Introduction to Information Systems 10th edition Rainer Test Bank

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Introduction to Information Systems, 10e **(Rainer)**
Chapter 1 Introduction to Information Systems

1) Chef Pii's Pink Sauce became popular because of her video on _____.
A) Facebook
B) TikTok
C) Twitter
D) YouTube
Answer: B
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

2) Which of the following was NOT a problem that Chef Pii encountered with her Pink Sauce and TikTok?
A) She experienced major problems trying to keep up with the overwhelming demand.
B) She was criticized for potentially violating food distribution laws.
C) Her strategy was unsuccessful because she only had access to the Asian market.
D) Her product was often shipped with leaky packages and spoiled products.
Answer: D
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

3) _____ is available in more than 150 markets worldwide in 75 languages. It is an idea medium for launching viral videos to reach millions of users. It was almost banned from the United States due to fears that the Chinese government would have access to private usage data and could use it for blackmail.
A) Alibaba
B) Facebook
C) TikTok
D) Twitter
Answer: C
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

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4) TikTok _____ Chef Pii.
A) helped
B) hurt
C) helped and hurt
D) had no impact on
Answer: C
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

5) _____ manages the production and delivery of Pink Sauce; _____ promotes Pink Sauce over social media.
A) Dave's Gourmet; Chef Pii
B) Chef Pii; Dave's Gourmet
C) UberEats; Chef Pii
D) Chef Pii; UberEats
Answer: A
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

6) Which of the following was NOT a benefit of TikTok for Chef Pii?
A) TikTok created a platform for Chef Pii to promote and sell a unique product.
B) TikTok accelerated Chef Pii's growth in demand.
C) TikTok helped her locate a business partner to ensure long-term success.
D) TikTok gave her an ideal strategy for starting a business.
Answer: D
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
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7) _____ is an attempt to gain access that has not been granted by manipulating authorized employees into providing unauthorized parties with access to private information such as passwords.
A) Blackmail
B) Multifactor authentication
C) Social engineering
D) Vulnerability
Answer: C
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

8) Unauthorized parties used _____ to hack more than 100 prominent Twitter accounts in 2020 to promote a _____ scam.
A) multifactor authentication; Bitcoin
B) multifactor authentication; Ethereum
C) social engineering; Bitcoin
D) social engineering; Ethereum
Answer: C
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

9) _____ are the weakest link in cybersecurity.
A) Hardware devices
B) Humans
C) Mobile devices
D) Smartphones
Answer: B
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
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10) Social engineering attacks are _____; the total number of attacks from 2019 to 2021 is _____.
A) decreasing; 3 times lower
B) decreasing; 10 times lower
C) increasing; 3 times higher
D) increasing; 10 times higher
Answer: C
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

11) An unauthorized party used _____ to hack into Uber's system in September 2022; the hacker discovered the employee's _____ number and then tricked the employee into providing a user ID, password, and multifactor authentication approval.
A) social engineering; TikTok
B) social engineering; WhatsApp
C) a virus; TikTok
D) a virus; WhatsApp
Answer: B
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
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Standard: AACSB || Technology

12) Which of the following is a strategy to prevent social engineering?
A) Access data frequently to ensure it has not been compromised.
B) Train employees to be informed users.
C) Update antivirus software frequently.
D) Use older technology that hackers do not understand.
Answer: B
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
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13) Which of the following is a strategy to minimize the damage of social engineering?
A) Access data frequently to ensure it has not been compromised.
B) Limit access privileges based on job necessity.
C) Update antivirus software frequently.
D) Use older technology that hackers do not understand.
Answer: B
Diff: 1
Section Reference: IT's About Business 1.1
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Bloomcode: Knowledge
Standard: AACSB || Technology

14) Which of the following is a strategy to minimize the damage of social engineering?
A) Access data frequently to ensure it has not been compromised.
B) Remove access to data as soon as employees, contractors, or consultants leave or change jobs.
C) Update antivirus software frequently.
D) Use older technology that hackers do not understand.
Answer: B
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
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Standard: AACSB || Technology

15) Which of the following is the first and most important strategy to prevent social engineering?
A) Limiting access to data
B) Training employees
C) Removing access to systems as soon as someone leaves the company
D) Utilizing identity and access management structures
Answer: B
Diff: 1
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16) MIT Technology Review refers to 18—22-year-olds as *Homo* _____.
A) *Conectums*
B) *Conexus*
C) *Technologus*
D) *Techies*
Answer: B
Diff: 1
Section Reference: 1.1
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Standard: AACSB || Technology

17) The term *Homo Conexus* refers to people who practice _____.
A) continuous computing
B) informed usership
C) technology use
D) useful computing
Answer: A
Diff: 1
Section Reference: 1.1
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Bloomcode: Knowledge
Standard: AACSB || Technology

18) _____ users obtain greater value from whichever technologies they use.
A) Continuous
B) Computer
C) Informed
D) Technology
Answer: C
Diff: 1
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19) Which of the following is NOT associated with being an informed user?
A) Understanding why IT picks and installs specific applications for your use
B) Enhancing the quality of your organization's IT applications with your input
C) Keeping abreast of both new IT and rapid developments in existing technologies
D) Improving your organization's performance and your own productivity
Answer: A
Diff: 1
Section Reference: 1.1
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Standard: AACSB || Technology

20) _____ is the business strategy that leverages IT to dramatically improve employee, customer, and business partner relationships; to support continuous improvement in business operations and business processes; and to develop new business models and businesses.
A) Digital transformation
B) Digital vision
C) Technology transformation
D) Technology vision
Answer: A
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

21) The top technology job is _____.
A) CEO
B) CFO
C) CIO
D) COO
Answer: C
Diff: 1
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22) The IS function has become _____ strategic within organizations, so a growing number of CIOs are coming from _____.
A) decreasingly; within the IS department
B) decreasingly; other business units
C) increasingly; within the IS department
D) increasingly; other business units
Answer: D
Diff: 2
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
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Standard: AACSB || Technology

23) The _____ is the highest-ranking IS manager and is responsible for all strategic planning in the organization.
A) applications development manager
B) CIO
C) information center manager
D) IS Director
Answer: B
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

24) The _____ manages all systems throughout the organization and the day-to-day operations of the entire IS organization.
A) applications development manager
B) CIO
C) information center manager
D) IS Director
Answer: D
Diff: 1
Section Reference: 1.1
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25) The _____ manages IS services such as help desks, hot lines, training, and consulting.
A) applications development manager
B) CIO
C) information center manager
D) IS Director
Answer: C
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

26) The _____ coordinates and manages new systems development projects.
A) applications development manager
B) CIO
C) information center manager
D) IS Director
Answer: A
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

27) A(n) _____ interfaces between users and programmers and determines information requirements and technical specifications for new applications.
A) business analyst
B) emerging technologies manager
C) systems analyst
D) systems programmer
Answer: C
Diff: 1
Section Reference: 1.1
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28) A(n) _____ focuses on designing solutions for business problems and interfaces closely with users to demonstrate how IT can be used innovatively.
A) business analyst
B) emerging technologies manager
C) systems analyst
D) systems programmer
Answer: A
Diff: 1
Section Reference: 1.1
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Bloomcode: Knowledge
Standard: AACSB || Technology

29) A(n) _____ forecasts technology trends and evaluates and experiments with new technologies.
A) business analyst
B) emerging technologies manager
C) systems analyst
D) systems programmer
Answer: B
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

30) A(n) _____ creates the computer code for developing new systems software or maintaining existing systems software.
A) business analyst
B) emerging technologies manager
C) systems analyst
D) systems programmer
Answer: D
Diff: 1
Section Reference: 1.1
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31) A(n) _____ creates the computer code for developing new applications or maintaining existing applications.
A) applications programmer
B) database administrator
C) network manager
D) web designer
Answer: A
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

32) A(n) _____ managers the organization's databases and oversees the use of database-management software.
A) applications programmer
B) database administrator
C) network manager
D) web designer
Answer: B
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

33) A(n) _____ coordinates and managers the organization's voice and data networks.
A) applications programmer
B) database administrator
C) network manager
D) web designer
Answer: C
Diff: 1
Section Reference: 1.1
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Bloomcode: Knowledge
Standard: AACSB || Technology

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34) A(n) _____ creates websites and web pages.
A) applications programmer
B) database administrator
C) network manager
D) web designer
Answer: D
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

35) Managing information systems in modern organizations is a difficult and complex task. Which of the following factors does NOT contribute to this?
A) Both end users and IT employees have responsibility for systems.
B) Business people are customers of the IT department.
C) If technology is not working, many firms cannot function.
D) Technology is getting cheaper to acquire, operate, and maintain.
Answer: D
Diff: 2
Section Reference: 1.1
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Bloomcode: Knowledge
Standard: AACSB || Technology

36) In general, the _____ is responsible for corporate-level and shared IT resources; the _____ are responsible for departmental IT resources.
A) end users; end users
B) end users; MIS department
C) MIS department; end users
D) MIS department; MIS department
Answer: C
Diff: 1
Section Reference: 1.1
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Bloomcode: Knowledge
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37) _____ is a traditional function of the MIS department.
A) Creating business alliances with business partners
B) Educating the MIS staff about the business
C) Managing systems development and systems project management
D) Managing system integration including the Internet, intranets, and extranets
Answer: C
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

38) _____ is a traditional function of the MIS department.
A) Initiating and designing specific strategic IS
B) Managing system integration including the Internet, intranets, and extranets
C) Partnering with business-unit executives
D) Staffing, training, and developing IS skills
Answer: D
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

39) _____ is a traditional function of the MIS department.
A) Educating the MIS staff about the business
B) Initiating and designing specific strategic IS
C) Proactively using business and technical knowledge to seed innovative ideas about IT
D) Providing technical services
Answer: D
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
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40) _____ is a traditional function of the MIS department.
A) Creating business alliances with business partners
B) Educating the MIS staff about the business
C) Initiating and designing specific strategic IS
D) Managing computer operations, including the computer center
Answer: D
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

41) _____ is a traditional function of the MIS department.
A) Infrastructure planning, development, and control
B) Initiating and designing specific strategic IS
C) Managing outsourcing
D) Partnering with business-unit executives
Answer: A
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

42) _____ is a consultative function of the MIS department.
A) Infrastructure planning, development, and control
B) Managing computer operations including the computer center
C) Managing system integration including the Internet, intranets, and extranets
D) Staffing, training, and developing IS skills
Answer: C
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

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43) _____ is a consultative function of the MIS department.
A) Infrastructure planning, development, and control
B) Managing computer operations including the computer center
C) Proactively using business and technical knowledge to see innovative ideas about using IT
D) Staffing, training, and developing IS skills
Answer: C
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

44) _____ is a consultative function of the MIS department.
A) Educating the non-MIS managers about IT
B) Infrastructure planning, development, and control
C) Managing systems development
D) Providing technical services
Answer: A
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

45) _____ is a consultative function of the MIS department.
A) Educating the MIS staff about the business
B) Infrastructure planning, development, and control
C) Managing systems development
D) Providing technical services
Answer: A
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

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46) _____ is a consultative function of the MIS department.
A) Incorporating the Internet and e-commerce into the business
B) Infrastructure planning, development, and control
C) Managing systems development
D) Providing technical services
Answer: A
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

47) _____ is a consultative function of the MIS department.
A) Infrastructure planning, development, and control
B) Initiating and designing specific strategic information systems
C) Managing systems development
D) Providing technical services
Answer: B
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

48) _____ is a consultative function of the MIS department.
A) Infrastructure planning, development, and control
B) Partnering with business-unit executives
C) Providing technical services
D) Staffing, training, and developing IS skills
Answer: B
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

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49) _____ is a consultative function of the MIS department.
A) Creating business alliances with business partners
B) Infrastructure planning, development, and control
C) Managing computer operations, including the computer center
D) Managing systems development
Answer: A
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

50) _____ refer to an elementary description of things, events, activities, and transactions that are recorded, classified, and stored but are not organized to convey any specific meaning.
A) Data
B) Information
C) Knowledge
D) Wisdom
Answer: A
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

51) _____ is organized so that it has meaning and value to the recipient.
A) Data
B) Information
C) Knowledge
D) Wisdom
Answer: B
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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52) _____ is organized and processed to convey understanding, experience, accumulated learning, and expertise as it applies to a current business problem.
A) Data
B) Information
C) Knowledge
D) Wisdom
Answer: C
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

53) You see a sign on the road that says 55. This is _____.
A) data
B) information
C) knowledge
D) wisdom
Answer: A
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Technology

54) You see a sign on the road that says 55 mph. This is _____.
A) data
B) information
C) knowledge
D) wisdom
Answer: B
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
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55) You know the speed limit is 55 mph on all back country roads. You know that you really need to go 55 mph at the local gas station because a police officer often sits at that gas station to catch speeders. This is _____.
A) data
B) information
C) knowledge
D) wisdom
Answer: C
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Technology

56) Which of the following is in the correct order starting with the most elementary?
A) Data, information, knowledge
B) Data, knowledge, information
C) Information, data, knowledge
D) Information, knowledge, data
Answer: A
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

57) _____ consists of devices such as the processor, monitor, keyboard, and printer.
A) A database
B) A network
C) Hardware
D) Software
Answer: C
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
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58) _____ is a program or collection of programs that enable the hardware to process data.
A) A database
B) A network
C) Hardware
D) Software
Answer: D
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

59) _____ is a collection of related files or tables containing data.
A) A database
B) A network
C) Hardware
D) Software
Answer: A
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

60) _____ is a connecting system (wireline or wireless) that permits different computers to share resources.
A) A database
B) A network
C) Hardware
D) Software
Answer: B
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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61) _____ are the instructions for combining components to process information and generate the desired output.
A) Databases
B) Networks
C) People
D) Procedures
Answer: D
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

62) _____ use the hardware and software, interface with it, or use its output.
A) Databases
B) Networks
C) People
D) Procedures
Answer: C
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

63) IT services, IT personnel, and IT components make up the organization's _____.
A) ERP system
B) IT infrastructure
C) IT platform
D) TPS
Answer: B
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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64) The IT _____ are/is the IT platform.
A) components
B) infrastructure
C) personnel
D) services
Answer: A
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

65) A(n) _____ is also called a departmental information system.
A) DBS
B) ERP
C) FAIS
D) TPS
Answer: C
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

66) A(n) _____ is a collection of application programs in a single department.
A) DBS
B) ERP
C) FAIS
D) TPS
Answer: C
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
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67) A(n) _____ tightly integrates the FAISs via a common database and enhances communications among the functional areas of an organization.
A) DBS
B) ERP
C) FAIS
D) TPS
Answer: B
Diff: 1
Section Reference: 1.2
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Bloomcode: Knowledge
Standard: AACSB || Technology

68) A(n) _____ supports the monitoring, collection, storage, and processing of data from the organization's basic business transactions, each of which generates data.
A) DBS
B) ERP
C) FAIS
D) TPS
Answer: D
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

69) When you go through the checkout line at your local grocery store, this is a(n) _____ that could be processed by a(n) _____.
A) analysis; APS
B) analysis; TPS
C) transaction; APS
D) transaction; TPS
Answer: D
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

70) The TPS collects data _____ and typically _____.
A) continuously; historically
B) continuously; in real time
C) in batches; historically
D) in batches; in real time
Answer: B
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

71) A(n) _____ is considered critical to the success of any enterprise because they support core operations.
A) CRM
B) DBS
C) FAIS
D) TPS
Answer: D
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

72) A(n) _____ is an interorganizational system.
A) ERP system
B) human resources system
C) supply chain system
D) TPS
Answer: C
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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73) A(n) _____ is an intraorganizational system.
A) E-commerce system
B) human resources system
C) portal
D) supply chain system
Answer: B
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Evaluation
Standard: AACSB || Technology

74) _____ support managers at all levels of the organization.
A) Clerical workers
B) Knowledge workers
C) Lower-level managers
D) Middle managers
Answer: A
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

75) _____ handle the day-to-day operations of the organization and make routine decisions.
A) Clerical workers
B) Knowledge workers
C) Lower-level managers
D) Middle managers
Answer: C
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

76) _____ make tactical decisions, which deal with activities such as short-term planning, organizing, and control.
A) Clerical workers
B) Knowledge workers
C) Lower-level managers
D) Middle managers
Answer: D
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

77) Middle managers make _____ decisions, which deal with activities such as short-term planning, organizing, and control.
A) operational
B) tactical
C) strategic
D) universal
Answer: B
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

78) _____ are professional employees such as financial and marketing analysts, engineers, lawyers, and accountants.
A) Clerical workers
B) Knowledge workers
C) Lower-level managers
D) Middle managers
Answer: B
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

79) _____ are experts in a particular subject area.
A) Clerical workers
B) Knowledge workers
C) Lower-level managers
D) Middle managers
Answer: B
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

80) Knowledge workers create _____.
A) data and information
B) data and knowledge
C) information and knowledge
D) data, information, and knowledge
Answer: C
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

81) Knowledge workers act as advisors to _____.
A) clerical workers and lower-level managers
B) lower-level and middle managers
C) middle managers and executives
D) clerical workers and executives
Answer: C
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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82) You decide to specialize in marketing for your first career. You take an entry-level position as XYZ Corp. This means you are a _____.
A) clerical worker
B) knowledge worker
C) lower-level manager
D) middle manager
Answer: B
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Technology

83) BI systems provide computer-based primarily support _____.
A) clerical workers
B) factory workers
C) lower-level managers
D) middle managers
Answer: D
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge, Evaluation
Standard: AACSB || Technology

84) _____ attempt to duplicate work of human experts by applying reasoning capabilities, knowledge, and expertise within a specific domain.
A) BI
B) Dashboards
C) ES
D) Supply chain systems
Answer: C
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

85) _____ support all managers of the organization by providing rapid access to timely information and direct access to structured information in the form of reports.
A) BI
B) Dashboards
C) ES
D) Supply chain systems
Answer: B
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

86) Which of the following is NOT an advantage of telemedicine?
A) Convenience
B) Cost savings
C) Expanded market
D) Transitioning
Answer: D
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

87) _____ is a company that creates digital health care technologies.
A) HealthNut
B) Jintop
C) TikTok
D) Zus
Answer: D
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

88) _____ is a set of standards that enable programmers to build software applications based on the appropriate technology.
A) Data consistency
B) Redundancy
C) A shared development platform
D) A shared data record
Answer: C
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

89) _____ is a central data repository that physicians can access so the data do not need to be duplicated in each system.
A) Data consistency
B) Redundancy
C) A shared development platform
D) A shared data record
Answer: D
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

90) Zus Health is trying to _____.
A) allow medical practices to share information with each other
B) get all people to use virtual health care
C) increase the costs of health care for younger, healthier individuals
D) update systems so medical records are easily accessible by the public
Answer: A
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

91) For _____ organizations, if their information systems fail, then they cease operations until the problems are found and fixed.
A) a few
B) some
C) a vast majority
D) all
Answer: C
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

92) In 2000, operating a basic Internet application costs businesses approximately _____ per month. By mid-2020, operating the same application in Amazon's cloud cost approximately _____ per month.
A) $100; $150,000
B) $100,000; $100,000
C) $150,000; $100
D) $500,000, $1
Answer: C
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

93) Which of the following is TRUE?
A) Computerization reduces our level of isolation.
B) IT increases the number of middle managers.
C) Managers have more time to make decisions.
D) Remote supervision will probably become a norm.
Answer: D
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

94) _____ is NOT a problem caused by computers.
A) Carpal tunnel syndrome
B) Ergonomics
C) Job stress
D) Repetitive strain injuries
Answer: B
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

95) _____ is the largest book publisher and bookseller in the United States today.
A) Amazon
B) Google
C) McGraw-Hill
D) Wiley
Answer: A
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

96) _____ made it easy to download and trade music for free; by _____ music fans had shifted from illegal downloads to paid streaming platforms.
A) Napster; 2009
B) Napster; 2019
C) Pandora; 2009
D) Pandora; 2019
Answer: B
Diff: 2
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

97) IT makes managers _____ productive and _____ the number of employees who can report to a single manager.
A) less; decreases
B) less; increases
C) more; decreases
D) more; increases
Answer: D
Diff: 2
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

98) Which of the following is NOT a benefit of IT?
A) Accessibility
B) Flexibility
C) Quality of leisure time
D) Quantity of leisure time
Answer: D
Diff: 2
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

99) Which of the following does NOT describe an industrial robot?
A) An automated, programmable machine used in manufacturing operations
B) Automate the manufacturing process almost entirely without human help
C) Easily programmable because they can "learn" on the job
D) Perform work in place of human employees
Answer: C
Diff: 2
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

100) _____ are machines designed to be used in _____ where there are interactions with humans within a shared space.
A) Cobots; collaborative applications
B) Cobots; manufacturing operations
C) Industrial robots; collaborative applications
D) Industrial robots; manufacturing operations
Answer: A
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

101) Self-driving cars made by _____ have been blamed for several fatalities.
A) Ford
B) Google
C) Tesla
D) Volvo
Answer: C
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

102) _____ is a suite of enterprise-ready artificial intelligence services, applications, and software tools labeled as cognitive computing.
A) Baxter
B) LoweBot
C) MyBot
D) Watson
Answer: D
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

103) A _____ meeting is an online meeting in which some participants attend from home and others from a conference room; most people prefer _____ work structures.
A) combo; combo
B) combo; in-person
C) hybrid; hybrid
D) hybrid; in-person
Answer: C
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

104) Which of the following is a problem associated with hybrid meetings?
A) Cost
B) Engagement
C) Preference
D) Timeliness
Answer: B
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

105) Which of the following is a problem associated with hybrid meetings?
A) Cost
B) Preference
C) Productivity
D) Security
Answer: C
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

106) The key issue with hybrid meetings is _____.
A) connection
B) cost
C) privacy
D) promotions
Answer: A
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

107) _____ percent of respondents claimed they had fewer opportunities when they attended a meeting virtually.
A) 10
B) 22
C) 54
D) 96
Answer: C
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

108) _____ percent of respondents felt that their input would have had greater value if they had participated in person.
A) 10
B) 39
C) 75
D) 96
Answer: B
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

109) _____ percent of respondents stated that collaboration between in-office and remote workers is challenging.
A) 10
B) 39
C) 70
D) 96
Answer: C
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

110) Which of the following is NOT a solution to the hybrid meeting problem that organization's experience?
A) Have everyone participate online through their laptop
B) Set up high-quality audio for the in-person room
C) Use extra-large screens to display online participants
D) Use VPN to help remote workers connect securely
Answer: D
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

111) Facebook helped Chef Pii's Pink Sauce go viral.
Answer: FALSE
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

112) Chef Pii's Pink Sauce quickly became a craze because of TikTok.
Answer: TRUE
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

113) TikTok enables small businesses to reach 150 markets worldwide and go viral overnight.
Answer: TRUE
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

114) TikTok was an ideal strategy for Chef Pii.
Answer: FALSE
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

115) TikTok was working both in Chef Pii's favor and to her detriment.
Answer: TRUE
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

116) TikTok was not necessarily good for Chef Pii. The most notable success is that it helped her get discovered by Dave's Gourmet which helped her address the negative results from TikTok.
Answer: TRUE
Diff: 1
Section Reference: Opening Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

117) Chef Pii partnered with UberEats to address her shipping issues and FDA regulation requirements.
Answer: FALSE
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

118) Uber experienced a social engineering attack in September 2022 that resulted in a compromise of its users' private information.
Answer: FALSE
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

119) Social engineering attacks are increasing each year.
Answer: TRUE
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

120) Humans are the weakest cybersecurity link.
Answer: TRUE
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

121) Technology users are the best defense to social engineering.
Answer: FALSE
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

122) Multifactor authentication stops hackers from entering a system; this is how Uber prevented a social engineer from getting into its systems.
Answer: FALSE
Diff: 1
Section Reference: IT's About Business 1.1
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

123) The term *Homo Conexus* refers to people who grew up online.
Answer: TRUE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

124) People identified as *Homo Conexus* practice continuous computing.
Answer: TRUE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

125) If you grew up using IT, you are an informed user.
Answer: FALSE
Diff: 2
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Analysis
Standard: AACSB || Technology

126) It is important to be an informed user to help with any organization's digital transformation.
Answer: TRUE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

127) Managing the IS function within an organization is the exclusive responsibility of the IS department.
Answer: FALSE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

128) Only computer science majors can become CIOs.
Answer: FALSE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

129) The CTO is the top person responsible for managing IT in an organization.
Answer: FALSE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

130) Career opportunities in IS are strong and are projected to remain strong over the next 10 years.
Answer: TRUE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

131) The pay is excellent for IS careers.
Answer: TRUE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

132) Managing information systems in modern organizations is a difficult, complex task.
Answer: TRUE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

133) Managing information systems in modern organizations is becoming easier since more and more organizations rely on technology for everyday activities.
Answer: FALSE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

134) Firms often rely so heavily on IT that they cannot function if the systems are not working even for a short time.
Answer: TRUE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

135) Information systems are very expensive to acquire, operate, and maintain.
Answer: TRUE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

136) In modern organizations, the MIS department owns the computing resources and is best equipped to make decisions about what hardware and software to purchase.
Answer: FALSE
Diff: 2
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Comprehension
Standard: AACSB || Technology

137) In general, the MIS department is responsible for corporate-level and shared IT resources; end users are responsible for departmental IT resources.
Answer: TRUE
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

138) The new, consultative function of the MIS department centers on more efficient project management, technical training, and effective infrastructure planning.
Answer: FALSE
Diff: 2
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Comprehension, Analysis
Standard: AACSB || Technology

139) Key words associated with the new, consultative function of the MIS department include strategy, incorporating, integration, education, partnering, and working with the business.
Answer: TRUE
Diff: 2
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Comprehension, Analysis
Standard: AACSB || Technology

140) The traditional function of the MIS department centers on the idea that end users do not have the required technical expertise to address IT issues.
Answer: TRUE
Diff: 2
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Synthesis
Standard: AACSB || Technology

141) Data is more elementary than information and knowledge.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

142) Information is knowledge that has been organized to have meaning and value.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

143) The same data items, with no context, can mean entirely different things in different contexts.
Answer: TRUE
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

144) Data and information are synonyms.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

145) If you only interview MBA candidates with a GMAT score above 700 because you know they are most likely to succeed in your program, you are using knowledge.
Answer: TRUE
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Technology

146) The IT components make up the IT platform.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

147) The IT infrastructure and IT platform are synonyms.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 10th edition Rainer Test Bank

148) The IT infrastructure includes the IT services, IT Personnel, and IT Components.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

149) The IT components include hardware, software, procedures, and personnel.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

150) An ERP is a computer program designed to support a specific task or business process.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

151) A departmental information system can also be called an FAIS.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

152) ERPs are organization-wide systems that are designed to correct a lack of communication among FAISs.
Answer: TRUE
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Comprehension
Standard: AACSB || Technology

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153) TPS are critical to the success of any enterprise.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

154) TPS typically collect data in batches.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

155) ERPs, FAISs, and TPSs function primarily within a single organization.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

156) All TPSs are ERP systems.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

157) Nearly all TPSs are ERP systems.
Answer: FALSE
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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158) Nearly all ERP systems are also TPSs.
Answer: TRUE
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

159) A TPS is an IOS.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

160) E-commerce systems are a type of IOS.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

161) Lower-level managers make tactical decisions.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

162) Lower-level managers make routine decisions.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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163) Middle managers make tactical decisions.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

164) Middle managers make strategic decisions.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

165) Middle managers are experts in a particular subject area.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

166) Knowledge workers create information and knowledge.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

167) Information workers advise middle managers and executives.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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168) Executives make decisions that deal with situations that can significantly change the manner in which business is conducted.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

169) BI systems provide the input data for corporate databases.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

170) BI systems support complex, nonroutine decisions, primarily for middle managers and knowledge workers.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

171) BI systems support simple, routine decisions, primarily for lower-level managers and knowledge workers.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

172) Expert systems attempt to duplicate the work of human experts by applying reasoning capabilities, knowledge, and expertise within a specific domain.
Answer: TRUE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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173) Dashboards primarily support executive decision-making.
Answer: FALSE
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

174) Zus Health is a highly successful company that has reduced the cost of health care and created a seamless health care system.
Answer: FALSE
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

175) The COVID pandemic caused a permanent increase in virtual health care.
Answer: TRUE
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

176) Zus Health focuses on virtual health care.
Answer: TRUE
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

177) When COVID broke out, many providers shifted to virtual servicing known as telehealth.
Answer: TRUE
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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178) Telemedicine is cheaper and more convenient than physical doctor's offices.
Answer: TRUE
Diff: 1
Section Reference: IT's About Business 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

179) For the vast majority of organizations, they cease operations if their information systems fail.
Answer: TRUE
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

180) It costs less to operating an Internet application today than it did 15 years ago.
Answer: TRUE
Diff: 2
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Synthesis
Standard: AACSB || Technology

181) Netflix disrupted the video industry.
Answer: TRUE
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

182) When IT eliminates jobs, new jobs do not take their place. This means computers will replace us all eventually.
Answer: FALSE
Diff: 2
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Comprehension
Standard: AACSB || Technology

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183) IT makes managers more productive and increases the number of employees who can report to a single manager.
Answer: TRUE
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

184) There are fewer middle managers because of technology.
Answer: TRUE
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

185) There are more middle managers because employees need more looking-after when they are remote.
Answer: FALSE
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

186) Managers have less time to make decisions and need to use technology to manage the large volumes of information at their fingertips.
Answer: TRUE
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

187) Remote supervisions is becoming less popular because it is too hard for managers to handle those types of employees.
Answer: FALSE
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

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188) Being an informed user helps ensure IT will not eliminate your job.
Answer: TRUE
Diff: 2
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Synthesis
Standard: AACSB || Technology

189) IT provides opportunities for people with disabilities.
Answer: TRUE
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

190) IT further restricts the job possibilities for people with disabilities.
Answer: FALSE
Diff: 1
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

191) Employees are more likely to work on vacation thanks to IT.
Answer: TRUE
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

192) Cobots are machines designed to be used in collaborative applications where there are interactions with humans within a shared space.
Answer: TRUE
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

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193) Industrial robots are more easily programmable than cobots.
Answer: FALSE
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

194) Industrial robots are designed for heavy manufacturing while cobots were designed for light manufacturing.
Answer: TRUE
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

195) Watson is a cognitive computing system.
Answer: TRUE
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

196) Most industries have found a way to use Watson to manage their supply chain functions.
Answer: FALSE
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

197) Hybrid meetings are no longer necessary since the COVID pandemic has ended.
Answer: FALSE
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

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198) Hybrid meetings seamlessly allow individuals from any location to experience the human connection they need to succeed.
Answer: FALSE
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

199) IT tools enhance productivity but not necessarily collaboration and connection.
Answer: TRUE
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

200) The metaverse and AI are useful tools that can be used to improve hybrid meetings.
Answer: TRUE
Diff: 1
Section Reference: Closing Case
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

201) _____ refers to any computer-based tool that people use to work with information and support an organization's information and information-processing needs.
Answer: Information Technology (IT)
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

202) A(n) _____ collects, processes, stores, analyzes, and disseminates information for a specific purpose.
Answer: Information System (IS)
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

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203) A(n) _____ is a person knowledgeable about information systems and information technology.
Answer: informed user
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

204) _____ is the business strategy that leverages IT to dramatically improve employee, customer, and business partner relationships; to support continuous improvement in business operations and business processes; and to develop new business models and businesses.
Answer: Digital transformation
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

205) Digital transformation is the _____ that leverages IT to dramatically improve employee, customer, and business partner relationships; to support continuous improvement in business operations and business processes; and to develop new business models and businesses.
Answer: business strategy
Diff: 1
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

206) Information technology refers to any _____-based tool that people use to work with information and to support the information and information-processing needs of an organization.
Answer: computer
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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207) The purpose of _____ has been defined as getting the right information to the right people at the right time in the right amount and in the right format.
Answer: information systems (or information technology)
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

208) _____ refer to an elementary description of things, events, activities, and transactions that are recorded, classified, and stored but are not organized to convey any specific meaning.
Answer: Data items
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

209) _____ refers to data that have been organized so that they have meaning and value to the recipient.
Answer: Information
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

210) _____ consists of data and/or information that have been organized and processed to convey understanding, experience, accumulated learning, and expertise as they apply to a current business problem.
Answer: Knowledge
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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211) _____ consists of devices such as the processor, monitor, keyboard, and printer.
Answer: Hardware
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

212) _____ is a program or collection of programs that enable the hardware to process data.
Answer: Software
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

213) A _____ is a collection of related files or tables containing data.
Answer: database
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

214) A _____ is a connecting system (wireline or wireless) that permits different computers to share resources.
Answer: network
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

215) _____ are the instructions for combining components to process information and generate the desired output.
Answer: Procedures
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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216) _____ use the hardware and software, interface with it, or use its output.
Answer: People
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

217) Hardware, software, networks, and databases form the _____.
Answer: Information Technology (IT) platform
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

218) The IT _____ plus IT _____ comprise the organization's IT infrastructure.
Answer: components; services or services; components
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

219) A(n) _____ is a computer program designed to support a specific task or business process.
Answer: application or app or application program
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

220) The collection of application programs in a single department is usually referred to as a(n) _____.
Answer: departmental information system or Functional Area Information Systems (FAIS)
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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221) A _____ supports the monitoring, collection, storage, and processing of data from the organization's basic business transactions, each of which generates data.
Answer: Transaction Processing System (TPS)
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

222) Information systems that connect two or more organizations are referred to as _____.
Answer: Interorganizational Information Systems (IOSs)
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

223) An organization's supply chain is the flow of materials, information, money, and services from _____ through factors and warehouses to _____.
Answer: suppliers of raw materials; the end customers
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

224) _____ are professional employees such as financial and marketing analysts, engineers, lawyers, and accountants.
Answer: Knowledge workers
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

225) BA or BI systems provide computer-based support for complex, nonroutine decisions, primarily for _____.
Answer: middle managers and knowledge workers
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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226) _____ systems attempt to duplicate the work of human experts by applying reasoning capabilities, knowledge, and expertise within a specific domain.
Answer: Expert
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

227) _____ are designed to work alongside human employees; _____ perform work in place of those employees.
Answer: Cobots; industrial robots
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

228) A _____ is an unmanned aerial vehicle that either is controlled by pilots from the ground or autonomously follows a preprogrammed mission.
Answer: drone
Diff: 1
Section Reference: 1.4
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

229) What is the difference between a technology user and an informed user? Why would someone want to be an informed user? How could being an informed user benefit you right now in your workplace or at your college/university?
Answer: Technology user vs. informed user = informed users understand the system(s) they are using
Want to be = get more value from systems being used
Benefit right now = understand what is behind them (being able to judge if what you see is correct or not), enhance quality of the system by providing input, possibly recommend and select IT applications the organization should use, keeping abreast of the newest technologies (recommend adoption), improve own performance and teamwork, or start own business
Diff: 2
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Application
Standard: AACSB || Communication, Analytic, Technology, Reflective Thinking

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230) End users are more frequently becoming part of the IT department. Since there is a possibility you could join the IT department in the future even if you don't plan to do so right now, which five IT positions are the most attractive to you and why?
Answer: "Techie" students will probably choose jobs like systems programmer, applications programmer, database administrator, webmaster, and web designer; business-oriented students should describe the other positions with those more tech-willing focusing on jobs like network manager, auditing or computer security manager, programming manager, operations manager, and systems analyst.

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TABLE 1.1 Information Technology Jobs

Position	Job Description
Chief Information Officer	Highest-ranking IS manager; responsible for all strategic planning in the organization
IS Director	Manages all systems throughout the organization and the day-to-day operations of the entire IS organization
Information Center Manager	Manages IS services such as help desk, hotlines, training, and consulting
Applications Development Manager	Coordinates and manages new systems development projects
Project Manager	Manages a particular new systems development project
Systems Analyst	Interfaces between users and programmers; determines information requirements and technical specifications for new applications
Operations Manager	Supervises the day-to-day operations of the data and/or computer center
Programming Manager	Coordinates all applications programming efforts
Social Media Manager	Coordinates all social media development efforts and all social media monitoring and response efforts
Business Analyst	Focuses on designing solutions for business problems; interfaces closely with users to demonstrate how IT can be used innovatively
Systems Programmer	Creates the computer code for developing new systems software or maintaining existing systems software
Applications Programmer	Creates the computer code for developing new applications or maintaining existing applications
Emerging Technologies Manager	Forecasts technology trends; evaluates and experiments with new technologies
Network Manager	Coordinates and manages the organization's voice and data networks
Database Administrator	Manages the organization's databases and oversees the use of database-management software
Auditing or Computer Security Manager	Oversees the ethical and legal use of information systems
Webmaster	Manages the organization's website
Web Designer	Creates websites and pages

Diff: 3
Section Reference: 1.1
Learning Objective: 1.1: Identify the reasons why being an informed user of information systems is important in today's world.
Bloomcode: Evaluation
Standard: AACSB || Communication, Analytic, Technology, Reflective Thinking

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231) In your own words, define data, information, and knowledge. Use an example from your own life to explain the difference between these terms.
Answer: Data items refer to an elementary description of things, events, activities, and transactions that are recorded, classified, and stored but are not organized to convey any specific meaning.
Information refers to data that have been organized so that they have meaning and value to the recipient.
Knowledge consists of data and/or information that have been organized and processed to convey understanding, experience, accumulated learning, and expertise as they apply to a current business problem.
Data = 65
Information = 65 mph
Knowledge = going the speed limit in a particular area because everyone knows a policeman sits in that particular spot
Diff: 2
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Communication, Technology, Reflective Thinking

232) List and describe the six basic components of computer-based information systems (also called the IT infrastructure). Which four are called information technology components (also called the IT platform)?
Answer: Hardware — devices such as the processor, monitor, keyboard, and printer; these devices accept, process, and display data and information; part of the IT components/platform
Software — program or collection of programs that enable the hardware to process data; part of the IT components/platform
Database — collection of related files or tables containing data; part of the IT components/platform
Network — connecting system (wireline or wireless) that enables multiple computers to share resources; part of the IT components/platform
Procedures — the instructions for combining the above components to process information and generate the desired output (also called IT services)
People — use the hardware and software, interface with it, or utilize its output (also called IT personnel)
Diff: 1
Section Reference: 1.2
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Comprehension
Standard: AACSB || Communication, Analytic, Technology, Reflective Thinking

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233) Discuss how IT has impacted the book, music, and video industries.
Answer: Book — largest book publisher and bookseller in the United States was Amazon, a software company; books have become software products (e-books); people still prefer print books although e-books account for 19% of the market share
Music — major music labels fought against illegal downloading and sharing since 2000 but the industry saw a shift to paid streaming platforms (Spotify, Apple Music, Amazon Prime, and Pandora) in 2019 where record labels receive about 0.3 cents each time a song is streamed (but that is a lot of money when it adds up)
Video — Blockbuster was disrupted by Netflix and went out of business (except one store); Netflix has the largest global subscriber base of any video service with 167 million subscribers
Diff: 3
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Synthesis
Standard: AACSB || Communication, Analytic, Technology, Reflective Thinking

234) How has IT positively and negatively affected the quality of your life and society as a whole? While this is partially opinion, your answer should be informed by material in the book.
Answer: There is no right answer to this question, but the student should/could discuss:
Positives —
- Continuous access to information, everywhere (continuous computing)
- Ability to do pretty much anything on smartphones (classes, pay bills, purchase goods, banking, etc.)
- More career opportunities
- Better customer service
- So much free stuff (paid for by ads on huge social networks, etc.)
- Industry changes benefit us (book, music, video, software, etc.)
- Health and safety improvements
- More opportunities for people with disabilities or who need/want to work from home
- Robots to do our chores

Negatives —
- We can't really get away and relax
- IT has eliminated many careers (and likely will in the future)
- Too easy to steal (piracy is a big problem)
- Dangerous (phones while driving)
- Drone dilemmas (spying, etc.)

Diff: 2
Section Reference: 1.3
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Application, Evaluation
Standard: AACSB || Communication, Analytic, Technology, Reflective Thinking

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