

Experiencing MIS, 2e (Kroenke)

Chapter 1: IS in the Life of Business Professionals

Multiple Choice

1) An online journal is called a _____.

- A) ejournal
- B) weblog
- C) elog
- D) web writing

Answer: B

Diff: 2 Page Ref: 3

Topic: MIS and you

AACSB: Use of IT

Study Question: CH 1

2) The keyboard and monitor are an example of which of the five components?

- A) Hardware
- B) Software
- C) Procedures
- D) Data

Answer: A

Diff: 1 Page Ref: 5

Topic: information systems

AACSB: Use of IT

Study Question: CH 1 Q 1

3) Microsoft Word is an example of the _____ component.

- A) hardware
- B) software
- C) procedures
- D) data

Answer: B

Diff: 1 Page Ref: 5

Topic: information systems

AACSB: Use of IT

Study Question: CH 1 Q 1

4) Words and sentences are examples of the _____ component.

- A) hardware
- B) software
- C) procedures
- D) data

Answer: D

Diff: 1 Page Ref: 5

Topic: information systems

AACSB: Use of IT

Study Question: CH 1 Q 1

5) In a grocery store, the clerk scans the UPC code on the item, which is read and transmitted to the computer. The actual scanner device is an example of which component?

- A) Hardware
- B) Software
- C) Data
- D) Procedures

Answer: A

Diff: 3 Page Ref: 5

Topic: MIS

AACSB: Reflective Thinking

Study Question: CH 1 Q 1

6) MIS means:

- A) managing information systems
- B) memory information systems
- C) memory informing systems
- D) management information systems

Answer: D

Diff: 2 Page Ref: 6

Topic: MIS

AACSB: Analytic Skills

Study Question: CH 1 Q 2

7) The five-component framework is symmetrical in design. The two outermost components are:

- A) hardware and software
- B) data and software
- C) people and procedures
- D) people and hardware

Answer: D

Diff: 2 Page Ref: 6

Topic: five components

AACSB: Reflective Thinking

Study Question: CH 1 Q 1

8) Information systems are created:

- A) for the sheer joy of it
- B) for the purpose of allowing a company to be modern
- C) to help businesses achieve their goals
- D) to keep businesses from falling behind technologically

Answer: C

Diff: 2 Page Ref: 6

Topic: Why MIS?

AACSB: Use of IT

Study Question: CH 1 Q 2

9) In order to have a system that meets their needs, the users need to _____ in the development of information systems.

- A) take an active role
- B) trust the IT staff completely to make the necessary decisions
- C) depend upon managers
- D) hope for good luck

Answer: A

Diff: 1 Page Ref: 7

Topic: MIS

AACSB: Use of IT

Study Question: CH 1 Q 2

10) An example of how a business person relates to an information system is:

- A) a mechanic works on an automobile
- B) an accountant uses a spreadsheet to create financial statements
- C) an architect wants to open three programs at the same time
- D) a gamer needs to download a new program from the Internet

Answer: B

Diff: 1 Page Ref: 6

Topic: information systems

AACSB: Reflective Thinking

Study Question: CH 1 Q 2

11) Information technology refers to:

- A) methods
- B) hardware systems
- C) data procedures
- D) objectives

Answer: A

Diff: 2 Page Ref: 7

Topic: information technology

AACSB: Reflective Thinking

Study Question: CH 1 Q 3

12) Inventions, standards, and products are examples of _____.

- A) information systems
- B) methods
- C) information technology
- D) hardware systems

Answer: C

Diff: 2 Page Ref: 7

Topic: information technology

AACSB: Analytic Skills

Study Question: CH 1 Q 3

13) IT, _____, can help an organization achieve its goals.

- A) by itself
- B) within hardware
- C) along with data
- D) when embedded into an IS

Answer: D

Diff: 2 Page Ref: 7

Topic: information technology

AACSB: Analytic Skills

Study Question: CH 1 Q 3

14) In order to gain a competitive advantage when using information systems, business people need to _____.

- A) write emails.
- B) consider how IT and IS will solve problems.
- C) access Web pages.
- D) use only the latest technologies.

Answer: B

Diff: 2 Page Ref: 10

Topic: competitive advantage

AACSB: Reflective Thinking

Study Question: CH 1 Q 4

15) Amazon's Jeff Bezos:

- A) invented new technologies for his organization
- B) created a new database technology
- C) combined emerging and existing technologies
- D) developed new Internet technologies

Answer: C

Diff: 2 Page Ref: 10

Topic: information technology

AACSB: Reflective Thinking

Study Question: CH 1 Q 4

16) The cost of _____ is so low that it is essentially free.

- A) IT
- B) IS
- C) data storage
- D) data

Answer: C

Diff: 2 Page Ref: 14

Topic: New developing opportunities in IS

AACSB: Use of IT

Study Question: CH 1 Q 5

17) The principle that states that "the number of transistors per square inch on an integrated chip doubles every eighteen months" is known as:

- A) Moore's Law
- B) Intel's Rule
- C) the RAND Principle
- D) the Price/Performance Ratio

Answer: A

Diff: 2 Page Ref: 12

Topic: Moore's Law

AACSB: Use of IT

Study Question: CH 1 Q 5

18) The _____ ratio of computers has fallen dramatically for years.

- A) price/performance
- B) time/performance
- C) performance/power
- D) price/power

Answer: A

Diff: 2 Page Ref: 13

Topic: Moore's Law

AACSB: Use of IT

Study Question: CH 1 Q 5

19) Which of the following is considered a strong password?

- A) Sword123
- B) 1Sword23
- C) 1Sw0rd
- D) \$W0rd12

Answer: D

Diff: 2 Page Ref: 14

Topic: Strong passwords

AACSB: Reflective Thinking

Study Question: CH 1 Q 6

True or False

1) One of the first blogs was www.DrudgeReport.com.

Answer: TRUE

Diff: 1 Page Ref: 3

Topic: MIS and you

AACSB: Use of IT

Study Question: CH 1

2) The five component framework consists of hardware, software, data, processes, and people.

Answer: FALSE

Diff: 1 Page Ref: 6

Topic: information systems

AACSB: Use of IT

Study Question: CH 1 Q 1

3) The methods that are used to start a program are examples of the software component.

Answer: FALSE

Diff: 1 Page Ref: 5

Topic: information systems

AACSB: Analytic Skills

Study Question: CH 1 Q 1

4) A hotel reservation system would consist of all five of the components in an information system.

Answer: TRUE

Diff: 2 Page Ref: 5

Topic: information systems

AACSB: Reflective Thinking

Study Question: CH 1 Q 1

5) Writing a term paper on a computer involves only four of the five components.

Answer: FALSE

Diff: 2 Page Ref: 5

Topic: information systems

AACSB: Reflective Thinking

Study Question: CH 1 Q 1

6) A student's schedule in a daytimer is an example of an information system.

Answer: TRUE

Diff: 1 Page Ref: 5

Topic: information systems

AACSB: Reflective Thinking

Study Question: CH 1 Q 1

7) MIS is all development and use of information systems.

Answer: FALSE

Diff: 2 Page Ref: 6

Topic: information systems

AACSB: Analytic Skills

Study Question: CH 1 Q 2

8) The five components are common to all information systems.

Answer: TRUE

Diff: 1 Page Ref: 6

Topic: information systems

AACSB: Use of IT

Study Question: CH 1 Q 1

9) A calendar which serves as a sign up sheet for hall monitoring duties is an example of an information system.

Answer: TRUE

Diff: 1 Page Ref: 6

Topic: information systems

AACSB: Reflective Thinking

Study Question: CH 1 Q 1

10) All information systems are computer based.

Answer: FALSE

Diff: 1 Page Ref: 6

Topic: information systems

AACSB: Analytic Skills

Study Question: CH 1 Q 1

11) All users should take an active role in the development of the information systems.

Answer: TRUE

Diff: 1 Page Ref: 6

Topic: MIS

AACSB: Analytic Skills

Study Question: CH 1 Q 2

12) IT, by itself, will help an organization achieve its goals.

Answer: FALSE

Diff: 1 Page Ref: 7

Topic: information technology

AACSB: Use of IT

Study Question: CH 1 Q 3

13) Businesses, by themselves, do not do anything.

Answer: TRUE

Diff: 2 Page Ref: 7

Topic: achieving business goals

AACSB: Analytic Skills

Study Question: CH 1 Q 2

14) Information technology and information systems are interchangeable terms.

Answer: FALSE

Diff: 2 Page Ref: 7

Topic: information technology

AACSB: Use of IT

Study Question: CH 10 Q 3

15) Business is very competitive today. As long as an action is legal, it is also ethical.

Answer: FALSE

Diff: 1 Page Ref: 9

Topic: ethical issues

AACSB: Ethical Reasoning

Study Question: CH 1 Q 3

16) Users need to combine hardware, software, data, and procedures to enable themselves and gain a competitive advantage.

Answer: TRUE

Diff: 2 Page Ref: 10

Topic: achieving business goals

AACSB: Reflective Thinking

Study Question: CH 1 Q 4

17) Business professionals use numerous information systems.

Answer: TRUE

Diff: 2 Page Ref: 10

Topic: achieving business goals

AACSB: Analytic Skills

Study Question: CH 1 Q 4

18) The RAND Corporation study predicted a strong demand for professionals who can use existing technologies.

Answer: FALSE

Diff: 2 Page Ref: 10

Topic: achieving business goals

AACSB: Analytic Skills

Study Question: CH 1 Q 4

19) For all practical purposes, data storage and data procedures are free.

Answer: FALSE

Diff: 2 Page Ref: 11

Topic: New developing opportunities in IS

AACSB: Use of IT

Study Question: CH 1 Q 5

20) The fact that data storage and data transmission are essentially free has led to the development of many new opportunities for their use.

Answer: TRUE

Diff: 2 Page Ref: 12

Topic: New developing opportunities in IS

AACSB: Reflective Thinking

Study Question: CH 1 Q 5

21) Information technology has changed the world so that for all intents and purposes, data storage and data communications are free.

Answer: TRUE

Diff: 2 Page Ref: 12

Topic: Data communications

AACSB: Use of IT

Study Question: CH 1 Q 5

22) Technology development is slowing down.

Answer: FALSE

Diff: 2 Page Ref: 13

Topic: New developing opportunities in IS

AACSB: Use of IT

Study Question: CH 1 Q 5

23) Michael's Law states that the speed of a computer chip doubles every 18 months.

Answer: FALSE

Diff: 2 Page Ref: 13

Topic: Moore's Law

AACSB: Use of IT

Study Question: CH 1 Q 5

24) The price/performance ratio of computers has fallen dramatically for years.

Answer: TRUE

Diff: 2 Page Ref: 13

Topic: Moore's Law

AACSB: Use of IT

Study Question: CH 1 Q 5

25) A strong password should have at least eight characters in it.

Answer: FALSE

Diff: 1 Page Ref: 14

Topic: Strong passwords

AACSB: Use of IT

Study Question: CH 1 Q 6

26) Kr0@nk@1 is a strong password.

Answer: TRUE

Diff: 1 Page Ref: 14

Topic: Strong passwords

AACSB: Use of IT

Study Question: CH 1 Q 6

27) A strong password has a combination of both upper and lower case letters, numbers, and special characters.

Answer: TRUE

Diff: 1 Page Ref: 14

Topic: Strong passwords

AACSB: Use of IT

Study Question: CH 1 Q 6

28) If asked for your password, you should never give it out. You should enter your password yourself and ensure that no one is watching you enter the information.

Answer: TRUE

Diff: 1 Page Ref: 15

Topic: Strong passwords

AACSB: Use of IT

Study Question: CH 1 Q 6

Fill in the blank

1) A _____ is an online journal.

Answer: weblog

Diff: 1 Page Ref: 3

Topic: MIS and you

AACSB: Use of IT

Study Question: CH 1

2) The _____ consists of hardware, software, data, procedures, and people.

Answer: five-component framework

Diff: 1 Page Ref: 5

Topic: information systems

AACSB: Use of IT

Study Question: CH 1 Q 1

3) The _____ component includes not only the users, operators, and the technicians.

Answer: people

Diff: 1 Page Ref: 5

Topic: information systems

AACSB: Use of IT

Study Question: CH 1 Q 1

4) Words are an example of the _____ component.

Answer: data

Diff: 1 Page Ref: 5

Topic: five components

AACSB: Use of IT

Study Question: CH 1 Q 1

5) _____ is the development and use of information systems to help businesses achieve their goals.

Answer: MIS

Diff: 1 Page Ref: 6

Topic: MIS

AACSB: Analytic Skills

Study Question: CH 1 Q 2

6) Users need to take an _____ role in the development of information systems.

Answer: active

Diff: 2 Page Ref: 6

Topic: achieving business goals

AACSB: Use of IT

Study Question: CH 1 Q 2

7) Users need to take a(n) _____ in the development of information systems.

Answer: active role

Diff: 2 Page Ref: 6

Topic: MIS

AACSB: Use of IT

Study Question: CH 1 Q 2

8) The three key elements of MIS are development and use, information systems, and _____.

Answer: goals and objectives.

Diff: 2 Page Ref: 6

Topic: information systems

AACSB: Communication

Study Question: CH 1 Q 2

9) Business professionals need to look at information systems relative to only _____.

Answer: business needs.

Diff: 3 Page Ref: 7

Topic: information systems

AACSB: Reflective Thinking

Study Question: CH 1 Q 2

10) MIS helps businesses achieve _____.

Answer: goals and objectives

Diff: 2 Page Ref: 7

Topic: achieving business goals

AACSB: Use of IT

Study Question: CH 1 Q 2

11) Information _____ refers to methods, inventions, standards, and products.

Answer: technology

Diff: 2 Page Ref: 7

Topic: information technology

AACSB: Analytic Skills

Study Question: CH 1 Q 2

12) IT only becomes useful when it is embedded into a(n) _____.

Answer: IS

Diff: 2 Page Ref: 10

Topic: information technology

AACSB: Use of IT

Study Question: CH 1 Q 3

13) Jeff Nezos saw that the emerging technology of the Internet, combined with _____ , enabled a new business model.

Answer: database technology

Diff: 2 Page Ref: 10

Topic: information technology

AACSB: Reflective Thinking

Study Question: CH 1 Q 4

14) _____ has made the cost of data storage and data communication essentially zero.

Answer: Information technology

Diff: 2 Page Ref: 12

Topic: New developing opportunities in IS

AACSB: Use of IT

Study Question: CH 1 Q 5

15) The cost of data storage and _____ is essentially zero.

Answer: data transmission

Diff: 2 Page Ref: 12

Topic: data

AACSB: Use of IT

Study Question: CH 1 Q 5

16) _____ states that speed of a computer chip doubles every eighteen months.

Answer: Moore's Law

Diff: 2 Page Ref: 13

Topic: Moore's Law

AACSB: Use of IT

Study Question: CH 1 Q 5

17) The _____ ratio of computers has fallen dramatically for years.

Answer: price/performance

Diff: 2 Page Ref: 13

Topic: Moore's Law

AACSB: Reflective Thinking

Study Question: CH 1 Q 5

18) A strong password should never contain a complete _____ in any language.

Answer: dictionary word

Diff: 2 Page Ref: 13

Topic: Strong passwords

AACSB: Use of IT

Study Question: CH 1 Q 6

19) Passwords selected to promote effective security are defined as _____.

Answer: strong.

Diff: 2 Page Ref: 13

Topic: Strong passwords

AACSB: Use of IT

Study Question: CH 1 Q 6

20) _____ have at least seven characters and do not contain any real name or word.

Answer: Strong passwords

Diff: 2 Page Ref: 14

Topic: Strong passwords

AACSB: Use of IT

Study Question: CH 1 Q 6

Essay

1) Explain what the five components are and give an example of each.

Answer: The five components consist of computer hardware, software, data, procedures, and people. Examples of hardware are storage disks, keyboards, monitors, and the computer itself. Software includes operating systems, Word, and WordPerfect. Data is the words, sentences, and paragraphs. Procedures are the methods used to start programs and enter reports. People are the users, operators, technicians, and database managers.

Diff: 2 Page Ref: 5

Topic: information systems

AACSB: Analytic Skills

Study Question: CH 1 Q 1

2) What are some of the ways that business professionals use information systems?

Answer: Business professionals use information systems in a multitude of ways, including e-mail, texting, accessing Web pages, creating documents, using spreadsheets, and creating presentations.

More complex programs used by professionals include CAD, drawing programs, auctions, etc. Students' answers will be varied.

Diff: 2 Page Ref: 10

Topic: information systems

AACSB: Analytic Skills

Study Question: CH 1 Q 4

3) Explain what Moore's Law is and how it has affected the price of computers.

Answer: Moore's Law states that the number of transistors per square inch on an integrated chip doubles every eighteen months. This is more commonly stated as the speed of a computer chip doubles every eighteen months.

The price/performance ratio of computers has fallen dramatically over the past decade, and computers have shrunk dramatically in both size and cost, while computer power has increased dramatically.

Diff: 3 Page Ref: 13

Topic: Moore's Law

AACSB: Analytic Skills

Study Question: CH 1 Q 5

4) Explain how you would create a strong password.

Answer: Strong passwords should have seven or more characters in them, consisting of upper and lower case letters, numbers and special characters. It should not contain any complete dictionary word, in any language, nor should it contain your user name, real name, or company name.

It should also be different from any other password that you have previously used.

Diff: 2 Page Ref: 13

Topic: Strong passwords

AACSB: Use of IT

Study Question: CH 1 Q 6