growth analysis, organizational analysis
C) what-if analysis, structured analysis, goal-seeking analysis, optimization analysis
D) what-if analysis, sensitivity analysis, growth analysis, organizational analysis

Answer: A
Explanation: The four main DSS analysis techniques outlined in the chapter are 1) what-if analysis, 2) sensitivity analysis, 3) goal-seeking analysis, and 4) optimization analysis.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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240) Tom Jordan is a manager for a McDonald's restaurant. Many of his key responsibilities include analyzing data and making key decisions for the success of his store. Tom's store has been experiencing decreased sales for breakfast services over the past 3 months. Tom is unsure why breakfast revenues are down while lunch and dinner revenues remain unchanged. Tom believes that he can drive revenue up by implementing a few different breakfast promotions such as free coffee or hash browns with the purchase of a meal. Tom performs an extensive analysis of how continuous changes in breakfast promotions could impact his daily revenue. What type of DSS analysis is Tom performing?
A) optimization analysis
B) sensitivity analysis
C) transaction analysis
D) goal-seeking analysis

Answer: B
Explanation: Sensitivity analysis, a special case of what-if analysis, is the study of the impact on other variables when one variable is changed repeatedly. For example, changing revenue in small increments to determine its effects on other variables would help a manager understand the impact of various revenue levels on other decision factors.
Difficulty: 3 Hard
Topic: Support Enhancing Decision Making with MIS
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

241) What is the DSS analysis that checks the impact of a change in a variable or assumption on the model?
A) optimization analysis
B) goal-seeking analysis
C) sensitivity analysis
D) what-if analysis

Answer: D
Explanation: A what-if analysis checks the impact of a change in a variable or assumption on the model.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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242) Online transaction processing (OLTP) and online analytical processing (OLAP) are similar MIS strategies used to help with business decision making. What is the primary difference between OLTP and OLAP?
A) OLTP is used at the operational level; OLAP is used at the managerial level.
B) OLTP is used to capture transactional and event data; OLAP is used to manipulate information.
C) OLTP is used to support structured decisions; OLAP is used to support semistructured decisions.
D) All of these.

Answer: D
Explanation: Online transaction processing (OLTP) is the capturing of transaction and event information using technology to (1) process the information according to defined business rules, (2) store the information, and (3) update existing information to reflect the new information. It is used at the operational level and to support structured decisions. Online analytical processing (OLAP) is the manipulation of information to create business intelligence in support of strategic decision making. It is used at the managerial level and to support semistructured decisions.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

243) An optimization analysis finds the optimum value for a target variable by repeatedly changing other variables, subject to specified constraints. What can a manager determine by changing revenue and cost variables in an optimization analysis?
A) Calculate the highest potential profits.
B) Calculate employee benefit payments.
C) Use this as an extension for a digital dashboard.
D) Create production schedules.

Answer: A
Explanation: An optimization analysis finds the optimum value for a target variable by repeatedly changing other variables, subject to specified constraints. By changing revenue and cost variables in an optimization analysis, managers can calculate the highest potential profits.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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244) What is the analysis that works in reverse to what-if and sensitivity analysis by finding the inputs necessary to achieve a goal such as a desired level of output?
A) solutions based analysis
B) optimization system
C) goal-seeking analysis
D) revenue analysis

Answer: C
Explanation: A goal-seeking analysis works in reverse to what-if and sensitivity analysis, and finds the inputs necessary to achieve a goal such as a desired level of output.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

245) Decision making at the executive or strategic level requires business intelligence and knowledge to support the uncertainty and complexity of the business. What is a specialized DSS that supports senior-level executives and unstructured decisions requiring judgment, evaluation, and insight?
A) OLTP
B) executive information system (EIS)
C) transaction support system (TSS)
D) decision support system (DSS)

Answer: B
Explanation: An EIS or an executive information system is a specialized DSS that supports senior-level executives and unstructured, long-term, nonroutine decisions requiring judgment, evaluation, and insight.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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246) Executives of a company deal less with details of the operational activities and deal more with the higher meaningful aggregations of information or "coarser" information. What refers to the level of detail in the model?
A) drill-down
B) visualization
C) granularity
D) consolidation

Answer: C
Explanation: Granularity refers to the level of detail in the model or the decision-making process.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

247) How does a DSS typically differ from an EIS?
A) EIS requires data from external sources to support unstructured decisions, where a DSS typically uses internal sources to support semistructured decisions.
B) DSS typically uses external sources and EIS uses internal sources to support decisions.
C) A DSS never uses external sources.
D) EIS always uses internal sources to support structured decisions.

Answer: A
Explanation: A DSS (decision support system) differs from an EIS (executive information system) primarily because EIS requires data from external sources to support unstructured decisions where a DSS typically uses internal sources to support semistructured decisions.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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248) What is a graphical display of patterns and complex relationships in large amounts of data?
A) visualization
B) model
C) table
D) digital spreadsheet

Answer: A
Explanation: Visualizations produce graphical displays of patterns and complex relationships in large amounts of data.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

249) What is a common tool that is used to support visualizations and tracks KPIs and CSFs by compiling information from multiple sources?
A) models
B) digital dashboards
C) neural networks
D) verified graphs

Answer: B
Explanation: Digital dashboards track KPIs and CSFs by compiling information from multiple sources and tailoring it to meet user needs.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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250) Which of the below is offered by a digital dashboard?
A) consolidation
B) drill-down
C) slice-and-dice
D) all of these

Answer: D
Explanation: Digital dashboards offer 1) consolidation, 2) drill-down, and 3) slice-and-dice capabilities.
Difficulty: 1 Easy
Topic: Support Enhancing Decision Making with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

251) Which of the below would not be found in a digital dashboard for a manufacturing team?
A) a graph of stock market prices
B) a running line graph of planned versus actual production for the past 24 hours
C) an Excel spreadsheet with cost analysis data
D) a hot list of key performance indicators, refreshed every 15 minutes

Answer: C
Explanation: Examples of potential features included in a dashboard designed for a manufacturing team include 1) a hot list of key performance indicators, refreshed every 15 minutes, 2) a running line graph of planned versus actual production for the past 24 hours, 3) a table showing actual versus forecasted product prices and inventories, 4) a list of outstanding alerts and their resolution status, and 5) a graph of stock market prices.
Difficulty: 2 Medium
Topic: Support Enhancing Decision Making with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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252) As the product manager for the eatery division at Whole Foods, Jerry is responsible for analyzing sales data to help him manage his team. Today Jerry is analyzing his data using many different perspectives to identify different ways to improve his division. Which of the following common digital dashboard capabilities is Jerry using to analyze his department's success?
A) slice-and-dice
B) pivot
C) drill-down
D) consolidation

Answer: A
Explanation: Slice-and-dice is the ability to look at information from different perspectives.
Difficulty: 3 Hard
Topic: Support Enhancing Decision Making with MIS
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

253) As the product manager for the eatery division at Whole Foods, Jerry is responsible for analyzing sales data to help him manage his team. Today Jerry is analyzing his data using aggregation techniques allowing him to see simple roll-ups to complex groupings of interrelated information. Which of the following common digital dashboard capabilities is Jerry using to analyze his departments success?
A) slice-and-dice
B) pivot
C) drill-down
D) consolidation

Answer: D
Explanation: Consolidation is the aggregation of data from simple roll-ups to complex groupings of interrelated information.
Difficulty: 3 Hard
Topic: Support Enhancing Decision Making with MIS
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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254) As the product manager for the eatery division at Whole Foods, Jerry is responsible for analyzing sales data to help him manage his team. Today Jerry is analyzing his data by looking at details, and details of details, of information. Which of the following common digital dashboard capabilities is Jerry using to analyze his departments success?
A) slice-and-dice
B) pivot
C) drill-down
D) consolidation

Answer: C
Explanation: Drill-down enables users to view details, and details of details, of information.
Difficulty: 3 Hard
Topic: Support Enhancing Decision Making with MIS
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

255) Van Lines Inc. is a large corporation operating in all 50 states. Jim Poulos is the regional manager overseeing the western division, which includes Utah, Colorado, Idaho, Montana, Wyoming, and Nevada. Jim receives data from his managers in each state that he loads into his digital dashboard for analysis of his entire western division. What digital dashboard capability is Jim primarily using?
A) drill-down
B) slice-and-dice
C) intelligent system
D) consolidation

Answer: D
Explanation: Consolidation is the aggregation of data from simple roll-ups to complex groupings of interrelated information. For example, data for different sales regions can then be rolled up to a regional level.
Difficulty: 3 Hard
Topic: Support Enhancing Decision Making with MIS
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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256) What is a category of AI that attempts to emulate the way the human brain works?
A) intelligent system
B) artificial intelligence
C) expert systems
D) neural network

Answer: D
Explanation: This is the definition of neural network.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

257) Which of the following is the most commonly used form of AI in the business arena?
A) intelligent system
B) artificial intelligence
C) expert system
D) neural network

Answer: C
Explanation: Expert systems are the most common.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

258) What is a special-purpose knowledge-based information system that accomplishes specific tasks on behalf of its users?
A) intelligent system
B) artificial intelligence
C) neural network
D) intelligent agent

Answer: D
Explanation: This is the definition of intelligent agent.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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259) What do cargo transport systems, book distribution centers, the video game market, a flu epidemic, and an ant colony have in common?
A) They are all expert systems and thus share some characteristics.
B) They are all genetic algorithm systems and thus share some characteristics.
C) They are all neural network systems and thus share some characteristics.
D) They are all complex adaptive systems and thus share some characteristics.

Answer: D
Explanation: They are all complex adaptive systems and thus share some characteristics.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

260) Which industry has been relying on neural network technology for over two decades?
A) food service
B) hotels
C) finance
D) healthcare

Answer: C
Explanation: Finance has been relying on neural network technology for over two decades.
Difficulty: 2 Medium
Topic: The Future Artificial Intelligence
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

261) Which type of AI system assigns values of 0 and 1 to vague or ambiguous information?
A) genetic algorithms
B) artificial intelligence
C) fuzzy logic
D) intelligent agents

Answer: C
Explanation: Fuzzy logic systems assign values of 0 and 1 to vague and ambiguous information.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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262) Artificial intelligence simulates human thinking and behavior, such as the ability to reason and learn. What is the ultimate goal of AI?
A) to build an intelligent system
B) to build an intelligent agent
C) to build a system that can mimic human intelligence
D) to build a system that can mimic an expert agent

Answer: C
Explanation: The ultimate goal of AI is to build a system that can mimic human intelligence.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

263) Which of the following is an example of an intelligent system?
A) the firefighter robot that can extinguish flames at chemical plants
B) Shell Oil's Smart Pump robot that pumps gas for the customer
C) a robot that cleans and sweeps at a local airport
D) all of these

Answer: D
Explanation: Intelligent systems are various commercial applications of artificial intelligence. They perform numerous business functions such as 1) performing tasks as boosting productivity in factories by monitoring equipment and signaling when preventative maintenance is required, 2) at Manchester Airport, the robot cleaner alerts passengers to security, nonsmoking areas, and cleans the floors daily, 3) Shell Oil's Smart Pump keeps drivers in their cars, while the robot pumps gas, 4) Matsushita's courier robot navigates hospital hallways, delivering files and supplies, and 5) firefighter robot that can extinguish flames at chemical plants.
Difficulty: 2 Medium
Topic: The Future Artificial Intelligence
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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264) Which of the below does not represent a category of AI?
A) genetic algorithms
B) neural networks
C) expert systems
D) consolidation

Answer: D
Explanation: The five most familiar AI systems are 1) expert systems, 2) neural networks, 3) genetic algorithms, 4) intelligent agents, and 5) virtual reality. Consolidation is a category of a digital dashboard.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

265) What is the viewing of the physical world with computer-generated layers of information added to it?
A) augmented reality
B) Google Glass
C) haptic interface
D) virtual reality

Answer: A
Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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266) What is a wearable computer with an optical head-mounted display (OHMD)?
A) augmented reality
B) Google Glass
C) haptic interface
D) virtual reality

Answer: B
Explanation: Google Glass is a wearable computer with an optical head-mounted display (OHMD).
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

267) What uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket?
A) augmented reality
B) Google Glass
C) haptic interface
D) virtual reality

Answer: C
Explanation: Haptic interface uses technology allowing humans to interact with a computer through bodily sensations and movements—for example, a cell phone vibrating in your pocket.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
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Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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268) What is augmented reality?
A) the viewing of the physical world with computer-generated layers of information added to it
B) a wearable computer with an optical head-mounted display (OHMD)
C) uses technology allowing humans to interact with a computer through bodily sensations and movements
D) a work environment that is not located in any one physical space

Answer: A
Explanation: This is the definition of augmented reality.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

269) What is Google Glass?
A) the viewing of the physical world with computer-generated layers of information added to it
B) a wearable computer with an optical head-mounted display (OHMD)
C) uses technology allowing humans to interact with a computer through bodily sensations and movements
D) a work environment that is not located in any one physical space

Answer: B
Explanation: This is the definition of Google Glass.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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270) What is a haptic interface?
A) the viewing of the physical world with computer-generated layers of information added to it
B) a wearable computer with an optical head-mounted display (OHMD)
C) uses technology allowing humans to interact with a computer through bodily sensations and movements
D) a work environment that is not located in any one physical space

Answer: C
Explanation: This is the definition of a haptic interface.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

271) What is a virtual workplace?
A) the viewing of the physical world with computer-generated layers of information added to it
B) a wearable computer with an optical head-mounted display (OHMD)
C) uses technology allowing humans to interact with a computer through bodily sensations and movements
D) a work environment that is not located in any one physical space

Answer: D
Explanation: This is the definition of a virtual workplace.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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272) What is a system that uses computerized advisory programs to imitate the reasoning processes of experts in solving difficult problems?
A) expert system
B) virtual reality
C) neural network
D) genetic algorithm

Answer: A
Explanation: A system that uses computerized advisory programs to imitate the reasoning processes of experts in solving difficult problems is an expert system.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

273) Which of the below categories of AI is used extensively in the finance industry to analyze situations where the logic or rules are unknown?
A) expert system
B) virtual reality
C) neural network
D) genetic algorithm

Answer: C
Explanation: The finance industry is a veteran in the use of neural networks to emulate the way the human brain works by analyzing large quantities of information to establish patterns and characteristics in situations where the logic or rules are unknown.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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274) Which of the following is not a feature of a neural network?
A) Neural networks can cope with huge volumes of information with many variables.
B) Neural networks can function without complete or well-structured information.
C) Neural networks can analyze linear relationships only.
D) Neural networks can learn and adjust to new circumstance on their own.

Answer: C
Explanation: Neural networks' many features include 1) learning and adjusting to new circumstances on their own, 2) learning and adjusting to new circumstances on their own, 3) functioning without complete or well-structured information, 4) coping with huge volumes of information with many dependent variables, and 5) analyzing nonlinear relationships in information.
Difficulty: 2 Medium
Topic: The Future Artificial Intelligence
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

275) What is the mathematical method of handling imprecise or subjective information?
A) fuzzy logic
B) virtual reality
C) expert system
D) genetic algorithm

Answer: A
Explanation: Mathematical method of handling imprecise or subjective information is fuzzy logic.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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276) Sears department stores used to plant employees in competitor stores to perform research and analysis. Recently the company implemented a system that can search competitor websites and provide comparisons of price, promotions, and availability and the system is saving time, money, and resources. What type of system did Sears implement?
A) shopping algorithm
B) shopping network
C) shopping logic
D) shopping bot

Answer: D
Explanation: A shopping bot is software that will search several retailer websites and provide a comparison of each retailer's offerings including price and availability.
Difficulty: 3 Hard
Topic: The Future Artificial Intelligence
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

277) What is the process of learning from ecosystems and adapting their characteristics to human and organization situations?
A) data collection
B) artificial intelligence
C) biomimicry
D) intelligent system

Answer: C
Explanation: Biomimicry is the process of learning from ecosystems and adapting their characteristics to human and organization situations.
Difficulty: 2 Medium
Topic: The Future Artificial Intelligence
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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278) Which of the following is a special-purpose knowledge-based information system that accomplishes specific tasks on behalf of its users?
A) intelligent agent
B) executive agent
C) expert agent
D) modeling system

Answer: A
Explanation: Intelligent agent is a special-purpose knowledge-based information system that accomplishes specific tasks on behalf of its users.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

279) Which of the below offers a disadvantage for working virtually?
A) increases in worker productivity
B) increases in feelings of seclusion
C) decreases in expenses for the company
D) alleviation of congested roadways

Answer: B
Explanation: The advantages to working virtually are increases in worker productivity, decrease in real estate expenses for the company, and less cars on the roads alleviating the congested roadways. Disadvantages include fear among workers that they will jeopardize their careers by working from home, some workers unable to stay productive, the tendency for virtual workers to feel alone, secluded, and deprived of vital training and mentoring.
Difficulty: 2 Medium
Topic: The Future Artificial Intelligence
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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280) What is a method whereby new problems are solved based on the solutions from similar cases solved in the past?
A) case-based reasoning
B) machine vision
C) machine vision sensitivity
D) machine vision resolution

Answer: A
Explanation: Case-based reasoning is a method whereby new problems are solved based on the solutions from similar cases solved in the past.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

281) What is the ability of a computer to "see" by digitizing an image, processing the data it contains, and taking some kind of action?
A) case-based reasoning
B) machine vision
C) machine vision sensitivity
D) machine vision resolution

Answer: A
Explanation: Case-based reasoning is the ability of a computer to "see" by digitizing an image, processing the data it contains, and taking some kind of action.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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282) What is the ability of a machine to see in dim light or to detect weak impulses at invisible wavelengths?
A) case-based reasoning
B) machine vision
C) machine vision sensitivity
D) machine vision resolution

Answer: C
Explanation: Machine vision sensitivity is the ability of a machine to see in dim light or to detect weak impulses at invisible wavelengths.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

283) What is the extent to which a machine can differentiate between objects?
A) case-based reasoning
B) machine vision
C) machine vision sensitivity
D) machine vision resolution

Answer: D
Explanation: Machine vision resolution is the extent to which a machine can differentiate between objects.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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284) What is an optimizing system that can find and evaluate solutions with many more possibilities, faster and more thoroughly than a human?
A) genetic algorithm
B) expert system
C) intelligent agent
D) virtual reality

Answer: A
Explanation: The artificial intelligence system that is an optimizing system that can find and evaluate solutions with many more possibilities, faster and more thoroughly than a human is genetic algorithm.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

285) What is a process that employs specialized algorithms to model and study complex datasets; the method is also used to establish relationships among data and datasets?
A) case-based reasoning
B) deep learning
C) machine vision sensitivity
D) machine vision resolution

Answer: B
Explanation: Deep learning is a process that employs specialized algorithms to model and study complex datasets; the method is also used to establish relationships among data and datasets.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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286) Bob Silver loves playing a game called World of Warcraft where he has the capability to create his own character and even his own life-like environment. Which AI system would you categorize World of Warcraft?
A) multi-agent system
B) expert system
C) virtual reality
D) fuzzy logic system

Answer: C
Explanation: Virtual reality a computer-simulated environment that can be a simulation of the real world or an imaginary world. It is a fast growing area of AI that had its origins in efforts to build more natural, realistic, multisensory human computer interfaces.
Difficulty: 2 Medium
Topic: The Future Artificial Intelligence
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

287) What refers to a set of instructions that completes a task?
A) algorithm
B) machine learning
C) weak AI
D) strong AI

Answer: A
Explanation: An algorithm refers to a set of instructions that completes a task.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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288) What is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn?
A) algorithm
B) machine learning
C) weak AI
D) strong AI

Answer: B
Explanation: Machine learning is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

289) What machines can still make their own decisions based on reasoning and past sets of data?
A) algorithm
B) machine learning
C) weak AI
D) strong AI

Answer: C
Explanation: Weak AI machines can still make their own decisions based on reasoning and past sets of data. Most of the AI systems in market today are weak AI.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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290) What refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines; in effect, it works to make machines as intelligent as the humans?
A) algorithm
B) machine learning
C) weak AI
D) strong AI

Answer: D
Explanation: Strong AI refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines; in effect, it works to make machines as intelligent as the humans.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

291) What is an algorithm?
A) refers to a set of instructions that completes a task
B) a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn
C) machines can still make their own decisions based on reasoning and past sets of data
D) refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines

Answer: A
Explanation: An algorithm refers to a set of instructions that completes a task.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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292) What is machine learning?
A) refers to a set of instructions that completes a task
B) a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn
C) machines can still make their own decisions based on reasoning and past sets of data
D) refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines

Answer: B
Explanation: Machine learning is a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

293) What is weak AI?
A) refers to a set of instructions that completes a task
B) a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn
C) machines can still make their own decisions based on reasoning and past sets of data
D) refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines

Answer: C
Explanation: Weak AI machines can still make their own decisions based on reasoning and past sets of data. Most of the AI systems in market today are weak AI.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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294) What is strong AI?
A) refers to a set of instructions that completes a task
B) a type of artificial intelligence that enables computers to both understand concepts in the environment, and also to learn
C) machines can still make their own decisions based on reasoning and past sets of data
D) refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines

Answer: D
Explanation: Strong AI refers to the field of artificial intelligence that works toward providing brainlike powers to AI machines
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

295) Which of the following offers an example of an intelligent agent that uses a multi-agent system?
A) a cargo transport system
B) book distribution center
C) a flu epidemic
D) all of these

Answer: D
Explanation: An intelligent agent that utilizes a multi-agent system includes 1) a cargo transport system, 2) book distribution centers, 3) the video game market, 4) and a flu epidemic are all complex adaptive systems.
Difficulty: 2 Medium
Topic: The Future Artificial Intelligence
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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296) What types of business decisions would an EIS use AI for?
A) semistructured decisions
B) multistructured decisions
C) structured decisions
D) unstructured decisions

Answer: D
Explanation: Executive information systems are utilizing artificial intelligence to support unstructured strategic decision making.
Difficulty: 2 Medium
Topic: The Future Artificial Intelligence
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

297) Which of the below business ideas is not using AI?
A) Best Buy implements a software system that will determine how many customers are needed to increase gross profits to $5 million.
B) McDonald's unveiling a robot that cleans and tidies the restaurant, while also asking guests if it can take their trays to the trash.
C) Starbucks creates a system that works like a hand and lifts and moves the mixing pots for the coffees to and from the coffee machines to the counters.
D) Golf courses create an automated golf cart that can offer swing suggestions, club suggestions, and even navigate the course for the driver.

Answer: A
Explanation: Artificial intelligence simulates human thinking and behavior such as the ability to reason and learn. Its ultimate goal is to build a system that can mimic human intelligence.
Difficulty: 3 Hard
Topic: The Future Artificial Intelligence
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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298) What is the viewing of the physical world with computer-generated layers of information added to it?
A) virtual reality
B) augmented reality
C) virtual workforce
D) all of these

Answer: B
Explanation: Augmented reality is the viewing of the physical world with computer-generated layers of information added to it.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

299) What is a computer-simulated environment that can be a simulation of the real world or an imaginary world?
A) virtual reality
B) augmented reality
C) virtual workforce
D) all of these

Answer: A
Explanation: Virtual reality is a computer-simulated environment that can be a simulation of the real world or an imaginary world.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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300) What is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome?
A) augmented reality
B) mutation
C) fuzzy logic
D) shopping bot

Answer: B
Explanation: Mutation is the process within a genetic algorithm of randomly trying combinations and evaluating the success (or failure) of the outcome.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

301) What is software that will search several retailer websites and provide a comparison of each retailer's offerings including prices and availability?
A) augmented reality
B) mutation
C) fuzzy logic
D) shopping bot

Answer: D
Explanation: A shopping bot is software that will search several retailer websites and provide a comparison of each retailer's offerings including prices and availability.
Difficulty: 1 Easy
Topic: The Future Artificial Intelligence
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

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302) Which of the below business processes would you find in the marketing and sales division?
A) manufacturing inventory
B) enrolling employees in health care benefits
C) promoting of discounts
D) creating financial statements

Answer: C
Explanation: Samples of business processes for the marketing and sales division of a company include 1) promoting of discounts, 2) communicating marketing campaigns, 3) attracting customer, and 4) processing sales.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

303) Which of the following departments is primarily responsible for promoting discounts, attracting customers, and communicating marketing campaigns?
A) accounting and finance
B) marketing and sales
C) operations management
D) human resources

Answer: B
Explanation: The marketing and sales division is responsible for the business processes of promoting of discounts, communicating marketing campaigns, attracting customers, and processing sales.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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304) Which of the following represents a business process you would find in the operations management department?
A) ordering inventory
B) processing sales
C) promoting discounts
D) paying of accounts payable

Answer: A
Explanation: Samples of business processes for the operations management division of a company include 1) ordering inventory, 2) creating production schedules, and 3) manufacturing goods.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

305) Most business processes are cross-functional or cross-departmental processes that span the entire organization. Which of the below does not represent a cross-functional business process?
A) order-to-delivery process
B) loan processing
C) taking a product from concept to market
D) processing payroll

Answer: D
Explanation: Most business processes are cross-functional or cross-department processes that span the entire organization. The process of "order to delivery" focuses on the entire customer order process across functional departments. Another example is "product realization," which includes not only the way a product is developed, but also the way it is marketed and serviced. Other cross-functional business processing are taking a product from concept to market, acquiring customers, loan processing, providing post-sales service, claim processing, and reservation handling.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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306) The accounting and finance department performs processes such as creating financial statements, paying accounts payables, and collecting accounts receivables. What form of processes do these represent?
A) customer-facing processes
B) business-facing processes
C) industry-specific customer-facing processes
D) all of these

Answer: B
Explanation: The accounting and finance division in a company creates financial statements, pays the accounts payables, and collects accounts receivables. All of these processes are business-facing processes.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

307) What form of processes include loan processing for a bank, claims processing for an insurance company, reservation processing for a hotel, and baggage handling for an airline?
A) customer-facing processes
B) business-facing processes
C) industry-specific customer-facing processes
D) all of these

Answer: C
Explanation: Loan processing for a bank, claims processing for an insurance company, reservation processing for a hotel, and baggage handling for an airline are all examples of industry-specific customer-facing processes.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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308) What type of process includes order processing, customer service processing, sales processing, customer billing processing, and order shipping processing?
A) customer-facing processes
B) business-facing processes
C) industry-specific customer-facing processes
D) all of these

Answer: A
Explanation: Order processing, customer service processing, sales processing, customer billing processing, and order shipping processing are all customer-facing processes.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

309) Which of the below represents business processes you would find in the human resources department?
A) hiring employees
B) enrolling employees in benefit plans
C) tracking vacation and sick time
D) all of these

Answer: D
Explanation: Some sample business processes included within the human resources division of a company include 1) hiring employees, 2) enrolling employees in health care or other benefit plans, and 3) tracking vacation and sick time.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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310) What is the difference between customer-facing processes and business-facing processes?
A) Business-facing processes are front-office processes, customer-facing processes are back-office processes.
B) Customer-facing processes are front-office processes, business-facing processes are back-office processes.
C) Customer-facing processes are back-office processes, and industry-specific customer-facing processes are back-office processes.
D) Customer-facing processes are back-office processes, and industry-specific customer-facing processes are front-office processes.

Answer: B
Explanation: Customer-facing processes, also called front-office processes, result in product service received by and organization's external customer. Business-facing processes, also called back-office processes, are invisible to the external customer but essential to the effective management of the business.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

311) Which of the below is a customer-facing process?
A) communicating with customers
B) strategic goal setting
C) providing performance feedback and rewards
D) purchasing raw materials

Answer: A
Explanation: Customer-facing processes result in a product or service received by an organization's external customer and includes fulfilling orders, communicating with customers, sending out bills, and marketing information.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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312) Which of the following represents a business-facing process?
A) loan processing
B) order processing
C) strategic planning
D) customer billing

Answer: C
Explanation: Business-facing processes, also called back-office processes, are invisible to the external customer but essential to the effective management of the business; they include goal setting, day-to-day planning, giving performance feedback and rewards, and allocating resources.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

313) When considering the five steps of the order-to-delivery business process, creating campaigns and checking inventory are included in which of the following?
A) Step 4 - Sales
B) Step 1 - Marketing
C) Step 3 – Operations management
D) Step 2 – Customer service

Answer: B
Explanation: When considering the five steps of the order-to-delivery business process, Step 1 is marketing where the business creates campaigns and checks inventory.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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314) When considering the five steps of the order-to-delivery business process, supporting sales are included in which of the following?
A) Step 2 - Sales
B) Step 1 - Marketing
C) Step 3 – Operations management
D) Step 5 – Customer service

Answer: D
Explanation: When considering the five steps of the order-to-delivery business process, Step 5 is customer service and it supports sales.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

315) When considering the five steps of the order-to-delivery business process, manufacturing goods are included in which of the following?
A) Step 2 - Sales
B) Step 1 - Marketing
C) Step 3 – Operations management
D) Step 5 – Customer service

Answer: C
Explanation: When considering the five steps of the order-to-delivery business process, Step 3 is operations management which manufactures goods.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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316) When considering the five steps of the order-to-delivery business places, which step places orders, notifies production, and checks credit?
A) Step 2 - Sales
B) Step 1 - Marketing
C) Step 3 – Operations management
D) Step 5 – Customer service

Answer: A
Explanation: When considering the five steps of the order-to-delivery business process, Step 2 is sales which places orders, notifies production, and checks credit.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

317) Which of the following processes focuses on the entire customer order process and operates across functional departments?
A) order to delivery process
B) customer billing process
C) customer loan process
D) all of these

Answer: A
Explanation: Most business processes are cross-functional or cross-departmental processes and span the entire organization. The process of "order to delivery" focuses on the entire customer order process across functional departments.
Difficulty: 2 Medium
Topic: Evaluating Business Processes
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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318) Which of the below processes would be found in the operations management department?
A) creating production schedules
B) communicating marketing campaigns
C) hiring employees
D) processing sales

Answer: A
Explanation: Sample business processes within the operational management division of a company include 1) ordering inventory, 2) creating production schedules, and 3) manufacturing goods.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

319) Which of the following should a business follow for success?
A) Technology choices should drive business processes.
B) Business processes should drive technology choices.
C) Technology choices should drive business strategies and goals.
D) All of these depending on the industry.

Answer: B
Explanation: Business processes should drive technology choices.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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320) What uses a systematic approach in an attempt to improve business effectiveness and efficiency continuously?
A) static process
B) dynamic process
C) sales process
D) customer service process

Answer: A
Explanation: A static process uses a systematic approach in an attempt to improve business effectiveness and efficiency continuously.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

321) What is continuously changing and provides business solutions to ever-changing business operations?
A) static process
B) dynamic process
C) sales process
D) customer service process

Answer: B
Explanation: A dynamic process is continuously changing and provides business solutions to ever-changing business operations.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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322) Managers constantly attempt to optimize _____ processes.
A) static
B) dynamic
C) sales
D) customer service

Answer: A
Explanation: Managers constantly attempt to optimize static processes.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

323) Which of the following are examples of static processes?
A) running payroll
B) calculating taxes
C) creating financial statements
D) all of these

Answer: D
Explanation: Managers constantly attempt to optimize static processes. Examples of static processes include running payroll, calculating taxes, and creating financial statements.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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324) Which of the following are examples of dynamic processes?
A) employee layoffs
B) order level changes based on currency rates
C) canceling business travel due to extreme weather
D) all of these

Answer: D
Explanation: All of these are examples of dynamic processes.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

325) Which of the following are examples of dynamic processes?
A) running payroll
B) calculating taxes
C) creating financial statements
D) employee layoffs

Answer: D
Explanation: Employee layoffs are examples of dynamic processes.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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326) Which of the following are examples of static processes?
A) employee layoffs
B) order level changes based on currency rates
C) canceling business travel due to extreme weather
D) creating financial statements

Answer: D
Explanation: Creating financial statements is an example of a static process.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

327) As the business and its strategies change, so do the _____ processes.
A) static
B) dynamic
C) sales
D) customer service

Answer: B
Explanation: As the business and its strategies change, so do the dynamic processes.
Difficulty: 1 Easy
Topic: Evaluating Business Processes
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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328) Business process modeling, or mapping is the activity of creating a detailed flowchart or process map of a work process that shows its inputs, tasks, and activities in a _____ sequence.
A) unstructured
B) semistructured
C) structured
D) unilateral

Answer: C
Explanation: Business process modeling, or mapping is the activity of creating a detailed flowchart or process map of a work process that shows its inputs, tasks, and activities in a structured sequence.
Difficulty: 2 Medium
Topic: Models Measuring Performance
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

329) What is a graphical notation that depicts the steps in a business process?
A) Business Process Model Nation
B) Business Practice Model Notation
C) Business Process Model Notation
D) Business Practice Management Notes

Answer: C
Explanation: Business Process Model Notation is a graphical notation that depicts the steps in a business process.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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330) What displays the path in which the process flows?
A) BPMN event
B) BPMN activity
C) BPMN flow
D) BPMN gateway

Answer: C
Explanation: A BPMN flow displays the path in which the process flows.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

331) What is a task in a business process?
A) BPMN event
B) BPMN activity
C) BPMN flow
D) BPMN gateway

Answer: B
Explanation: BPMN activity is a task in a business process.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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332) What is anything that happens during the course of a business process?
A) BPMN event
B) BPMN activity
C) BPMN flow
D) BPMN gateway

Answer: A
Explanation: A BPMN event is anything that happens during the course of a business process.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

333) What is used to control the flow of a process?
A) BPMN event
B) BPMN activity
C) BPMN flow
D) BPMN gateway

Answer: D
Explanation: A BPMN gateway is used to control the flow of a process.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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334) What is represented by a circle in a business process model?
A) BPMN event
B) BPMN activity
C) BPMN flow
D) BPMN gateway

Answer: A
Explanation: A BPMN event is represented by a circle in a business process model.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

335) What is represented by a rounded-corner rectangle in a business process model?
A) BPMN event
B) BPMN activity
C) BPMN flow
D) BPMN gateway

Answer: B
Explanation: An activity is represented by a rounded-corner rectangle in a business process model.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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336) What is represented by a diamond shape in a business process model?
A) BPMN event
B) BPMN activity
C) BPMN flow
D) BPMN gateway

Answer: D
Explanation: Gateways are represented by a diamond shape in a business process model.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

337) What is represented by arrows in a business process model?
A) BPMN event
B) BPMN activity
C) BPMN flow
D) BPMN gateway

Answer: C
Explanation: Flows are represented by arrows in a business process model.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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338) Jessica Ulta works as an employee for City Service Credit Union and is responsible for consulting on loans, talking clients through the loan process, and providing loans to members. What type of processes does Jessica primarily work with?
A) business-facing processes
B) industry-specific customer-facing processes
C) customer-facing process
D) industry-specific business-facing processes

Answer: B
Explanation: When considering the business process modeling chart, Jessica is taking part in the Industry-specific customer-facing processes depicted in the example.
Difficulty: 3 Hard
Topic: Models Measuring Performance
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

339) Sarah Schin was recently hired by Bank West as the Global Director of Human Resources. Her job duties include determining employment policies as well as overseeing all hiring, firing, and training of employees. What type of processes does Sarah's new job demonstrate?
A) business-facing processes
B) industry-specific customer-facing processes
C) customer-facing process
D) industry-specific business-facing processes

Answer: A
Explanation: The business-facing processes are 1) strategic planning, 2) tactical planning, 3) budget forecasting, 4) training, and 5) purchasing raw material.
Difficulty: 3 Hard
Topic: Models Measuring Performance
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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340) What is a model that represents the current state of the operation without any specific improvements or changes to existing processes?
A) As-Is process models
B) To-Be process models
C) competitive business process models
D) workflow model

Answer: A
Explanation: The model that represents the current state of the operation that has been mapped, without any specific improvements or changes to existing processes, is the As-Is process model.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

341) What is the business process model that ensures the process is fully and clearly understood before the details of a process solution are decided upon?
A) As-Is process model
B) business process reengineering model
C) customer-facing process
D) To-Be process model

Answer: D
Explanation: The To-Be process model approach ensures that the process is fully and clearly understood before the details of a process solution are decided upon.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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342) What is the difference between the As-Is process model and the To-Be process model?
A) The As-Is process model begins with what the process problem is, and the To-Be process model displays how the problem will be solved.
B) The process models are not related.
C) Both process models determine when to solve the problem.
D) The As-Is process model begins with where to implement the solution, and the To-Be process model displays why the problem needs to be fixed.

Answer: A
Explanation: The business process modeling usually begins with a functional process representation. The differences between the two models is that the As-Is process model begins with what the process problem is and the To-Be process model displays how the problem will be solved.
Difficulty: 2 Medium
Topic: Models Measuring Performance
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

343) What is the primary goal of the As-Is process model?
A) to outline the process elements for the To-Be process
B) to create process choices for the As-Is process
C) to simplify, eliminate, and improve the To-Be process
D) to analyze the To-Be process elements

Answer: C
Explanation: The primary goal of the As-Is process model is to simplify, eliminate, and improve the To-Be processes.
Difficulty: 2 Medium
Topic: Models Measuring Performance
Bloom's: Understand
Accessibility: Keyboard Navigation
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Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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344) The local florist in town is Cheryl Steffan who has been in business for over 20 years. Recently, Cheryl has noticed several complaints about delivery errors. Cheryl decides to investigate the errors in her business delivery process and finds that most of the inaccuracies occur during order taking. Cheryl decides to implement an electronic ordering system to help improve order efficiency and effectiveness. What method did Cheryl follow to solve her delivery issues?
A) modeled the As-Is process, fixed the errors, and then created the To-Be process
B) modeled the To-Be process, fixed the errors, and then created the As-Is process
C) moved directly to implementing the To-Be process without analyzing the As-Is process
D) moved directly to implementing the As-Is process without analyzing the To-Be process

Answer: A
Explanation: The As-Is process model has the primary goals to simplify, eliminate, and improve the processes by defining the most efficient and effective process.
Difficulty: 3 Hard
Topic: Models Measuring Performance
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

345) What is the primary goal of using As-Is and To-Be process models?
A) to determine employee specific errors
B) to determine measurement metrics
C) to determine the best way to solve a problem
D) to determine what the problem is and then how to solve the problem

Answer: D
Explanation: The primary goals of the As-Is and the To-Be process models is to determine what the problem is and how to solve the problem.
Difficulty: 2 Medium
Topic: Models Measuring Performance
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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346) Review the below list of key terms and determine which one typically occurs during operational business process improvement.
A) automation
B) streamlining
C) reengineering
D) improvement

Answer: A
Explanation: Automation typically occurs during operational business process improvement.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

347) Review the below list of key terms and determine which one typically occurs during managerial business process improvement.
A) automation
B) streamlining
C) reengineering
D) improvement

Answer: B
Explanation: Streamlining typically occurs during managerial business process improvement.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
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Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

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348) Review the below list of key terms and determine which one typically occurs during strategic business process improvement.
A) automation
B) streamlining
C) reengineering
D) improvement

Answer: C
Explanation: Reengineering typically occurs during strategic business process improvement.
Difficulty: 1 Easy
Topic: Models Measuring Performance
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

349) Which of the below examples indicates when the time is right to initiate a business process change?
A) The market being served makes a distinctive shift.
B) The company is below industry benchmarks on its core processes.
C) The company strategically passes or leapfrogs the competition on key decisions to regain competitive advantage.
D) All of these.

Answer: D
Explanation: The three conditions that indicate the time is right to initiate a business process change are 1) there has been a pronounced shift in the market the process was designed to serve, 2) the company is markedly below industry benchmarks on its core processes, and 3) to regain competitive advantage, the company must leapfrog competition on key dimensions.
Difficulty: 2 Medium
Topic: Support Changing Business Processes with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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350) What does BPR assume about the current process in the extreme?
A) Current process is irrelevant.
B) Current process is broken.
C) Current process must be overhauled from scratch.
D) All of these.

Answer: D
Explanation: BPR in the extreme assumes the current process is irrelevant, broken, or overhauled.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

351) Which of the below processes attempts to understand and measure the current process and make improvements?
A) business process mapping
B) business process reengineering
C) business process improvement
D) business process model

Answer: C
Explanation: The business process improvement attempts to understand and measure the current process and make performance improvements accordingly.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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352) What makes analytics part of a business process?
A) operationalized analytics
B) robotic process automation
C) deep learning
D) machine learning

Answer: A
Explanation: Operationalized analytics makes analytics part of a business process. Improving business processes is critical to staying competitive in today's electronic marketplace.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

353) What is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform?
A) operationalized analytics
B) robotic process automation
C) deep learning
D) machine learning

Answer: B
Explanation: Robotic process automation is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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354) What is a workflow control system?
A) monitors processes to ensure tasks, activities, and responsibilities are executed as specified
B) includes the tasks, activities, and responsibilities required to execute each step in a business process
C) attempts to understand and measure the current process and make performance improvements accordingly
D) all of these

Answer: A
Explanation: Workflow control systems monitor processes to ensure tasks, activities, and responsibilities are executed as specified.
Difficulty: 1 Easy
Topic: Making Business Decisions
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

355) Transaction processing systems are primarily used to automate business processes. Automation increases efficiency and effectiveness, while reducing head count which in turn reduces the overall operational
A) costs.
B) systems.
C) revenues.
D) intelligence.

Answer: A
Explanation: Automation increases efficiency and effectiveness, while reducing head count which in turn reduces the overall operational costs.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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356) Several factors can accelerate the need for a company to make business improvement processes. What is the most prevalent factor?
A) market shifts
B) technology
C) discoveries
D) bottlenecking

Answer: B
Explanation: Several factors can accelerate the need for a company to make business improvement processes. The most prevalent factor by far is technology.
Difficulty: 2 Medium
Topic: Support Changing Business Processes with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

357) What improves managerial level business processes?
A) performance measures
B) bottlenecks
C) redundancy
D) streamlining

Answer: D
Explanation: The factor to improving the managerial level business processes is through streamlining, which improves business process efficiencies by simplifying or eliminating unnecessary steps.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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358) What is the point when resources reach full capacity and cannot handle any additional demands?
A) optimization analysis
B) bottlenecks
C) redundancy
D) swim lane

Answer: B
Explanation: Bottlenecks occur when resources reach full capacity and cannot handle any additional demands; they limit throughput and impede operations.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

359) Which of the following represents an example of a technology that actually disrupts and slows workflow?
A) email
B) Twitter
C) Facebook
D) all of these

Answer: D
Explanation: The biggest problem with technology is some systems can really interfere and slow down the workflow including: email, Facebook, Twitter, and many other social media sites.
Difficulty: 2 Medium
Topic: Support Changing Business Processes with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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360) Automating a business process that contains _____ will magnify or amplify these problems if they are not corrected first.
A) bottlenecks or regulations
B) redundancies or regulations
C) bottlenecks or redundancies
D) redundancies or swim lanes

Answer: C
Explanation: Automating a business process that contains bottlenecks or redundancies will magnify or amplify these problems if they are not corrected first.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

361) Fedex is a great example of a company that created a competitive advantage through combining MIS and
A) traditional distribution and logistics processes.
B) logistic processes and an As-Is process model.
C) artificial intelligence and As-Is process model.
D) swim lanes and logistic processes.

Answer: A
Explanation: Fedex is a great example of a real life company that created a competitive advantage through combining MIS and traditional distribution and logistics processes.
Difficulty: 2 Medium
Topic: Support Changing Business Processes with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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362) What is the analysis and redesign of workflow within and between enterprises?
A) critical success factors (CSFs)
B) benchmarking metrics
C) business process reengineering (BPR)
D) decision support interfaces (DSI)

Answer: C
Explanation: Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

363) Changing business processes with MIS outlines how to improve the three levels of business processes which include operational, managerial, and strategic. From operational to strategic, what are the three major improvement strategies that the author describes?
A) automation – streamlining - reengineering
B) artificial intelligence – streamlining - reengineering
C) automation – workflow - reinvention
D) automation – consolidating - restructuring

Answer: A
Explanation: Changing business processes with MIS outlines how to improve the three levels of business processes which include operational, managerial, and strategic. From operational to strategic, the three major improvement strategies are automation – streamlining – reengineering.
Difficulty: 2 Medium
Topic: Support Changing Business Processes with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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364) Which of the below represents the four main steps in the business process reengineering?
A) Set project problem, study competition, create new products, and implement solution.
B) Set project scope, study competition, create new products, and implement solution.
C) Set project scope, study competition, create new processes, and implement solution.
D) Study competition, set project scope, create new processes, and implement solutions.

Answer: C
Explanation: The four main steps in the business process reengineering model include 1) set project scope, 2) study competition, 3) create new processes, and 4) implement solution.
Difficulty: 2 Medium
Topic: Support Changing Business Processes with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

365) Which of the following explains why a company would implement a BPR strategy?
A) to encourage competition
B) to decrease customers
C) to create value for the customer
D) all of these

Answer: C
Explanation: To create value for the customer is the leading reason a company would implement a BPR strategy, and MIS often plays an important enabling role.
Difficulty: 2 Medium
Topic: Support Changing Business Processes with MIS
Bloom's: Understand
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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366) What includes the tasks, activities, and responsibilities required to execute each step in a business process?
A) workflow
B) swim lane
C) automation
D) streamlining

Answer: A
Explanation: Workflow includes the tasks, activities, and responsibilities required to execute each step in a business process.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

367) What is the process of computerizing manual tasks, making them more efficient and effective and dramatically lowering operational costs?
A) workflow
B) swim lane
C) automation
D) streamlining

Answer: C
Explanation: Automation is the process of computerizing manual tasks, making them more efficient and effective and dramatically lowering operational costs.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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368) What improves business process efficiencies by simplifying or eliminating unnecessary steps?
A) workflow
B) swim lane
C) automation
D) streamlining

Answer: D
Explanation: Streamlining improves business process efficiencies by simplifying or eliminating unnecessary steps.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

369) What occurs when resources reach full capacity and cannot handle any additional demands limiting throughput and impeding operations?
A) bottlenecks
B) redundancy
C) automation
D) streamlining

Answer: A
Explanation: Bottlenecks occurs when resources reach full capacity and cannot handle any additional demands limiting throughput and impeding operations.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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370) What occurs when a task or activity is unnecessarily repeated?
A) bottlenecks
B) redundancy
C) automation
D) streamlining

Answer: B
Explanation: Redundancy occurs when a task or activity is unnecessarily repeated.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

371) What are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes?
A) operational business processes
B) managerial business processes
C) strategic business processes
D) success business processes

Answer: A
Explanation: Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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372) What are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions?
A) operational business processes
B) managerial business processes
C) strategic business processes
D) success business processes

Answer: C
Explanation: Strategic business processes dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

373) What are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements?
A) operational business processes
B) managerial business processes
C) strategic business processes
D) success business processes

Answer: B
Explanation: Managerial business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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374) What are managerial business processes?
A) dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions
B) semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements
C) static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes
D) none of these

Answer: B
Explanation: Managerial business processes are semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

375) What are strategic business processes?
A) dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions
B) semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements
C) static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes
D) none of these

Answer: A
Explanation: Strategic business processes are dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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376) What are operational business processes?
A) dynamic, nonroutine, long-term business processes such as financial planning, expansion strategies, and stakeholder interactions
B) semidynamic, semiroutine, monthly business processes such as resource allocation, sales strategy, or manufacturing process improvements
C) static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes
D) none of these

Answer: C
Explanation: Operational business processes are static, routine, daily business processes such as stocking inventory, checking out customers, or daily opening and closing processes.
Difficulty: 1 Easy
Topic: Support Changing Business Processes with MIS
Bloom's: Remember
Accessibility: Keyboard Navigation
Gradable: automatic
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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377) Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

Answer: Decision-making skills are essential for all business professionals, at every company level, who make decisions that run the business. At the operational level, employees develop, control, and maintain core business activities required to run the day-to-day operations. Operational decisions are considered structured decisions, which arise in situations where established processes offer potential solutions. Structured decisions are made frequently and are almost repetitive in nature; they affect short-term business strategies. At the managerial level, employees are continuously evaluating company operations to hone the firm's abilities to identify, adapt to, and leverage change. Managerial decisions cover short- and medium-range plans, schedules, and budgets along with policies, procedures, and business objectives for the firm. These types of decisions are considered semistructured decisions; they occur in situations in which a few established processes help to evaluate potential solutions, but not enough to lead to a definite recommended decision. At the strategic level, managers develop overall business strategies, goals, and objectives as part of the company's strategic plan. They also monitor the strategic performance of the organization and its overall direction in the political, economic, and competitive business environment. Strategic decisions are highly unstructured decisions, occurring in situations in which no procedures or rules exist to guide decision makers toward the correct choice. They are infrequent, extremely important, and typically related to long-term business strategy.
Difficulty: 3 Hard
Topic: Making Business Decisions
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: manual
Learning Outcome: 02-01 Explain the importance of decision making for managers at each of the three primary organization levels along with the associated decision characteristics.

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378) Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

Answer: Metrics are measurements that evaluate results to determine whether a project is meeting its goals. Two core metrics are critical success factors and key performance indicators. CSFs are the crucial steps companies perform to achieve their goals and objectives and implement their strategies and include creating high-quality products, retaining competitive advantages, and reducing product costs. KPIs are the quantifiable metrics a company uses to evaluate progress toward critical success factors. KPIs are far more specific than CSFs; examples include turnover rates of employees, percentage of help-desk calls answered in the first minute, and number of products returned. It is important to understand the relationship between critical success factors and key performance indicators. CSFs are elements crucial for a business strategy's success. KPIs measure the progress of CSFs with quantifiable measurements, and one CSF can have several KPIs. Of course, both categories will vary by company and industry. Imagine improved graduation rates as a CSF for a college.
Difficulty: 3 Hard
Topic: Metrics Measuring Business Success
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: manual
Learning Outcome: 02-02 Define critical success factors (CSFs) and key performance indicators (KPIs), and explain how managers use them to measure the success of MIS projects.

379) Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

Answer: Being able to sort, calculate, analyze, and slice-and-dice information is critical to an organization's success. Without knowing what is occurring throughout the organization there is no way that managers and executives can make solid decisions to support the business. The different operational, managerial, and strategic support systems include: Operational: A transaction processing system (TPS) is the basic business system that serves the operational level (analysts) in an organization. The most common example of a TPS is an operational accounting system such as a payroll system or an order-entry system. Managerial: A decision support system (DSS) models information to support managers and business professionals during the decision-making process. Strategic: An executive information system (EIS) is a specialized DSS that supports senior level executives within the organization.
Difficulty: 3 Hard
Topic: Support Enhancing Decision Making with MIS
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: manual
Learning Outcome: 02-03 Classify the different operational support systems, managerial support systems, and strategic support systems, and explain how managers can use these systems to make decisions and gain competitive advantages.

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380) Describe artificial intelligence, and identify its five main types.

Answer: Artificial intelligence (AI) simulates human thinking and behavior, such as the ability to reason and learn. The five most common categories of AI are:
1. Expert systems—computerized advisory programs that imitate the reasoning processes of experts in solving difficult problems.
2. Neural networks—attempts to emulate the way the human brain works.
3. Genetic algorithm—a system that mimics the evolutionary, survival-of-the-fittest process to generate increasingly better solutions to a problem.
4. Intelligent agents—a special-purpose knowledge-based information system that accomplishes specific tasks on behalf of its users.
5. Virtual reality—a computer-simulated environment that can be a simulation of the real world or an imaginary world.
Difficulty: 3 Hard
Topic: The Future Artificial Intelligence
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: manual
Learning Outcome: 02-04 Describe artificial intelligence, and identify its five main types.

381) Explain the value of business processes for a company, and differentiate between customer-facing and business-facing process.

Answer: A business process is a standardized set of activities that accomplish a specific task, such as processing a customer's order. Business processes transform a set of inputs into a set of outputs (goods or services) for another person or process by using people and tools. Without processes, organizations would not be able to complete activities. Customer-facing processes result in a product or service that is received by an organization's external customer. Business-facing processes are invisible to the external customer but essential to the effective management of the business.
Difficulty: 3 Hard
Topic: Evaluating Business Processes
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: manual
Learning Outcome: 02-05 Explain the value of business processes for a company, and differentiate between customer-facing and business-facing processes.

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382) Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

Answer: Business process modeling (or mapping) is the activity of creating a detailed flowchart or process map of a work process showing its inputs, tasks, and activities, in a structured sequence. A business process model is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint. Business process modeling usually begins with a functional process representation of what the process problem is, or an As-Is process model. As-Is process models represent the current state of the operation that has been mapped, without any specific improvements or changes to existing processes. The next step is to build a To-Be process model that displays how the process problem will be solved or implemented. To-Be process models show the results of applying change improvement opportunities to the current (As-Is) process model. This approach ensures that the process is fully and clearly understood before the details of a process solution are decided upon.
Difficulty: 3 Hard
Topic: Models Measuring Performance
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: manual
Learning Outcome: 02-06 Demonstrate the value of business process modeling, and compare As-Is and To-Be models.

383) Differentiate among business process improvements, streamlining, and reengineering.

Answer: Business process improvement attempts to understand and measure the current process and make performance improvements accordingly. Streamlining improves business process efficiencies by simplifying or eliminating unnecessary steps. Bottlenecks occur when resources reach full capacity and cannot handle any additional demands; they limit throughput and impede operations. Streamlining removes bottlenecks, an important step if the efficiency and capacity of a business process are being increased. Business process reengineering (BPR) is the analysis and redesign of workflow within and between enterprises and occurs at the systems level or companywide level and the end-to-end view of a process.
Difficulty: 3 Hard
Topic: Support Changing Business Processes with MIS
Bloom's: Analyze
Accessibility: Keyboard Navigation
Gradable: manual
Learning Outcome: 02-07 Differentiate among automation, streamlining, and reengineering.

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