Information Systems for Managers with Cases 4th edition Piccoli Test Bank

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Chapter 2

1. **Apple introduced Face ID in 2017, a facial recognition feature that generates a 3D depth digital map of the iPhone owner's face. The Face ID replaces the Touch ID fingerprint sensor and is used to unlock the iPhone. In this case, which kind of change it produced?**
   A. First-order change
   B. Informate
   C. Second-order change
   D. Third-order change

2. **Following the news of a recent cyber attack, your company has introduced new software to protect the employees. Following the announcement, a massive training campaign has started. Which level of organizational change do you believe was produced?**
   A. First-order change
   B. Informate
   C. Second-order change
   D. Third-order change

3. **In the context of airport operations, which of the following is an example of the people element of a modern information system?**
   A. Airline check-in procedures
   B. Airport gate agents
   C. Check-in kiosks that print boarding passes
   D. The reporting relationships between security agents and supervisors

4. **In the context of airport operations, which of the following is an example of the process element of a modern information system?**
   A. Airline check-in procedures
   B. Airport gate agents
   C. Check-in kiosks that print boarding passes
   D. The reporting relationships between security agents and supervisors

5. **In the context of airport operations, which of the following is an example of the technology element of a modern information system?**
   A. Airline check-in procedures
   B. Airport gate agents
   C. Check-in kiosks that print boarding passes
   D. The reporting relationships between security agents and supervisors

6. **Information systems were born when digital computers entered organizations during the postwar boom.**
   A. True
   B. False

7. **Organization design, report and relationships within an information system are examples of which component?**
   A. People
   B. Structure

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C. Structure
D. Technology

8. **The external environment has no impact on the design of an IS.**
   A. True
   B. False

9. **The new system that your company introduced was amazing. Finally, everybody had access exactly to the information she needed. However, the pursuit of a flawed strategy, lead the company to fail. While the firm went bankrupt, do you believe the IS was a success?**
   A. No, because the firm failed anyway
   B. No, because the firm wasted resources
   C. Yes, because apparently the system beat the intended goals
   D. Yes, because the firm was deemed to fail

10. **The organizational changes which heavily involve the people, process, and technology components of the information systems is called:**
   A. Automation
   B. First-order change
   C. Second-order change
   D. Third-order change

11. **There can be discrepancies between official business process and the informal steps employees take to complete a business activity**
   A. True
   B. False

12. **There is only one way to perform a business process.**
   A. True
   B. False

13. **We consider information systems as sociotechnical systems to:**
   A. Account for the interplay of IS components in determining IS outcomes
   B. Account for the negative outcomes of IT innovation
   C. Evaluate the impact of new technologies on the external environment
   D. Extract value from IT investments

14. **We have defined Information Systems as sociotechnical systems made up of four components. Such components are:**
   A. Data, process, technology, people
   B. Decision, management, transactions, data
   C. Information technology, process, structure, people
   D. Strategy, culture, information, procedures

15. **What did Bob Lewis mean with his famous phrase: 'Every piece of software is an opinion'?**
   A. He meant that project managers must ensure that developers have the right opinions
   B. He meant that software design depends on choices made by developers

C. He meant that software developers sometimes create software bugs that make the system malfunction
D. He meant that software is like free speech, constitutionally protected in modern democracies

16. What does the term 'systemic effect' mean?
A. The achievement of the goals of the information system
B. The effects of external environment on the implementation of the information system
C. The effects of firm strategy on information system's success
D. The interdependence of the four components of the information system

17. What is a 'business process'?
A. A methodology for streamlining business activities to achieve substantial performance improvements
B. The procedure manuals describing in detail the business activities
C. The series of steps necessary to complete a business activity
D. The way that information is handled within the company

18. When a second-order change occurs, only the manner in which the process is performed changes making it relatively easy to envision, justify, and manage.
A. True
B. False

19. When an IT innovation is introduced, what happens when this generates a first-order change?
A. The IT modifies how an existing process is performed
B. The IT modifies how people perform a process
C. The people change the way they performed a process
D. The structure is modified generating a change in the processes

20. When an IT innovation is introduced, what happens when this generates a second-order change?
A. The IT modifies how an existing process is performed by affecting the individuals who perform it
B. The IT modifies the organizational structure
C. The people change the way they performed a process
D. The structure is modified generating a change in the processes

21. When defining an information system, what does 'socio-technical' mean?
A. That an IS has two subsystems, a social and technical one
B. That an IS is built for the greater good of society
C. That an IS is enabled by IT
D. The interdependence of the four components of the information system

22. Which of the following is a level of organizational change that can be generated by the introduction of new IT
A. Evaluate
B. Informate
C. Interface
D. Intermediate

23. Which of the following is an example of an informal information systems:

A. Amazon.com's billing system
B. Tinder at school
C. Wal-Mart's inventory system
D. Your company's accounting system

24. Which of the following is NOT an example of the process element of an information system
A. A laptop used by a sales agent to quote prices to a client
B. A tablet used to take restaurant orders at the table
C. The revenue management software that airlines use to change ticket prices
D. The security process using body scanners at modern airports

25. Which of the following managerial actions appears DOUBTFUL when seeking information system success?
A. Adopt the most innovative and cutting-edge Information Technology and let the IS adapt
B. Consider the implicit or explicit rules that govern the relationships between the people involved in the IS
C. Develop a genuine understanding of the people involved, such as their skills and motivation
D. Observe the implicit or explicit rules that govern relationships between the people involved in the IS

26. Which of the following statements is true?
A. IS and IT are the same concepts
B. IS is a component of the IT
C. IT is a component of the IS
D. IT is a use of the IS

27. Why is an information system a system?
A. Because it has four interrelated components
B. Because it has systemic effects
C. Because it is a system that processes information
D. Because it uses information technology

28. Why is it important to realize that: 'Every piece of software is an opinion'?
A. Because in business organizations a firm can be liable in court for software that does not operate correctly
B. Because in business organizations organizational structures determine the quality of software design
C. Because in business organizations software design choices will both enable and constraint business processes
D. Because in business organizations the political landscape has a strong effect on performance

29. You are a business consultant troubleshooting a failed information system. You discover that employees were not trained after the system implementation. Which component is causing the failure?
A. People
B. Process
C. Structure
D. Technology

30. You are a business consultant troubleshooting a failed information system. You discover that employees face negative incentives to using the system. Which component is causing the failure?

A. People
B. Process
C. Structure
D. Technology

Answers:
1. A
2. C
3. B
4. A
5. C
6. B
7. C
8. B
9. C
10. C
11. A
12. B
13. A
14. C
15. B
16. D
17. C
18. B
19. A
20. A
21. A
22. B
23. B
24. D
25. A
26. A
27. A
28. C
29. A
30. C