Introduction to Information Systems 11th edition Rainer Test Bank

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Introduction to Information Systems: Supporting and Transforming Business, 11e **(Rainer)**
Chapter 1 Introduction to Information Systems

1) What company was primarily affected by the leap year glitch described in the case study?
A) An electric company
B) A telecommunications provider
C) An air traffic control system
D) A self-pay gas pump operator
Answer: D
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
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Bloomcode: Knowledge
Standard: AACSB || Technology

2) The leap year glitch caused what specific problem with the self-pay gas pumps?
A) They charged customers twice for their fuel.
B) They stopped accepting credit card payments.
C) They displayed an error message and stopped working.
D) They dispensed the wrong type of fuel.
Answer: C
Diff: 1
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3) When did the "leap year glitch" occur that affected the gas pumps in New Zealand?
A) February 29th
B) March 1st
C) December 31st
D) January 1st
Answer: A
Diff: 1
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4) The case mentions that the gas pumps were working on a leap year, but then what happened on February 29th?
A) They began to overcharge customers.
B) They stopped working completely.
C) They started to display incorrect prices.
D) They reset all customer loyalty points.
Answer: B
Diff: 1
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5) What was the cause of the gas pump malfunction?
A) A software bug that failed to recognize a leap year.
B) The systems were not updated for daylight saving time.
C) The company's servers were overloaded.
D) A hardware failure in the payment terminals.
Answer: A
Diff: 1
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6) How was the problem addressed or solved?
A) By installing new terminals
B) By installing antivirus software
C) By installing a patch into the software
D) By installing bots into the programming
Answer: C
Diff: 1
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7) Which systems were affected by the gas station software error?
A) Fleet Pay
B) Self Pay
C) Cash Register Pay
D) Loyalty Points Pay
Answer: B
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8) What does the case highlight about the unexpected consequences of an information system's programming?
A) The importance of having a backup system in place
B) That even seemingly minor glitches can cause major disruptions
C) That most systems are too complex to test for all possible errors
D) The need for constant human supervision of automated systems
Answer: B
Diff: 1
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9) What type of information system would a self-pay gas pump likely be classified as?
A) An Enterprise Resource Planning (ERP) system
B) A Transaction Processing System (TPS)
C) A Geographic Information System (GIS)
D) A Decision Support System (DSS)
Answer: B
Diff: 1
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10) MIT Technology Review refers to 18–22-year-olds as *Homo* _____.
A) *Conectums*
B) *Conexus*
C) *Technologus*
D) *Techies*
Answer: B
Diff: 1
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11) 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
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12) _____ 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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13) Which of the following is an accurate description of the qualities of an informed user?
A) A person who relies solely on the IT department to select and install all applications
B) A person who gives input to enhance the quality of their organization's IT applications
C) A person who avoids learning about new IT developments
D) A person who does not use IT to improve their own productivity
Answer: B
Diff: 1
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14) _____ 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
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15) The top technology job is _____.
A) CEO
B) CFO
C) CIO
D) COO
Answer: C
Diff: 1
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16) 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
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17) 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
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18) 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
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19) 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
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20) 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
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21) 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
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22) 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
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23) 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
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24) 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
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25) 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
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26) 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
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27) 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
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28) A(n) _____ creates websites and web pages.
A) applications programmer
B) database administrator
C) network manager
D) web designer
Answer: D
Diff: 1
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29) Which of the following factors makes the task of managing information systems in modern organizations less difficult and complex?
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
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30) 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
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31) _____ 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 Why Should I Study Information Systems?
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32) _____ 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
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33) _____ 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
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34) _____ 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
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35) _____ 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
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36) _____ 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
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37) _____ 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
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38) _____ 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
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39) _____ 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
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40) _____ 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
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41) _____ 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
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Bloomcode: Knowledge
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42) _____ 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
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43) _____ 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
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Bloomcode: Knowledge
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44) _____ 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

45) _____ 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 Overview of Computer-Based Information Systems
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46) _____ 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 Overview of Computer-Based Information Systems
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Bloomcode: Knowledge
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47) 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Technology

48) 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 Overview of Computer-Based Information Systems
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49) 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
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Bloomcode: Application
Standard: AACSB || Technology

50) 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
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Bloomcode: Knowledge
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51) _____ 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
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52) _____ 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
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53) _____ 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 Overview of Computer-Based Information Systems
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54) _____ 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
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55) _____ 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
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56) _____ use the hardware and software, interface with it, or use its output.
A) Databases
B) Networks
C) People
D) Procedures
Answer: C
Diff: 1
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57) 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
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58) The IT _____ are/is the IT platform.
A) components
B) infrastructure
C) personnel
D) services
Answer: A
Diff: 1
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59) 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 Overview of Computer-Based Information Systems
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Bloomcode: Knowledge
Standard: AACSB || Technology

60) A(n) _____ is a collection of application programs in a single department.
A) DBS
B) ERP
C) FAIS
D) TPS
Answer: C
Diff: 1
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61) 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
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Bloomcode: Knowledge
Standard: AACSB || Technology

62) 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 Overview of Computer-Based Information Systems
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63) 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
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64) 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 Overview of Computer-Based Information Systems
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 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 Overview of Computer-Based Information Systems
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 an interorganizational system.
A) ERP system
B) human resources system
C) supply chain system
D) TPS
Answer: C
Diff: 2
Section Reference: 1.2 Overview of Computer-Based Information Systems
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 11th edition Rainer Test Bank

67) 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Evaluation
Standard: AACSB || Technology

68) _____ 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

69) _____ 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 Overview of Computer-Based Information Systems
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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70) _____ 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

71) 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

72) _____ 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 Overview of Computer-Based Information Systems
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 11th edition Rainer Test Bank

73) _____ 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

74) 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

75) 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 Overview of Computer-Based Information Systems
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 11th edition Rainer Test Bank

76) 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Technology

77) 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge, Evaluation
Standard: AACSB || Technology

78) _____ 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 Overview of Computer-Based Information Systems
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 11th edition Rainer Test Bank

79) _____ 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

80) What is the primary reason the NFL is employing artificial intelligence (AI) technology?
A) To increase fan engagement
B) To enhance player safety
C) To predict game scores
D) To automate ticket sales
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

81) How do AI systems analyze video footage from games and practices to prevent injuries?
A) By counting the number of players on the field
B) By predicting which team will win the game
C) By identifying anomalies and analyzing the speed and angle of impacts
D) By editing highlight reels for social media
Answer: C
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
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 11th edition Rainer Test Bank

82) What type of technology is used to collect data on NFL players' heart rates and movement patterns for AI analysis?
A) High-resolution cameras
B) Wearable technology
C) Virtual reality headsets
D) Smart helmets with built-in screens
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

83) What was the outcome of integrating AI-driven safety protocols into the NFL?
A) An increase in concussions and other severe injuries
B) A significant decrease in concussions and severe injuries
C) A decrease in fan attendance at games
D) A reduction in the number of games played per season
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

84) In addition to improving player safety, the use of AI has also led to a more data-driven approach for _____.
A) officiating games
B) player management and game strategy
C) broadcasting games
D) ticket pricing
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
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 11th edition Rainer Test Bank

85) In April 2024, what group was responsible for attacking multiple U.S. water utilities?
A) A Chinese state-sponsored group
B) A group linked to the Kremlin's cyberattack unit
C) The Syrian Electronic Army
D) An independent hacktivist group
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

86) What was the primary result of the cyberattacks on U.S. water utilities in April 2024?
A) Financial data for millions of users was stolen.
B) The water supply to millions of Americans was cut off.
C) The physical infrastructure of water treatment plants was destroyed.
D) The billing systems were shut down.
Answer: D
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

87) 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 How Does IT Impact Organizations?
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 11th edition Rainer Test Bank

88) 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 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

89) 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 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

90) Which of the following is a way that computers can affect people positively?
A) Carpal tunnel syndrome
B) Ergonomics
C) Job stress
D) Repetitive strain injuries
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
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 11th edition Rainer Test Bank

91) _____ 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 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

92) _____ 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 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

93) 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 How Does IT Impact Organizations?
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 11th edition Rainer Test Bank

94) What was one of the technical solutions implemented by water utilities to prevent future cyberattacks?
A) Installing new water pipes
B) Upgrading their information systems
C) Reducing the number of employees
D) Switching to a cash-only payment system
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

95) What is the purpose of multifactor authentication, as described in the text?
A) To simplify the login process for all users
B) To allow unauthorized personnel access to critical systems
C) To require a password and a secondary form of verification to access systems
D) To automatically reset all user passwords daily
Answer: C
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

96) According to the text, what was a short-term outcome of the cyberattacks on water utilities?
A) An increase in public trust in the water supply
B) Millions of Americans experiencing a disruption to water services
C) The immediate hiring of new cybersecurity experts at all utilities
D) The elimination of all future cyber threats
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
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 11th edition Rainer Test Bank

97) What is a firewall?
A) A type of computer virus
B) A software application that monitors network traffic
C) A physical or digital tool that controls network traffic flow
D) A piece of equipment that provides Wi-Fi to a building
Answer: C
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

98) What was a long-term outcome of the cyberattacks on water utilities?
A) The utilities decided to no longer use information systems.
B) The incident served as a "wake-up call," prompting utilities to invest more in cybersecurity.
C) All water utilities were taken over by the federal government.
D) The attacks had no lasting impact on the utilities.
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

99) In addition to technical solutions, what else did water utilities and government agencies recognize the need for?
A) A reduction in staff
B) Better cybersecurity training and employee awareness
C) Manual operation of all systems
D) New company uniforms
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
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 11th edition Rainer Test Bank

100) What is an intrusion-detection system, based on the text?
A) A type of lock on a server room door
B) A software application that monitors network traffic
C) A tool for deleting viruses
D) A system that automatically repairs damaged hardware
Answer: B
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

101) What did the federal government begin to work on more closely with state and local agencies after the cyberattacks?
A) The development of comprehensive cybersecurity strategies for critical infrastructure
B) New sports regulations for professional leagues
C) The production of new water treatment chemicals
D) New guidelines for building construction
Answer: A
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

102) Besides the United States, what other countries were also targeted by the same cyberattack group?
A) China, Russia, and the United Kingdom
B) Canada, Mexico, and Brazil
C) Poland, France, and other European nations
D) Australia, Germany, and Spain
Answer: C
Diff: 1
Section Reference: 1.4 Importance of Information Systems to Society
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 11th edition Rainer Test Bank

103) In May 2024, what U.S. government agency called for increased security measures for utilities?
A) The Department of Homeland Security (DHS)
B) The Federal Bureau of Investigation (FBI)
C) The Environmental Protection Agency (EPA)
D) The Department of Energy (DOE)
Answer: C
Diff: 1
Section Reference: 1.4 Importance of Information Systems to Society
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

104) What was the consequence of the October 2024 cyberattack on American Water, the nation's largest water utility company?
A) The physical pumps at the facility were damaged.
B) The company's main website was defaced.
C) Billing systems were shut down.
D) Customer information was leaked.
Answer: C
Diff: 1
Section Reference: 1.4 Importance of Information Systems to Society
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

105) Based on the conclusion of the case, what two things are necessary to protect critical infrastructure from future cyber threats?
A) Increased government spending and new laws
B) International cooperation and new treaties
C) Informed users and proper cybersecurity measures
D) Hiring more security personnel and conducting regular audits
Answer: C
Diff: 1
Section Reference: 1.4 Importance of Information Systems to Society
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 11th edition Rainer Test Bank

106) Which of the following is a benefit of Information Technology (IT)?
A) Privacy concerns
B) Flexibility
C) Piracy
D) Job displacement
Answer: B
Diff: 2
Section Reference: 1.4 Importance of Information Systems to Society
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

107) Which of the following statements best describes an industrial robot?
A) An automated, programmable machine used in manufacturing operations
B) A machine that automates the manufacturing process without any human help
C) A non-programmable machine that can perform a single, repetitive task
D) A machine that can only perform work in a laboratory setting
Answer: A
Diff: 2
Section Reference: 1.4 Importance of Information Systems to Society
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

108) _____ 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 Importance of Information Systems to Society
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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109) 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 Importance of Information Systems to Society
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

110) _____ 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 Importance of Information Systems to Society
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
Bloomcode: Knowledge
Standard: AACSB || Technology

111) As a result of the incident, there was a push for gas station personnel to update their systems on a regular basis.
Answer: TRUE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

112) People identified as *Homo Conexus* practice continuous computing.
Answer: TRUE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

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113) If you grew up using IT, you are an informed user.
Answer: FALSE
Diff: 2
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Analysis
Standard: AACSB || Technology

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

115) Managing the IS function within an organization is the exclusive responsibility of the IS department.
Answer: FALSE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

116) Only computer science majors can become CIOs.
Answer: FALSE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

117) The CTO is the top person responsible for managing IT in an organization.
Answer: FALSE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

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118) 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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

119) The pay is excellent for IS careers.
Answer: TRUE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

120) Managing information systems in modern organizations is a difficult, complex task.
Answer: TRUE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

121) 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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

122) 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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

Introduction to Information Systems 11th edition Rainer Test Bank

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

124) 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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Comprehension
Standard: AACSB || Technology

125) 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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

126) 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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Comprehension, Analysis
Standard: AACSB || Technology

Introduction to Information Systems 11th edition Rainer Test Bank

127) 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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Comprehension, Analysis
Standard: AACSB || Technology

128) 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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Synthesis
Standard: AACSB || Technology

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

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

131) The same data items, with no context, can mean entirely different things in different contexts.
Answer: TRUE
Diff: 2
Section Reference: 1.2 Overview of Computer-Based Information Systems
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 11th edition Rainer Test Bank

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

133) 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Technology

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

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

136) The IT infrastructure includes the IT services, IT Personnel, and IT Components.
Answer: TRUE
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
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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137) The IT components include hardware, software, procedures, and personnel.
Answer: FALSE
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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

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

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

141) TPS are critical to the success of any enterprise.
Answer: TRUE
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
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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142) TPS typically collect data in batches.
Answer: FALSE
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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

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

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

146) Nearly all ERP systems are also TPSs.
Answer: TRUE
Diff: 2
Section Reference: 1.2 Overview of Computer-Based Information Systems
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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147) A TPS is an IOS.
Answer: FALSE
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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

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

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

151) Middle managers make tactical decisions.
Answer: TRUE
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
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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152) Middle managers make strategic decisions.
Answer: FALSE
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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

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

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

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

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

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

160) 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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

161) Dashboards primarily support executive decision-making.
Answer: FALSE
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
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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162) AI is only used in the NFL to analyze on-field play and is not used to inform changes to league rules.
Answer: FALSE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

163) According to the text, the 2023 NFL season saw a 10 percent decrease in concussions compared to previous years.
Answer: TRUE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

164) AI can monitor player data for signs of fatigue and stress to help prevent injuries.
Answer: TRUE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

165) The NFL's use of AI is solely focused on concussions and does not address other severe injuries.
Answer: FALSE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
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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166) The success of AI in the NFL has had no effect on other professional sports leagues.
Answer: FALSE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

167) Hackers linked to the Kremlin's most aggressive cyberattack group attacked multiple U.S. water utilities in April 2024.
Answer: TRUE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

168) The United States was the only country targeted in the April 2024 cyberattacks on water utilities.
Answer: FALSE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

169) The U.S. water supply is protected by advanced, up-to-date information systems that are not vulnerable to attacks.
Answer: FALSE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
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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170) The hackers were able to alter chemical levels, manipulate water flow, and disable billing services.
Answer: TRUE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

171) After the attacks, water utilities and government agencies were unable to isolate the affected systems.
Answer: FALSE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

172) The case states that some local water utility providers did not have cybersecurity experts employed.
Answer: TRUE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

173) The leap year glitch in New Zealand disrupted self-pay gas station pumps.
Answer: TRUE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

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174) The gas station systems failed because a software update that would have prevented the glitch was already installed.
Answer: FALSE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

175) The glitch resulted in a significant disruption to both customers and businesses, including temporary loss of revenue for the gas stations.
Answer: TRUE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

176) The main outcome of the glitch was a permanent shift to a manual, cash-only payment system at all gas stations in New Zealand.
Answer: FALSE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

177) The incident prompted a broader review of the outdated information systems used by gas stations.
Answer: TRUE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

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178) The incident highlights the importance of maintaining robust and adaptable information systems to handle predictable events like leap years.
Answer: TRUE
Diff: 1
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
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 How Does IT Impact Organizations?
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 How Does IT Impact Organizations?
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 How Does IT Impact Organizations?
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 How Does IT Impact Organizations?
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 How Does IT Impact Organizations?
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 How Does IT Impact Organizations?
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 How Does IT Impact Organizations?
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 How Does IT Impact Organizations?
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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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 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

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

191) Water utilities upgraded their information systems to older, less secure versions after the attacks.
Answer: FALSE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
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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192) After the attacks water utilities implemented regular security audits to identify vulnerabilities.
Answer: TRUE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

193) One of the short-term outcomes was that some communities faced the risk of a contaminated water supply.
Answer: TRUE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

194) The attacks caused public trust in the safety and reliability of the water supply to increase.
Answer: FALSE
Diff: 1
Section Reference: 1.3 How Does IT Impact Organizations?
Learning Objective: 1.3: Discuss ways in which information technology can affect managers and nonmanagerial workers.
Bloomcode: Knowledge
Standard: AACSB || Technology

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

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

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

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

200) Most industries have found a way to use Watson to manage their supply chain functions.
Answer: FALSE
Diff: 1
Section Reference: 1.4 Importance of Information Systems to Society
Learning Objective: 1.4: Identify positive and negative societal effects of the increased use of information technology.
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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Knowledge
Standard: AACSB || Technology

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

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

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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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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 Overview of Computer-Based Information Systems
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 Overview of Computer-Based Information Systems
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 Overview of Computer-Based Information Systems
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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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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

211) _____ consists of devices such as the processor, monitor, keyboard, and printer.
Answer: Hardware
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
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 Overview of Computer-Based Information Systems
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 Overview of Computer-Based Information Systems
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 Overview of Computer-Based Information Systems
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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215) _____ are the instructions for combining components to process information and generate the desired output.
Answer: Procedures
Diff: 1
Section Reference: 1.2 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Knowledge
Standard: AACSB || Technology

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

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

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 Overview of Computer-Based Information Systems
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 Importance of Information Systems to Society
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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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 Importance of Information Systems to Society
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 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems 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?

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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.

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

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Diff: 3
Section Reference: 1.1 Why Should I Study Information Systems?
Learning Objective: 1.1: Identify the reasons why it is important to be an informed user of information systems in today's world.
Bloomcode: Evaluation
Standard: AACSB || Communication, Analytic, Technology, Reflective Thinking

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 Overview of Computer-Based Information Systems
Learning Objective: 1.2: Describe the various types of computer-based information systems in an organization.
Bloomcode: Application
Standard: AACSB || Communication, Technology, Reflective Thinking

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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 Overview of Computer-Based Information Systems
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

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 How Does IT Impact Organizations?
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

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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 How Does IT Impact Organizations?
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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