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Chapter 2: Introduction to Information Systems
Test Bank

Multiple Choice

1. An information system is a combination of _____, _____, _____, and processes.
   a. numbers, letters, symbols
   b. technology, data, people
   c. protocol, resources, memory
   d. adaptation, data, people
   e. processes, technology, data
2. An information system is directed towards the _____, _____, _____, organization, retrieval and communication of information.
   a. validity, collection, standardization
   b. design, manipulation, administration
   c. collection, manipulation, storage
   d. authority, usefulness, intelligence
   e. collection, progression, usefulness
3. A set of interacting components, working together to form a complex, integrated whole in order to achieve some goal by taking inputs and processing them to produce outputs is known as a(n) _____ .
   a. data
   b. component
   c. information
   d. process
   e. **system**
4. A _____ is an element of a system. For example, a television might be a part of a home entertainment system.
   a. component
   b. piece
   c. section
   d. unit
   e. particle
5. _____ can take many different forms ranging from human organs to computer software.
   a. Data
   b. Components
   c. Information
   d. Subsystem
   e. Interchange
6. The goal of a system is achieved by _____ .
   a. adding steps to a simple process
   b. taking inputs and processing them to produce outputs
   c. organizing information into databases
   d. removing information that is old or stale
   e. none of the above

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7. The process by which a system regulates itself by monitoring its own output is_____.
   a. interchange
   b. transfer
   c. **feedback**
   d. serial
   e. interface
8. An open system is a system that _____.
   a. requires specific input
   b. can be used by any user
   c. uses cross -functional models
   d. increases validity
   e. interacts with its environment
9. A subsystem is a system that is _____.
   a. under review for errors
   b. part of a larger system
   c. located under the original system
   d. not fully tested
   e. allows for interaction with other systems
10. _____ is the idea that in an open system there are many different paths to the final outcome.
    a. Equifinality
    b. Open source
    c. Random access
    d. Multiple paths
    e. Closed destination
11. _____ is a set of functions intended to ensure the proper operation of a system.
    a. Initialization
    b. Control
    c. Feedback
    d. Formatting
    e. Decision making
12. What is the most important component of any information system?
    a. Hardware
    b. Software
    c. Business rule
    d. People
    e. Feedback
13. It is important to realize that an information system does not require a(n) _____.
    a. person
    b. computer
    c. input

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d. output
e. process

14. Information systems include the following operations:
    a. resource, format, transfer, storage, processing
    b. format, input, transfer, interface, control
    c. input, interface, memory, processing, control
    d. operating system, application software, random access memory
    e. input, processing, storage, output, control
15. What are the six critical elements of an information system?
    a. Data, hardware, software, communication media, procedures, people
    b. Money, technology, people, opportunity, planning, implementation
    c. Data, systems, peripherals, hardware, decisions, people
    d. Location, collection, openness, management, procedures, authority
    e. Technology, management, executives, organization, departments, communication
16. Operating systems such as Windows and Linux are examples of what type of software?
    a. Process software
    b. Manufacturing software
    c. Application software
    d. Enterprise resource software
    e. Systems software
17. While using word processing software to type your paper for an English course you realize that you are actually using _____ software to complete your work.
    a. data
    b. systems
    c. anti virus
    d. application
    e. instant messaging
18. While waiting tables at a local restaurant, your last table ordered steak, lobster, and two soft drinks. Which elements of the restaurant information system would these items most likely be?
    a. Hardware
    b. Software
    c. Procedures
    d. Data
    e. Communications media
19. _____ serves as facts that are manipulated by the system to produce information.
    a. Hardware
    b. Data
    c. Software
    d. Procedures
    e. Communications media

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20. The _____ performs computations, stores the data and software used by the system, displays information and provides the platform for users to interact with the system.
    a. person
    b. software
    c. hardware
    d. information
    e. operating system
21. The _____ controls the operation of the computer, including how the data are retrieved, manipulated and communicated.
    a. person
    b. software
    c. data
    d. hardware
    e. business rule
22. When sitting at the coffee shop on campus, you connect to the wireless network so that you can research a project for management class. What element of an information system is the wireless connection?
    a. Data
    b. People
    c. Software
    d. Communication media
    e. Hardware
23. A statement that defines or constrains an aspect of a business with the intent of controlling behaviors within the business is called a(n) _____ .
    a. business law
    b. information system
    c. business rule
    d. organization
    e. common sense
24. While placing an order on Amazon.com for your favorite movie, you find that you are not able to add the DVD to your cart because no more DVDs are in inventory. This is an example of _____ in action.
    a. inputs
    b. opportunity
    c. technology
    d. databases
    e. **business rules**
25. What are the four categories of change that information systems enable within an organization?
    a. Process improvements, automation, control, information flow
    b. Database, system software, feedback, integration
    c. Input, storage, business rules, output

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d. Electronic Data Interchange, feedback, system, subsystem
e. Business rules, control, equifinality, open system

26. Online course registration and airline check-in kiosks are examples of _____.
    a. business rules
    b. storage
    c. workflow system
    d. data
    e. customer self service
27. Online registration verifies that you meet all prerequisites of a particular course before you can successfully register for the course. This information system is using _____ to ensure that business rules are followed.
    a. a workflow system
    b. personal applications
    c. control
    d. motivation
    e. functional systems
28. To purchase office supplies for your office, a request is made for supplies in an information system. This system notifies your immediate supervisor that an order is waiting for his/her approval. If the order is approved, it is forwarded to the appropriate vendor and you are notified that the order is placed. What type of organizational change has this information system allowed for?
    a. Knowledge
    b. Control
    c. Business process
    d. Information flow
    e. Integration
29. Every two weeks you receive a paycheck at work. Your pay is based on the hours that you have tracked. At the end of the pay period the hours worked for everyone are gathered and processed. What type of information system is this?
    a. Personal application
    b. Functional and management information system
    c. Integrated enterprise system
    d. Global system
    e. Transaction processing system
30. A thermostat reaches a certain temperature and sends a signal to the air conditioner to begin cooling the room. Sending the signal to the air conditioner is known as what?
    a. Feedback
    b. Data
    c. Control
    d. Information
    e. A process

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31. _____ controls the operation of the computer, including how the data are retrieved, manipulated, and communicated.
    a. Information
    b. A person
    c. Data
    d. Hardware
    e. Software
32. Which of the following is not a way that information systems help businesses cope with the ever-increasing amount of information?
    a. They help gather large amounts of data quickly, easily, and reliably.
    b. They allow businesses to store and organize very large amounts of data.
    c. They perform their data manipulations quickly, accurately, and consistently.
    d. They eliminate the human component from the system.
    e. They retrieve and output information in a variety of forms, as determined by the user.
33. When filling up with gasoline today, most people complete their entire transaction at the pump. This includes paying for the transaction, filling the vehicle up with fuel, and receiving a receipt for their transaction. What type of organizational change has this information system allowed for?
    a. Information flow
    b. Automation
    c. Control
    d. Business process
    e. Integration
34. _____ refers to the structured, electronic transmission of data between organizations.
    a. Electronic funds transfer
    b. Electronic data interchange
    c. Extensible markup language
    d. Information flow
    e. Integrated communication
35. _____ refers to a set of devices and protocols that enable computers to communicate with each other.
    a. Communication media
    b. Unified communications
    c. Integrated networking
    d. Internet protocol
    e. Instant messaging

Reflection Questions

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1. Consider a process that you use often. What are three advantages of the process? What are three disadvantages? (ref Focusing story 2-2)
   Answers will vary
2. How do you use information systems in your current job (past job)? Has your view of the information system changed? Why or why not? (ref Identifying Information Systems 2-4)
   Answers will vary
3. Information systems play a large part in everyone's life. Think of a past job or function that you may have held, how did that information system make your job easier? How much more difficult would your job have been without that information system? (ref Identifying Information Systems 2-5)
   Answers will vary
4. Describe three information systems you use on your mobile phone. Describe how you interact with them on a regular basis.
   Answers will vary
5. What type of information system can you think of that has no technology involved?
   Answers will vary

Short Answer Questions

1. Why is it important for employees outside of an IT department to understand how information systems work?
   A: Regardless of your major or your career path, you're going to be using information systems. Learning how to effectively use these systems can help you be more effective and successful in your career.
   Rubric: 3 (Proficient)-Both aspects of the description correctly identified
   2 (Adequate)- One aspect of the description correctly identified
   1 (Limited)-No description correctly identified
2. List the operations in the information processing cycle and include a description of each.
   A: Input: Collection of data and its conversion into a form that allows processing.
   Processing: Manipulation and transformation of data.
   Storage: Storage of data so that it can be retrieved at a later time
   Output: Transformation of processed data into a form that can be understood by its eventual user.
   Control: Enforcement of correct processing procedures.
   Rubric: 3 (Proficient)-All aspects of the description correctly identified
   2 (Adequate)- Three aspects of the description correctly identified
   1 (Limited)-One or fewer aspects of the description correctly identified
3. What is the most important element of an information system and why?
   A: People are the most important component of any information system. People are necessary to use and interpret the output of the information system. Even in information

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systems that seem like they are totally automated, people still need to monitor the system to make sure it is working correctly. Of course, people also build and maintain the system.
Rubric: 3 (Proficient)-All aspects of the description correctly identified
2 (Adequate)- Two aspects of the description correctly identified
1 (Limited)-No aspects of the description correctly identified

4. What are three roles within an information system? Give a real world example of each of these roles.
A: Data: The data serves as the facts that are manipulated by the system to produce information that is used by the reservation agent and hotel management.
Some of the data in this system would be a list of rooms, their status for each day (available or reserved), prices; payment data, data about the customer and data about who took the reservation
Hardware: The hardware performs computations, stores the data and software used by the system, displays information and provides the platform for users to interact with this system.
This system would use hardware such as the reservation agent's personal computer, a computer that has the software for the system, hard drives that have the database that stores the data for the system, and printers for reports among others.
Software: The software controls the operation of the computer, including how the data are retrieved, manipulated and communicated.
Software in this system would include the operating system of the various computers that are part of the system as well as one or more applications that are specific to the task of making room reservations.
Communication media: This allows the various hardware components to communicate with each other.
Communication media includes the network cabling and other devices that facilitate communication such as routers.
Procedures: The procedures govern how the reservation agent and hotel managers should interact with the system.
Procedures include such things as instructions for how to get into the system, what data has to be entered, how to retrieve information and how to generate reports.
People: In this system, people provide input for the system, control how the system is used and interpret the information from the system
People include the customer, the reservation agent and hotel managers.
Rubric: 3 (Proficient)-Three roles with examples correctly identified
2 (Adequate)- Two roles with examples correctly identified
1 (Limited)-One or less roles with examples correctly identified
5. How does an information system at a Movie Theater allow management to deal with information? Give three examples.
A: Information systems let us gather large amounts of data quickly, easily and reliably. The system retrieves the item's prices from a database, and the amount is added to the order's

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total. Examples include: Provide the number of guests for each movie, concessions bought, quick recall of data (answers may vary)
Rubric: 3 (Proficient)-Three examples correctly identified
2 (Adequate)- Two examples correctly identified
1 (Limited)-One or less roles examples correctly identified

6. What kind of business rules would be required for an information system that allowed for online ordering of books at your school?
A: All businesses have rules that govern the operation of the business.
Examples include: Sales tax added properly, do not sell more items than on inventory, calculate shipping (answers may vary)
Rubric: 3 (Proficient)-Three examples correctly identified
2 (Adequate)- Two examples correctly identified
1 (Limited)-One or less roles examples correctly identified
7. Why are business rules necessary within an information system?
A: All businesses have rules that govern the operation of the business. Information systems enforce business rules by not allowing violations to occur.
Rubric: 3 (Proficient)-All aspects of the description correctly identified
2 (Adequate)- One aspect of the description correctly identified
1 (Limited)-No aspects of the description correctly identified
8. What are three ways that information systems can facilitate change within an organization?
A: process improvements, automation, control and information flow
Rubric: 3 (Proficient)-Three improvements with examples correctly identified
2 (Adequate)- Two improvements with examples correctly identified
1 (Limited)-One or less improvements with examples correctly identified
9. List three types of common information systems and give an example for each type listed.
A: Transaction processing systems (TPS) collect, monitor, process and store large volumes of data that are created by business processes. Examples include payroll processing systems, invoicing systems, and inventory control systems.
Managers use functional and management information systems to monitor, control and analyze the operation of functional areas. Examples include financial management systems, sales force automation systems, materials requirements planning (MRP) systems and benefits administration systems
An integrated system has multiple applications into a cohesive interrelated system. For example, enterprise resource planning systems provide an integrated set of modules that carry out the information processing and reporting systems for the entire organization.
Interorganizational systems span organizational boundaries to connect companies to suppliers and customers.
Global systems are simply interorganizational systems that cross national boundaries. These systems are often more complex due to cross-national differences in language, currency and culture.

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Rubric: 3 (Proficient)-Three systems with examples correctly identified
2 (Adequate)- Two systems with examples correctly identified
1 (Limited)-One or less systems with examples correctly identified

10. Describe Electronic Data Interchange (EDI).

A: EDI allows the systems in one organization to directly interact with those in a partner organization. Many electronic business systems enable partner organizations to interact seamlessly and thus are considered interorganizational systems.

Rubric: 3 (Proficient)-All aspects of the description correctly identified
2 (Adequate)- One aspect of the description correctly identified
1 (Limited)-No aspects of the description correctly identified

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