

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) \_\_\_\_\_ allows team members to use the Internet to have telephone conversations. 1) \_\_\_\_\_  
A) Voice                      B) VoIP                      C) VoInternet                      D) Version control

Answer: B  
Explanation: A)  
                  B)  
                  C)  
                  D)

- 2) Collaborative work involves \_\_\_\_\_. 2) \_\_\_\_\_  
A) feedback                      B) iteration                      C) patience                      D) A and C                      E) A and B

Answer: E  
Explanation: A)  
                  B)  
                  C)  
                  D)  
                  E)

- 3) If your organization uses version management without control, there can be \_\_\_\_\_ version(s) of documents. 3) \_\_\_\_\_  
A) incompatible                      B) only one                      C) content                      D) management

Answer: A  
Explanation: A)  
                  B)  
                  C)  
                  D)

- 4) Storing documents on servers is a better choice than emails because documents are: 4) \_\_\_\_\_  
A) version controlled.                      B) in a single storage place.  
C) stored as smaller files.                      D) retrieved faster.

Answer: B  
Explanation: A)  
                  B)  
                  C)  
                  D)

- 5) Ad hoc work groups are \_\_\_\_\_ collaboration groups. 5) \_\_\_\_\_  
A) one time                      B) individual                      C) restricted                      D) independent

Answer: A  
Explanation: A)  
                  B)  
                  C)  
                  D)

6) \_\_\_\_\_ occurs when team members review each other's work. 6) \_\_\_\_\_  
A) Feedback  
B) Iteration  
C) Content  
D) Workflow  
E) Communication

Answer: A

Explanation: A)  
B)  
C)  
D)  
E)

7) Edgar created a list of questions and the other team members responded to his \_\_\_\_\_. 7) \_\_\_\_\_  
A) discussion forum B) conference call  
C) wiki D) team survey

Answer: D

Explanation: A)  
B)  
C)  
D)

8) \_\_\_\_\_ decisions are broader in scope and concern long-term organizational issues. 8) \_\_\_\_\_  
A) Strategic  
B) Tactical  
C) Managerial  
D) Operational  
E) People

Answer: A

Explanation: A)  
B)  
C)  
D)  
E)

9) If you believe that your view of the information system and its problems is the most important one then you are engaging in \_\_\_\_\_ thinking. 9) \_\_\_\_\_  
A) accurate B) logical C) empathetic D) egocentric

Answer: D

Explanation: A)  
B)  
C)  
D)

10) \_\_\_\_\_ is a series of production, comment, and revision. 10) \_\_\_\_\_  
A) Iteration  
B) Content  
C) Communication  
D) Workflow  
E) Feedback

Answer: A

Explanation: A)  
B)  
C)  
D)  
E)

11) Team members may be given \_\_\_\_\_ to create and edit contents. 11) \_\_\_\_\_  
A) collaboration B) content management  
C) full permission D) communication

Answer: C

Explanation: A)  
B)  
C)  
D)

12) \_\_\_\_\_ decisions concern the allocation and utilization of resources. 12) \_\_\_\_\_  
A) Operational  
B) Practical  
C) Strategic  
D) People  
E) Managerial

Answer: E

Explanation: A)  
B)  
C)  
D)  
E)

13) Multiparty text chats are a \_\_\_\_\_ virtual meeting. 13) \_\_\_\_\_  
A) synchronous B) parallel C) asynchronous D) sequential

Answer: A

Explanation: A)  
B)  
C)  
D)

14) \_\_\_\_\_ communications occur when all team members meet at the same time. 14) \_\_\_\_\_  
A) Sequential B) Parallel C) Synchronous D) Asynchronous

Answer: C

Explanation: A)  
B)  
C)  
D)

15) \_\_\_\_\_ management systems track who made changes to documents. 15) \_\_\_\_\_  
A) Content B) Coordination  
C) Collaboration D) Communication

Answer: A  
Explanation: A)  
B)  
C)  
D)

16) \_\_\_\_\_ workflow is when activities occur one after another. 16) \_\_\_\_\_  
A) Sequential B) Parallel C) Linear D) Simple

Answer: A  
Explanation: A)  
B)  
C)  
D)

17) A \_\_\_\_\_ is a shared knowledge base in which the content is managed by the users. 17) \_\_\_\_\_  
A) workspace B) wiki C) version D) ftp

Answer: B  
Explanation: A)  
B)  
C)  
D)

18) Collaboration systems that are important for lower-level activities are also important for higher-level ones because of the \_\_\_\_\_ of decision making. 18) \_\_\_\_\_  
A) task dependencies B) hierarchical nature  
C) collaborations D) communications

Answer: B  
Explanation: A)  
B)  
C)  
D)

19) Arthur's discussion group meets every Wednesday at 4. This is an example of \_\_\_\_\_ communications. 19) \_\_\_\_\_  
A) parallel B) sequential C) asynchronous D) synchronous

Answer: D  
Explanation: A)  
B)  
C)  
D)

20) Harold posts a message to a \_\_\_\_\_ and the group members respond to his post. 20) \_\_\_\_\_  
A) wiki B) team survey  
C) conference call D) discussion forum

Answer: D  
Explanation: A)  
B)  
C)  
D)

21) Face-to-face meetings are \_\_\_\_\_. 21) \_\_\_\_\_  
A) sequential B) synchronous C) asynchronous D) parallel

Answer: B  
Explanation: A)  
B)  
C)  
D)

22) Employees who work in different time zones will use \_\_\_\_\_ communications. 22) \_\_\_\_\_  
A) sequential B) synchronous C) asynchronous D) parallel

Answer: C  
Explanation: A)  
B)  
C)  
D)

23) Projects are constrained by task \_\_\_\_\_. 23) \_\_\_\_\_  
A) controls B) management C) dependencies D) collaboration

Answer: C  
Explanation: A)  
B)  
C)  
D)

24) A(n) \_\_\_\_\_ is the process of creating, editing, using, and disposing of content. 24) \_\_\_\_\_  
A) feedback  
B) workflow  
C) content  
D) iteration  
E) communication

Answer: B  
Explanation: A)  
B)  
C)  
D)  
E)

25) Microsoft NetMeeting is an example of a \_\_\_\_\_ product. 25) \_\_\_\_\_  
A) email B) discussion forum  
C) videoconferencing D) multiparty chat

Answer: C

Explanation: A)  
B)  
C)  
D)

26) Conference calls are a \_\_\_\_\_ virtual meeting. 26) \_\_\_\_\_  
A) parallel B) sequential C) asynchronous D) synchronous

Answer: D

Explanation: A)  
B)  
C)  
D)

27) Microsoft Groove creates a collection of tools, documents, and users called a(n) \_\_\_\_\_. 27) \_\_\_\_\_  
A) office B) SharePoint C) drawing space D) workspace

Answer: D

Explanation: A)  
B)  
C)  
D)

28) Collaboration tools open the door to the loss of \_\_\_\_\_. 28) \_\_\_\_\_  
A) critical assets B) work quality C) travel D) security risks

Answer: A

Explanation: A)  
B)  
C)  
D)

29) \_\_\_\_\_ are the most important collaboration systems for unstructured decision processes. 29) \_\_\_\_\_  
A) Communication systems B) Iterations  
C) Project management D) Feedback

Answer: A

Explanation: A)  
B)  
C)  
D)

30) \_\_\_\_\_ management ensures that all team members are working on the same version of the issues. 30) \_\_\_\_\_  
A) Team B) Project  
C) Content D) Communication

Answer: C

Explanation: A)  
B)  
C)  
D)

- 31) Videoconferencing is an example of \_\_\_\_\_ meetings. 31) \_\_\_\_\_  
 A) parallel B) asynchronous C) sequential D) synchronous  
 Answer: D  
 Explanation: A)  
 B)  
 C)  
 D)
- 32) A \_\_\_\_\_ is a perceived difference between what is and what ought to be. 32) \_\_\_\_\_  
 A) problem B) definition C) perception D) representation  
 Answer: A  
 Explanation: A)  
 B)  
 C)  
 D)
- 33) Email is an example of a \_\_\_\_\_ meeting. 33) \_\_\_\_\_  
 A) parallel B) sequential C) synchronous D) asynchronous  
 Answer: D  
 Explanation: A)  
 B)  
 C)  
 D)
- 34) Discussion threads can be very disorganized and disconnected when the team uses \_\_\_\_\_. 34) \_\_\_\_\_  
 A) team surveys B) emails  
 C) multiparty text chats D) discussion forums  
 Answer: B  
 Explanation: A)  
 B)  
 C)  
 D)
- 35) Videoconferencing requires that each participant have a \_\_\_\_\_. 35) \_\_\_\_\_  
 A) chat B) phone  
 C) camera D) discussion forum  
 Answer: C  
 Explanation: A)  
 B)  
 C)  
 D)
- 36) Communication involves both the abilities of the group members and effective \_\_\_\_\_. 36) \_\_\_\_\_  
 A) speakers B) content management  
 C) communication systems D) videoconferences  
 Answer: C  
 Explanation: A)  
 B)  
 C)  
 D)

- 37) A good problem \_\_\_\_\_ states the difference between what is and what ought to be. 37) \_\_\_\_\_  
 A) list B) representation C) definition D) perception  
 Answer: C  
 Explanation: A)  
 B)  
 C)  
 D)
- 38) \_\_\_\_\_ thinking centers on the self. 38) \_\_\_\_\_  
 A) Empathetic B) Accurate C) Independent D) Egocentric  
 Answer: D  
 Explanation: A)  
 B)  
 C)  
 D)
- 39) Determining the best mix of products to sell in the European market is an example of a(n) 39) \_\_\_\_\_  
 \_\_\_\_\_ decision.  
 A) structured  
 B) managerial  
 C) unstructured  
 D) operational  
 E) strategic  
 Answer: C  
 Explanation: A)  
 B)  
 C)  
 D)  
 E)
- 40) Matty sends out an email to all team members at the same time, with attachments to be reviewed and commented on. This is an example of \_\_\_\_\_ workflow. 40) \_\_\_\_\_  
 A) simple B) parallel C) linear D) sequential  
 Answer: B  
 Explanation: A)  
 B)  
 C)  
 D)
- 41) \_\_\_\_\_ occurs when two or more people work together to achieve a common goal. 41) \_\_\_\_\_  
 A) Communication B) Coordination  
 C) Content management D) Collaboration  
 Answer: D  
 Explanation: A)  
 B)  
 C)  
 D)

42) Project managers must make \_\_\_\_\_ because resources are scarce. 42) \_\_\_\_\_  
A) scope changes B) dynamic applications  
C) trade-offs D) iterations

Answer: C

Explanation: A)  
B)  
C)  
D)

43) \_\_\_\_\_ decisions concern day-to-day activities such as whether to extend credit to a customer. 43) \_\_\_\_\_  
A) Operational  
B) Tactical  
C) Strategic  
D) People  
E) Managerial

Answer: A

Explanation: A)  
B)  
C)  
D)  
E)

44) Understanding how the output from your system impacts other people in the organization is an example of \_\_\_\_\_ thinking. 44) \_\_\_\_\_  
A) empathetic B) qualified C) accurate D) egocentric

Answer: A

Explanation: A)  
B)  
C)  
D)

45) \_\_\_\_\_ workflow is when activities occur simultaneously. 45) \_\_\_\_\_  
A) Simple B) Sequential C) Parallel D) Linear

Answer: C

Explanation: A)  
B)  
C)  
D)

46) Structured and unstructured refer to the \_\_\_\_\_, not the underlying activity. 46) \_\_\_\_\_  
A) problem B) decision process  
C) formula D) subject

Answer: B

Explanation: A)  
B)  
C)  
D)

47) Rufus' group stores documents on a server using \_\_\_\_\_. 47) \_\_\_\_\_  
A) wikis B) VoIP C) email D) ftp

Answer: D

Explanation: A)  
B)  
C)  
D)

48) The project \_\_\_\_\_ lists the expectations that will be achieved by the project. 48) \_\_\_\_\_  
A) controls B) scope C) dependencies D) management

Answer: B

Explanation: A)  
B)  
C)  
D)

49) \_\_\_\_\_ systems track changes but do not control them. 49) \_\_\_\_\_  
A) Version control B) Ftp  
C) Version management D) Discussion forums

Answer: C

Explanation: A)  
B)  
C)  
D)

50) A standardized way for allocating laptop computers to employees is an example of a(n) \_\_\_\_\_ 50) \_\_\_\_\_  
decision.

- A) structured
- B) managerial
- C) unstructured
- D) operational
- E) strategic

Answer: A

Explanation: A)  
B)  
C)  
D)  
E)

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

51) When a group of people work together to achieve a common goal, it is called a \_\_\_\_\_. 51) \_\_\_\_\_

Answer: collaboration

Explanation:

52) Deciding where to build a new warehouse would be an example of a(n) \_\_\_\_\_ 52) \_\_\_\_\_  
decision.

Answer: strategic

Explanation:

- 53) Identifying alternatives and selecting and brokering an alternative, involve feedback and \_\_\_\_\_.  
 Answer: iteration  
 Explanation: 53) \_\_\_\_\_
- 54) \_\_\_\_\_ include whether to extend credit to a customer.  
 Answer: Operational decisions  
 Explanation: 54) \_\_\_\_\_
- 55) Email is the most frequent \_\_\_\_\_ meeting used by teams.  
 Answer: asynchronous  
 Explanation: 55) \_\_\_\_\_
- 56) \_\_\_\_\_ systems may have no control, version tracking, or version management.  
 Answer: Content management control  
 Explanation: 56) \_\_\_\_\_
- 57) Collaboration tools pose \_\_\_\_\_.  
 Answer: security risks  
 Explanation: 57) \_\_\_\_\_
- 58) \_\_\_\_\_ involves people working together with feedback and iteration.  
 Answer: Collaboration  
 Explanation: 58) \_\_\_\_\_
- 59) A project is a \_\_\_\_\_ application.  
 Answer: dynamic  
 Explanation: 59) \_\_\_\_\_
- 60) The procedure where content is used and disposed of is \_\_\_\_\_.  
 Answer: workflow control  
 Explanation: 60) \_\_\_\_\_
- 61) The project \_\_\_\_\_ is a list of the requirements of the project.  
 Answer: scope  
 Explanation: 61) \_\_\_\_\_
- 62) A problem is a \_\_\_\_\_.  
 Answer: perception  
 Explanation: 62) \_\_\_\_\_
- 63) Projects normally have a \_\_\_\_\_; they are not unusually ongoing.  
 Answer: limited duration  
 Explanation: 63) \_\_\_\_\_
- 64) \_\_\_\_\_ thinking centers on the self, with little appreciation for others' points of view.  
 Answer: Egocentric  
 Explanation: 64) \_\_\_\_\_

- 65) \_\_\_\_\_ systems not only track changes to documents and allow for concurrent work. 65) \_\_\_\_\_  
 Answer: Version management  
 Explanation:
- 66) Version-control systems place documents in shared directories called \_\_\_\_\_. 66) \_\_\_\_\_  
 Answer: libraries  
 Explanation:
- 67) Project managers may have to make \_\_\_\_\_ because resources are scarce. 67) \_\_\_\_\_  
 Answer: trade-offs  
 Explanation:
- 68) Deciding which invoices to pay today would be an example of a(n) \_\_\_\_\_ decision. 68) \_\_\_\_\_  
 Answer: operational  
 Explanation:
- 69) Participants do not need to be in the same place or participate at the same time for a \_\_\_\_\_ meeting. 69) \_\_\_\_\_  
 Answer: virtual  
 Explanation:
- 70) Problem \_\_\_\_\_ should describe both the current situation and the desired situation. 70) \_\_\_\_\_  
 Answer: definition  
 Explanation:
- 71) TPS stands for \_\_\_\_\_. 71) \_\_\_\_\_  
 Answer: transaction processing system  
 Explanation:
- 72) Shared documents in \_\_\_\_\_ systems are placed in libraries. 72) \_\_\_\_\_  
 Answer: version-control  
 Explanation:
- 73) Plans evolve dynamically because the process is \_\_\_\_\_. 73) \_\_\_\_\_  
 Answer: unstructured  
 Explanation:
- 74) Decision making is \_\_\_\_\_ in nature. 74) \_\_\_\_\_  
 Answer: hierarchical  
 Explanation:
- 75) Workflow control is critical to project management because of \_\_\_\_\_. 75) \_\_\_\_\_  
 Answer: task dependencies  
 Explanation:
- 76) \_\_\_\_\_ is the techniques for achieving the project goals within the constraints of time and budget. 76) \_\_\_\_\_  
 Answer: Project management  
 Explanation:

- 77) Collaborative teams often use private \_\_\_\_\_ as a repository of team knowledge. 77) \_\_\_\_\_  
 Answer: wikis  
 Explanation:
- 78) A(n) \_\_\_\_\_ process is one for which there is no agreed upon decision making methods. 78) \_\_\_\_\_  
 Answer: unstructured decision  
 Explanation:
- 79) Deciding how much a company should budget annually for computer hardware and software would be an example of a(n) \_\_\_\_\_ decision. 79) \_\_\_\_\_  
 Answer: managerial  
 Explanation:
- 80) Project management needs communication management, content management, and \_\_\_\_\_ systems. 80) \_\_\_\_\_  
 Answer: workflow control  
 Explanation:
- 81) \_\_\_\_\_ is the fundamental activity that supports problem solving and project management. 81) \_\_\_\_\_  
 Answer: Decision making  
 Explanation:
- 82) \_\_\_\_\_ is important to ensure that all team members are working on the same version of a project. 82) \_\_\_\_\_  
 Answer: Content management  
 Explanation:
- 83) Strategic decisions tend to be \_\_\_\_\_. 83) \_\_\_\_\_  
 Answer: unstructured  
 Explanation:
- 84) Predicting the future direction of the stock market would be an example of a(n) \_\_\_\_\_ decision. 84) \_\_\_\_\_  
 Answer: unstructured  
 Explanation:
- 85) Problem-identifiers, solution-providers, and solution-brokers must be able to regularly. 85) \_\_\_\_\_  
 Answer: communicate  
 Explanation:
- 86) \_\_\_\_\_ decisions concern the allocation and utilization of resources. 86) \_\_\_\_\_  
 Answer: Managerial  
 Explanation:
- 87) \_\_\_\_\_ allow team members to meet in a virtual, synchronous, and silent meeting. 87) \_\_\_\_\_  
 Answer: Multiparty text chats  
 Explanation:

- 88) When activities occur simultaneously, it is a \_\_\_\_\_ workflow. 88) \_\_\_\_\_  
 Answer: parallel  
 Explanation:
- 89) Microsoft SharePoint is one of the most popular \_\_\_\_\_ applications. 89) \_\_\_\_\_  
 Answer: version-control  
 Explanation:
- 90) A \_\_\_\_\_ is a group of users, documents, and tools created by collaboration products. 90) \_\_\_\_\_  
 Answer: workspace  
 Explanation:
- 91) \_\_\_\_\_ are the most important collaboration systems for unstructured decision processes. 91) \_\_\_\_\_  
 Answer: Communication systems  
 Explanation:
- 92) Activities occur one after another in a \_\_\_\_\_ workflow. 92) \_\_\_\_\_  
 Answer: sequential  
 Explanation:
- 93) Those who engage in \_\_\_\_\_ thinking consider their view as one possible interpretation of the situation and actively work to learn what other people are thinking. 93) \_\_\_\_\_  
 Answer: empathetic  
 Explanation:
- 94) Robert's firm has locations in Sydney, Dubai, London, New York, and Rio. The marketing department meets using \_\_\_\_\_ communications. 94) \_\_\_\_\_  
 Answer: asynchronous  
 Explanation:
- 95) Feedback is crucial for \_\_\_\_\_ decisions. 95) \_\_\_\_\_  
 Answer: unstructured  
 Explanation:
- 96) Synchronous virtual meetings employing cameras are called \_\_\_\_\_. 96) \_\_\_\_\_  
 Answer: videoconferencing  
 Explanation:
- 97) \_\_\_\_\_ allow one team member to post an idea and have others comment on it. 97) \_\_\_\_\_  
 Answer: Discussion forums  
 Explanation:
- 98) \_\_\_\_\_ concern broader-scoped organizational issues. 98) \_\_\_\_\_  
 Answer: Strategic decisions  
 Explanation:
- 99) Operational decisions tend to be more \_\_\_\_\_. 99) \_\_\_\_\_  
 Answer: structured  
 Explanation:

- 100) Computing reorder quantities of products is an example of a(n) \_\_\_\_\_ process 100) \_\_\_\_\_  
Answer: structured decision  
Explanation:
- TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.
- 101) Attaching charts and documents to emails is an example of sharing uncontrolled content. 101) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 102) Strategic decisions are typically non-collaborative. 102) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 103) Determining the best mix of products that a company should sell is an example of an unstructured decision. 103) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 104) Egocentric thinkers usually consider their view as one possible interpretation of the situation. 104) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 105) Communication systems are the most important collaboration system for unstructured decision processes. 105) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 106) Structured decisions are best require collaboration. 106) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 107) When sharing documents, version control systems place the shared documents into shared repositories. 107) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 108) Some strategic decisions could be structured. 108) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 109) Google Docs and Microsoft Groove are examples of collaboration products. 109) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 110) Moving a factory from Detroit to Mexico is an example of a strategic decision. 110) \_\_\_\_\_  
Answer:  True  False  
Explanation:

- 111) Unstructured decisions are best supported by automated information systems. 111) \_\_\_\_\_  
Answer: True  False  
Explanation:
- 112) Henry collects the parts made by six people and puts them together to form one item. This is an example of collaboration. 112) \_\_\_\_\_  
Answer: True  False  
Explanation:
- 113) Version management systems provide version control. 113) \_\_\_\_\_  
Answer: True  False  
Explanation:
- 114) A structured decision is one for which there is an understood and accepted method for making the decision. 114) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 115) Collaborative work involves feedback. 115) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 116) George's team uses videoconferencing to asynchronously communicate. 116) \_\_\_\_\_  
Answer: True  False  
Explanation:
- 117) An unstructured decision is one for which there is no agreed-on decision-making method. 117) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 118) Determining when goods should be re-ordered is an example of an unstructured decision. 118) \_\_\_\_\_  
Answer: True  False  
Explanation:
- 119) Operational decisions involve month-to-month activities. 119) \_\_\_\_\_  
Answer: True  False  
Explanation:
- 120) Empathetic thinkers are more likely to work to achieve a common definition and understanding of information system problems. 120) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 121) Communication occurs when two or more people work together for a common goal. 121) \_\_\_\_\_  
Answer: True  False  
Explanation:

- 122) Victoria's team stores their work on an ftp server so that others can download them. This is an example of shared content that has no control. 122) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 123) Jane's team receives and reviews the documents at the same time. This is an example of sequential workflow. 123) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 124) Wikipedia is an example of a wiki. 124) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 125) A TPS is designed to support operational decision making. 125) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 126) A VPN operates over a private network. 126) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 127) Mary's team emails each other since they must communicate asynchronously. 127) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 128) Engineers at Richard's company meet every Friday over the Internet. He wanted to ski one week, so he convinced John to sign into the system and pretend to be him. This is an example of spoofing. 128) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 129) Content management systems are important for collaboration. 129) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 130) TPS stands for "Transaction Processing System". 130) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 131) Operational decisions concern day-to-day activities. 131) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 132) Synchronous communication is when all the team members meet face-to-face. 132) \_\_\_\_\_  
Answer:  True  False  
Explanation:

- 133) James' virtual team meets every Monday through the Internet, since they are located in fourteen countries. 133) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 134) Engineers at the Edward Corporation meet virtually, over the Internet. 134) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 135) The process by which content for collaboration is created is called a workflow. 135) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 136) Collaboration requires communication skills and an effective communication system. 136) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 137) Team members who work different shifts must meet asynchronously. 137) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 138) Egocentric thinkers are more likely to think their IT problem is the one true view of the problem. 138) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 139) Collaboration occurs when employees work together on a product. 139) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 140) Shared content management systems track changes to documents. 140) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 141) Sequential workflow has activities that occur one after another. 141) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 142) Charlie's team uses wikis because the system can track changes. 142) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 143) Will's team uses VoIP to allow telephone calls through the Internet. 143) \_\_\_\_\_  
Answer:  True  False  
Explanation:
- 144) Finding the best location for building a new plant is an example of a structured decision. 144) \_\_\_\_\_  
Answer:  True  False  
Explanation:

- 145) Microsoft Groove is an example of a conference call software. 145) \_\_\_\_\_  
 Answer: True  False  
 Explanation:
- 146) Richard's group places all of their documents in a shared directory for version control called a library. 146) \_\_\_\_\_  
 Answer:  True  False  
 Explanation:
- 147) Liz's team conference calls every Tuesday at 2. This is an example of synchronous communication. 147) \_\_\_\_\_  
 Answer:  True  False  
 Explanation:
- 148) A project's scope refers to all the requirements that must be achieved by the product. 148) \_\_\_\_\_  
 Answer:  True  False  
 Explanation:
- 149) A problem is a perception. 149) \_\_\_\_\_  
 Answer:  True  False  
 Explanation:
- 150) Wikis are an example of shared content with no controls. 150) \_\_\_\_\_  
 Answer: True  False  
 Explanation:

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

- 151) What is a TPS and why are they still important today? Give an example of a TPS from production, accounting, marketing, and HR.  
 Answer: TPS, of course, stands for transaction processing system. Students should not think that just because they were the first systems to be implemented that they are old, and no longer important. This is because every company must be able to efficiently process orders, purchases, etc. in order to compete. This is what TPSs do. In accounting, a TPS must be able to process accounts payable and receivables. In production TPSs will manage inventory and logistics. Marketing people must be able to efficiently process sales orders and HR is often where payroll transactions are generated.
- 152) What is the difference between structured and unstructured decisions? Give an example of each.  
 Answer: This is a classic distinction that, of course, led to the development of the area called Decision Support Systems or DSSs. Structured decisions are ones for which the solution pathways or mappings are well known because they are frequently repeated decisions. Examples might be credit granting and what inventory levels to maintain. Unstructured decisions are made infrequently so they tend to be more strategic and long term in nature and are harder to automate. Examples might be plant location, product mix, and capital budgeting.
- 153) What is the difference between synchronous and asynchronous communications? What are examples of each?  
 Answer: Synchronous communications are collaborations where all the team members meet at the same time. Examples include face-to-face meetings, videoconferencing, conference calls, and multiparty chats.  
  
 Asynchronous communications occur when team members do not meet at the same time. Emails, discussion forums, and team surveys are examples of asynchronous collaborations.

154) What are some of the problems of collaborations that have no controls on shared contents?

Answer: There are a number of different problems that can be experienced with these forms of collaborations. With emails, you are never certain that they were received, or if received, if they were read, even with read receipts. Attachments may not be opened and may not be saved. Today, with so many viruses being sent with emails, many attachments are never opened. If it is opened, and multiple recipients make alterations, then you will have incompatible versions being used by recipients.

Even if the team chooses to store files on a server, there will still be the potential for one team member to make changes and then forget to save them, or to save multiple versions of the same work. It is also likely that one team member may accidentally fail to save another member's work properly. There is also no way to know which is the latest version of any work.

155) What are the key factors in collaboration?

Answer: There are three factors: communication, content management, and workflow control. The three factors are not needed for all collaborations.

Communication is the first factor. This involves both the communication skills of the team members and the communication system itself.

Content management is important because there will be many team members trying to simultaneously access documents, task lists, and assignments. Content management systems track and report content so that team members will be aware of conflicts.

Workflow control is a process, which allows content to be created, edited, used, and disposed. The workflow establishes an ordering of tasks.

156) How can empathetic thinking help your career in college as well as the workplace?

Answer: The example given in the text is an excellent one. If you ask the professor if there was anything "important" covered in class, it is an insult to his teaching. If, however, you are empathetic to the professor, you will make a much better impression. Empathy is useful also in requesting help from other students, in case you do miss a class. If you are genuinely concerned about the point of view of others, you will be more likely to make friends and associates that will be helpful to you. People will respond with concern and respect for you. The example of the business meeting given in the text is also a good one. If the people involved are completely caught up in their own point of view, the meeting will likely degenerate into a situation where everyone is trying to protect their own territory and no true communication and problem solving will result. If, however, each person attempts to see the point of view and challenges of the other employees, maybe solutions can be reached that no one could find on his/her own.

157) Why is version control important for shared content?

Answer: Version control actually limits the actions that can be taken by any team member, by setting the permissions for each member. Permissions restrict the activities (add, delete, read only, etc.) that can be taken by any user.

With version control, the shared documents are placed in libraries and permissions can be established so that only one team member can access a document at a time, preventing the problem of multiple versions existing. Additionally, documents can have permissions established so that they can be read by all members, but altered or edited by only a few or just one.

158) Are most strategic decisions unstructured? Give an example of an unstructured strategic decision.

Answer: Because they are made less frequently and generally have a long-term time horizon, most strategic decisions are relatively unstructured. Predicting the direction of the economy or long-term labor planning might be unstructured strategic decisions. Operational decisions may also be unstructured like the example of deciding the number of cab drivers needed the night before the homecoming game.

159) Projects are dynamic. Why is that important to project managers?

Answer: Because projects are dynamic, their scope is frequently adjusted, producing new tasks and activities. Managing scope changes often becomes one of the most important activities for the project manager.

Project managers often have to make various trade-offs amongst costs, quality, time, and human resources. Project managers still have to bring the project in, and it is difficult to do this with a constantly changing environment.

160) What are the key elements of communication?

Answer: First, communication requires good communication skills among the group members. The ability to give feedback is very important, as well as being able to critique the work of other team members appropriately and maturely.

Second, teams need effective communication systems that will ease their collaborations. This is particularly important since most teams today do not meet face-to-face, and are often geographically separated and work in very different time zones.

161) What is a wiki?

Answer: A wiki is a shared knowledge base where content is managed and distributed by the users. Wikis are used as a repository for the shared knowledge of teams. Wikis will track both the creator and the date information was created, as well as any modifications made to it. Probably the best-known wiki is Wikipedia, an open source encyclopedia available through the Internet.

Answer Key  
Testname: C2

- 1) B
- 2) E
- 3) A
- 4) B
- 5) A
- 6) A
- 7) D
- 8) A
- 9) D
- 10) A
- 11) C
- 12) E
- 13) A
- 14) C
- 15) A
- 16) A
- 17) B
- 18) B
- 19) D
- 20) D
- 21) B
- 22) C
- 23) C
- 24) B
- 25) C
- 26) D
- 27) D
- 28) A
- 29) A
- 30) C
- 31) D
- 32) A
- 33) D
- 34) B
- 35) C
- 36) C
- 37) C
- 38) D
- 39) C
- 40) B
- 41) D
- 42) C
- 43) A
- 44) A
- 45) C
- 46) B
- 47) D
- 48) B
- 49) C
- 50) A

## Answer Key

Testname: C2

- 51) collaboration
- 52) strategic
- 53) iteration
- 54) Operational decisions
- 55) asynchronous
- 56) Content management control
- 57) security risks
- 58) Collaboration
- 59) dynamic
- 60) workflow control
- 61) scope
- 62) perception
- 63) limited duration
- 64) Egocentric
- 65) Version management
- 66) libraries
- 67) trade-offs
- 68) operational
- 69) virtual
- 70) definition
- 71) transaction processing system
- 72) version-control
- 73) unstructured
- 74) hierarchical
- 75) task dependencies
- 76) Project management
- 77) wikis
- 78) unstructured decision
- 79) managerial
- 80) workflow control
- 81) Decision making
- 82) Content management
- 83) unstructured
- 84) unstructured
- 85) communicate
- 86) Managerial
- 87) Multiparty text chats
- 88) parallel
- 89) version-control
- 90) workspace
- 91) Communication systems
- 92) sequential
- 93) empathetic
- 94) asynchronous
- 95) unstructured
- 96) videoconferencing
- 97) Discussion forums
- 98) Strategic decisions
- 99) structured
- 100) structured decision

Answer Key  
Testname: C2

- 101) TRUE
- 102) FALSE
- 103) TRUE
- 104) FALSE
- 105) TRUE
- 106) FALSE
- 107) FALSE
- 108) TRUE
- 109) TRUE
- 110) TRUE
- 111) FALSE
- 112) FALSE
- 113) FALSE
- 114) TRUE
- 115) TRUE
- 116) FALSE
- 117) TRUE
- 118) FALSE
- 119) FALSE
- 120) TRUE
- 121) FALSE
- 122) TRUE
- 123) FALSE
- 124) TRUE
- 125) TRUE
- 126) FALSE
- 127) TRUE
- 128) TRUE
- 129) TRUE
- 130) TRUE
- 131) TRUE
- 132) TRUE
- 133) TRUE
- 134) TRUE
- 135) TRUE
- 136) FALSE
- 137) TRUE
- 138) TRUE
- 139) TRUE
- 140) FALSE
- 141) TRUE
- 142) TRUE
- 143) TRUE
- 144) FALSE
- 145) FALSE
- 146) TRUE
- 147) TRUE
- 148) TRUE
- 149) TRUE
- 150) FALSE

## Answer Key

Testname: C2

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## Answer Key

Testname: C2

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