Business Driven Technology, 8e **(Baltzan)**
Chapter 1   Business Driven Technology

1) Companies today are successful when they combine the power of the information age with traditional business methods.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

2) Competitive intelligence is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries that analyzes patterns, trends, and relationships for strategic decision making.

Answer: FALSE
Explanation: This is the definition of business intelligence which is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries that analyzes patterns, trends, and relationships for strategic decision making.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

3) Business intelligence is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries that analyzes patterns, trends, and relationships for strategic decision making.

Answer: TRUE
Explanation: This is the definition of business intelligence.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

4) The information age is the present time, during which infinite quantities of facts are widely available to anyone who can use a computer and has internet access.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

5) Technology provides countless business opportunities, but can also lead to pitfalls and traps for a business.

Answer: TRUE
Explanation: Technology provides countless business opportunities, but can also lead to pitfalls and traps for a business.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

6) A variable is a business intelligence characteristic that stands for a value that cannot change over time.

Answer: FALSE
Explanation: A variable is a data characteristic that can change over time.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

7) A fact is the confirmation or validation of an event or object. In the past, people primarily learned facts from books.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

8) Zappos is not a technology company; its primary business focus is to sell books.

Answer: FALSE
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

9) Order date, amount sold, and customer number are all forms of data.

Answer: TRUE
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

10) Choosing not to fire a sales representative who is underperforming knowing that person is experiencing family problems is a form of knowledge.

Answer: TRUE
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

11) Information is data converted into a meaningful and useful context. The truth about information is that its value is only as good as the people who use it. People using the same information can make different decisions depending on how they interpret or analyze the information.

Answer: TRUE
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

12) The Internet of Things (IoT) is a world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

13) Machine to machine (M2M) refers to devices that connect directly to other devices.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

14) The Internet of Things (IoT) refers to devices that connect directly to other devices.

Answer: FALSE
Explanation: The Internet of Things (IoT) is a world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

15) Predictive analytics extracts information from data and uses it to predict future trends and identify behavioral patterns.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

16) Predictive analytics is a world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.

Answer: FALSE
Explanation: The Internet of Things (IoT) is a world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

17) Top managers use predictive analytics to define the future of the business, analyzing markets, industries, and economies to determine the strategic direction the company must follow to remain profitable. Tony will set the strategic direction for his firm, which might include introducing new flavors of potato chips or sports drinks as new product lines or schools and hospitals as new market segments.

Answer: TRUE
Difficulty: 3 Hard
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

18) Machine to machine (M2M) extracts information from data and uses it to predict future trends and identify behavioral patterns.

Answer: FALSE
Explanation: Predictive analytics extracts information from data and uses it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

19) Knowledge workers are individuals valued for their ability to mitigate risk and implement critical human resource rules and regulations.

Answer: FALSE
Explanation: Knowledge workers are individuals valued for their ability to interpret and analyze information.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

20) Using only data and information to make decisions and solve problems is the key to finding success in business. These are also the only core drivers of the information age and the building blocks of business systems.

Answer: FALSE
Explanation: Using data, information, business intelligence, and knowledge to make decisions and solve problems is the key to finding success in business. These are also the core drivers of the information age and the building blocks of business systems.
Difficulty: 3 Hard
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

21) Big data is a collection of large complex data sets, including structured and unstructured, which cannot be analyzed using traditional database methods and tools.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

22) Big data is a view of data at a particular moment in time.

Answer: FALSE
Explanation: A snapshot is a view of data at a particular moment in time.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

23) A snapshot is a view of data at a particular moment in time.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

24) A static report can include updating daily stock market prices or the calculation of available inventory.

Answer: FALSE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

25) A dynamic report can include updating daily stock market prices or the calculation of available inventory.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

26) Business analytics is the scientific process of transforming data into insight for making better decisions.

Answer: TRUE
Explanation: Business analytics is the scientific process of transforming data into insight for making better decisions.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

27) Descriptive analytics use techniques that describe past performance and history.

Answer: TRUE
Explanation: Descriptive analytics use techniques that describe past performance and history.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

28) Predictive analytics use techniques that extract information from data and use it to predict future trends and identify behavioral patterns.

Answer: TRUE
Explanation: Predictive analytics use techniques that extract information from data and use it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

29) Prescriptive analytics use techniques that create models indicating the best decision to make or course of action to take.

Answer: TRUE
Explanation: Prescriptive analytics use techniques that create models indicating the best decision to make or course of action to take.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

30) Knowledge assets, also called intellectual capital, are the human, structural, and recorded resources available to the organization.

Answer: TRUE
Explanation: Knowledge assets, also called intellectual capital, are the human, structural, and recorded resources available to the organization.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

31) Knowledge assets reside within the minds of members, customers, and colleagues and include physical structures and recorded media.

Answer: TRUE
Explanation: Knowledge assets reside within the minds of members, customers, and colleagues and include physical structures and recorded media.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

32) Knowledge facilitators help harness the wealth of knowledge in the organization.

Answer: TRUE
Explanation: Knowledge facilitators help harness the wealth of knowledge in the organization.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

33) Descriptive analytics is the scientific process of transforming data into insight for making better decisions.

Answer: FALSE
Explanation: Business analytics is the scientific process of transforming data into insight for making better decisions.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

34) Business analytics use techniques that describe past performance and history.

Answer: FALSE
Explanation: Descriptive analytics use techniques that describe past performance and history.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

35) Prescriptive analytics use techniques that extract information from data and use it to predict future trends and identify behavioral patterns.

Answer: FALSE
Explanation: Predictive analytics use techniques that extract information from data and use it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

36) Predictive analytics use techniques that create models indicating the best decision to make or course of action to take.

Answer: FALSE
Explanation: Prescriptive analytics use techniques that create models indicating the best decision to make or course of action to take.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

37) Analytics, also called intellectual capital, are the human, structural, and recorded resources available to the organization.

Answer: FALSE
Explanation: Knowledge assets, also called intellectual capital, are the human, structural, and recorded resources available to the organization.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

38) Knowledge facilitators reside within the minds of members, customers, and colleagues and include physical structures and recorded media.

Answer: FALSE
Explanation: Knowledge assets reside within the minds of members, customers, and colleagues and include physical structures and recorded media.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

39) Structured data extracts information from data and uses it to predict future trends and identify behavioral patterns.

Answer: FALSE
Explanation: Predictive analytics extracts information from data and uses it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

40) Unstructured data extracts information from data and uses it to predict future trends and identify behavioral patterns.

Answer: FALSE
Explanation: Predictive analytics extracts information from data and uses it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

41) Structured data is data that has a defined length, type, and format and includes numbers, dates, or strings such as Customer Address.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

42) Unstructured data is data that is not defined and does not follow a specified format and is typically free-form text such as emails, Twitter tweets, and text messages.

Answer: TRUE
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

43) Unstructured data is data that has a defined length, type, and format and includes numbers, dates, or strings such as Customer Address.

Answer: FALSE
Explanation: Structured data is data that has a defined length, type, and format and includes numbers, dates, or strings such as Customer Address.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

44) Structured data is data that is not defined and does not follow a specified format and is typically free-form text such as emails, Twitter tweets, and text messages.

Answer: FALSE
Explanation: Unstructured data is data that is not defined and does not follow a specified format and is typically free-form text such as emails, Twitter tweets, and text messages.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

45) Unstructured data extracts information from data and uses it to predict future trends and identify behavioral patterns.

Answer: FALSE
Explanation: Predictive analytics extracts information from data and uses it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

46) Companies update business strategies continuously as internal and external environments change.

Answer: TRUE
Explanation: Companies update business strategies continuously as internal and external environments change.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

47) The finance department performs the function of selling goods or services.

Answer: FALSE
Explanation: The sales department performs the function of selling goods or services.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

48) The marketing department supports sales by planning, pricing, and promoting goods or services.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

49) The operations management department manages the process of converting or transforming resources into goods or services.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

50) The accounting and finance departments primarily use monetary data.

Answer: TRUE
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

51) The sales and marketing departments primarily use monetary data.

Answer: FALSE
Explanation: The sales and marketing departments primarily use transactional data.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

52) For an organization to succeed, every department or functional area must work independently to be most effective.

Answer: FALSE
Explanation: For an organization to succeed, every department or functional area must work together or interdependently sharing common information and not be a "silo."
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

53) Successful companies today operate cross-functionally, integrating the operations of all departments.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

54) MIS is a tool that is most valuable when it leverages the talents of people who know how to use and manage it effectively.

Answer: TRUE
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

55) The business decisions made by the marketing department include promotional data, sales data, and advertising data.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

56) The business decisions made by the human resources department include employee data, promotion data, and vacation data.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

57) The business decisions made by the finance department include investment data, monetary data, and reporting data.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

58) The business decisions made by the accounting department include transactional data, purchasing data, payroll data, and tax data.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

59) The business decisions made by the sales department include potential customer data, sales report data, commission data, and customer support data.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

60) The business decisions made by the operations management department include manufacturing data, distribution data, and production data.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

61) The business decisions made by the finance department include promotion data, sales data, and advertising data.

Answer: FALSE
Explanation: The business decisions the marketing department makes includes promotion data, sales data, and advertising data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

62) The business decisions made by the accounting department include employee data, promotion data, and vacation data.

Answer: FALSE
Explanation: The business decisions the human resources department makes includes employee data, promotion data, and vacation data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

63) The business decisions made by the human resources department include investment data, monetary data, and reporting data.

Answer: FALSE
Explanation: The business decisions the finance department makes includes investment data, monetary data, and reporting data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

64) The business decisions made by the marketing department include transactional data, purchasing data, payroll data, and tax data.

Answer: FALSE
Explanation: The business decisions the accounting department makes includes transactional data, purchasing data, payroll data, and tax data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

65) The business decisions made by the human resources department include potential customer data, sales report data, commission data, and customer support data.

Answer: FALSE
Explanation: The business decisions the sales department makes includes potential customer data, sales report data, commission data, and customer support data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

66) The business decisions made by the accounting department include manufacturing data, distribution data, and production data.

Answer: FALSE
Explanation: The business decisions the operations management department makes includes manufacturing data, distribution data, and production data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

67) Goods are material items or products that customers will buy to satisfy a want or need.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

68) Waiting tables, teaching, and cutting hair are all examples of services that people pay for to fulfill their needs.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

69) An overview of systems thinking includes input, process, output, and finances.

Answer: FALSE
Explanation: An overview of systems thinking includes input, process, output, and feedback.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

70) Cars, groceries, cell phones, and clothing are all examples of goods.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

71) Production is the process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

72) Productivity is the rate at which goods and services are produced based upon total output given total inputs.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

73) Lettuce, tomatoes, patty, bun, and ketchup are included in the output of making a hamburger.

Answer: FALSE
Explanation: Lettuce, tomatoes, patty, bun, and ketchup are included as inputs of making a hamburger.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

74) Cooking a patty and putting the ingredients together are included in the process of making a hamburger.

Answer: TRUE
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

75) Bread, cheese, and butter are included in the process of making a grilled cheese sandwich.

Answer: TRUE
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

76) A grilled cheese sandwich is considered the final output of a making-a-sandwich process.

Answer: TRUE
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

77) If a business could produce the same hamburger with less expensive inputs, it would probably see a decrease in profits.

Answer: FALSE
Explanation: If a business could produce the same hamburger with less expensive inputs it would probably see an increase in profits.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Analyze
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

78) If a business could produce more hamburgers with the same inputs, it would see a rise in productivity and possibly an increase in profits.

Answer: TRUE
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Analyze
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

79) Which of the following is not considered a core driver of the information age?
A) Information
B) Business Intelligence
C) Competitive Intelligence
D) Data

Answer: C
Explanation: The core drivers of the information age include data, information, business intelligence, and knowledge.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

80) Which of the following is not considered a core driver of the information age?
A) Information
B) Business Intelligence
C) Knowledge
D) Variables

Answer: D
Explanation: The core drivers of the information age include data, information, business intelligence, and knowledge.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

81) Which of the following is considered a core driver of the information age?
A) Fact
B) Goods
C) Competitive Intelligence
D) Data

Answer: D
Explanation: The core drivers of the information age include data, information, business intelligence, and knowledge.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

82) Which of the following is considered a core driver of the information age?
A) Information
B) Business Intelligence
C) Knowledge
D) All of these

Answer: D
Explanation: The core drivers of the information age include data, information, business intelligence, and knowledge.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

83) Why do students need to study information technology?
A) Information technology is everywhere in business.
B) Information technology is rarely discussed in business.
C) Information technology is rarely used in organizations.
D) Information technology is found in only a few businesses.

Answer: A
Explanation: Information technology is everywhere in business.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

84) Why do students need to study information technology?
A) Information technology is everywhere in business.
B) Information technology is frequently discussed in business.
C) Information technology is frequently used in organizations.
D) All of these.

Answer: D
Explanation: Information technology is everywhere in business, frequently discussed in business, and frequently used in organizations.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

85) What is the confirmation or validation of an event or object?
A) Fact
B) Data
C) Information technology
D) Business Intelligence

Answer: A
Explanation: A fact is the confirmation or validation of an event or object.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

86) The age we live in has infinite quantities of facts that are widely available to anyone who can use a computer with internet access. What age is this statement referring to?
A) Data age
B) Information age
C) Business intelligence age
D) Internet of Things

Answer: B
Explanation: The information age has infinite quantities of facts that are widely available to anyone who can use a computer.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

87) Which of the following is not a technology company, but used technology to revamp the business process of selling books?
A) Netflix
B) Dell
C) Zappos
D) Amazon

Answer: D
Explanation: Amazon is not a technology company, but used technology to revamp the business process of selling books.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

88) Which of the following is not a technology company but, used technology to revamp the business process of renting videos?
A) Netflix
B) Dell
C) Zappos
D) Amazon

Answer: A
Explanation: Netflix is not a technology company, but used technology to revamp the business process of renting videos.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

89) Which of the following is not a technology company, but used technology to revamp the business process of selling shoes?
A) Netflix
B) Dell
C) Zappos
D) Amazon

Answer: C
Explanation: Zappos is not a technology company, but used technology to revamp the business process of selling shoes.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

90) What is data?
A) Raw facts that describe the characteristics of an event or object.
B) Facts converted into a meaningful and useful context.
C) Information collected from multiple sources that analyzes patterns, trends, and relationships for strategic decision making.
D) Skills, experience, and expertise, coupled with information and intelligence, that create a person's intellectual resources.

Answer: A
Explanation: Data are raw facts that describe the characteristics of an event or object.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

91) What is information?
A) Raw facts that describe the characteristics of an event or object.
B) Data converted into a meaningful and useful context.
C) Data collected from multiple sources that analyzes patterns, trends, and relationships for strategic decision making.
D) Skills, experience, and expertise, coupled with information and intelligence that create a person's intellectual resources.

Answer: B
Explanation: Information is data converted into a meaningful and useful context.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

92) What is business intelligence?
A) Raw facts that describe the characteristics of an event or object.
B) Data converted into a meaningful and useful context.
C) Information collected from multiple sources that analyzes patterns, trends, and relationships for strategic decision making.
D) Skills, experience, and expertise, coupled with information and intelligence, that create a person's intellectual resources.

Answer: C
Explanation: Business intelligence is information collected from multiple sources that analyzes patterns, trends, and relationships for strategic decision making.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

93) What is knowledge?
A) Raw facts that describe the characteristics of an event or object.
B) Data converted into a meaningful and useful context.
C) Information collected from multiple sources that analyzes patterns, trends, and relationships for strategic decision making.
D) Skills, experience, and expertise, coupled with information and intelligence, that create a person's intellectual resources.

Answer: D
Explanation: Knowledge includes skills, experience, and expertise, coupled with information and intelligence, that create a person's intellectual resources.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

94) Which of the following is considered information?
A) Quantity sold
B) Date sold
C) Best-selling item by month
D) Product sold

Answer: C
Explanation: Best-selling item by month is information.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

95) Which of the following is considered data?
A) Quantity ordered
B) Best customer by month
C) Best-selling item by month
D) Worst-selling item by month

Answer: A
Explanation: Quantity sold is data.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

96) Richard Dowdall is the operations manager for Dowdall Meats, which specializes in providing deli meats and prepared foods for its local customers. Richard is responsible for compiling, analyzing, and evaluating daily sales numbers to determine the company's profitability and forecast production for the next day. Which of the following is an example of a piece of data Richard would be using to successfully perform his job?
A) Rebecca Wilson is customer number 15467.
B) Compare the costs of supplies including energy over the last five years to determine the best-selling product by month.
C) Best-selling product by day.
D) Best-selling product changes when Tony the best baker is working.

Answer: A
Explanation: Data are raw facts that describe the characteristics of an event or object. Data for Richard would include Rebecca Wilson is customer number 15467.
Difficulty: 3 Hard
Topic: Competing in the Information Age
Bloom's: Analyze
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

97) Richard Dowdall is the operations manager for Dowdall Meats, which specializes in providing deli meats and prepared foods for its local customers. Richard is responsible for compiling, analyzing, and evaluating daily sales numbers to determine the company's profitability and forecast production for the next day. Which of the following is an example of the type of information Richard would be using to successfully perform his job?
A) Rebecca Wilson is customer number 15467.
B) Tyson is supplier number 8745643.
C) Best-selling product by day.
D) Best-selling product changes when Pete, the prepared foods chef, is working.

Answer: C
Explanation: Best-selling product by day is an example of information.
Difficulty: 3 Hard
Topic: Competing in the Information Age
Bloom's: Analyze
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

98) Richard Dowdall is the operations manager for Dowdall Meats, which specializes in providing deli meats and prepared foods for its local customers. Richard is responsible for compiling, analyzing, and evaluating daily sales numbers to determine the company's profitability and forecast production for the next day. Which of the following is an example of knowledge that Richard would be using to successfully perform his job?
A) Rebecca Wilson is customer number 15467.
B) Tyson is supplier number 8745643.
C) Best-selling product by day.
D) Best-selling product changes when Pete, the prepared foods chef, is working.

Answer: D
Explanation: Knowledge would include knowing that the best chef is Pete and that when he works the best-selling product changes.
Difficulty: 3 Hard
Topic: Competing in the Information Age
Bloom's: Analyze
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

99) Data is useful for understanding individual sales, but to gain deeper insight into a business, data needs to be turned into information. Which of the following offers an example of turning data into information?
A) Who are my best customers?
B) What is my best-selling product?
C) What is my slowest-selling product?
D) All of these choices are correct.

Answer: D
Explanation: Questions outlined in the book include: Who are my best customers? Who are my least-profitable customers? What is my best-selling product? What is my slowest-selling product? Who is my strongest sales representative? Who is my weakest sales representative?
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

100) Which of the following provides an example of information?
A) Who is customer number 12345XX?
B) What is product number 12345XX?
C) What customer number is Bob Smith?
D) What is my slowest-selling product?

Answer: D
Explanation: What is my slowest-selling product is an example of taking data and turning it into information.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

101) Which of the following provides an example of data?
A) Who are my best customers?
B) What is my best-selling product?
C) What is my slowest-selling product?
D) Who is customer number 12345XX?

Answer: D
Explanation: Identification of a customer by number 12345XX is an example of data.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

102) Business intelligence is information collected from multiple sources. Which of the following provides an example of a source that would be included in business intelligence?
A) Suppliers
B) Customers
C) Competitors
D) All of these

Answer: D
Explanation: Business Intelligence is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries that analyzes patterns, trends, and relationships for strategic decision making.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

103) Which of the following represents the core drivers of the information age?
A) data, information, business intelligence, knowledge.
B) fact, data, intelligence, experience.
C) fact, intelligence, business skills, knowledge.
D) data, intelligence, business information, knowledge.

Answer: A
Explanation: Data, information, business intelligence, and knowledge are the core drivers of the information age.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

104) Which of the following is not a core driver of the information age?
A) Information
B) Knowledge
C) Internet of Things
D) Data

Answer: C
Explanation: The core drivers of the information age are data, information, business intelligence, and knowledge.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

105) Which of the following represents the definition of a variable?
A) A data characteristic that is collected through competitive intelligence and cannot change over time.
B) A data characteristic that stands for a value that changes or varies over time.
C) A data characteristic that stands for a value that does not change or vary over time.
D) A data characteristic that is collected only through competitive intelligence and can change over time.

Answer: B
Explanation: A variable is a data characteristic that stands for a value that changes or varies over time and can be manipulated to help improve profits.
Difficulty: 2 Medium
Topic: Competing in the Information Age
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

106) Today's workers are referred to as _____ and they use BI along with personal experience to make decisions based on both information and intuition, a valuable resource for any company.
A) Knowledge workers
B) Knowledge thinkers
C) Knowledge resources
D) Knowledge players

Answer: A
Explanation: Today's workers are commonly referred to as knowledge workers and they use BI along with personal experience to make decisions based on both information and intuition, a valuable resource for any company.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

107) What is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries that analyzes patterns, trends, and relationships for strategic decision making?
A) Supplier's intelligence
B) Social intelligence
C) Employee intelligence
D) Business intelligence

Answer: D
Explanation: Business intelligence is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries that analyzes patterns, trends, and relationships for strategic decision making.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

108) Information is data converted into useful, meaningful context. What are data characteristics that change or vary over time?
A) Facts
B) Variables
C) Supplies
D) Services

Answer: B
Explanation: A variable is a data characteristic that stands for a value that changes or varies over time.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

109) Which of these choices is the key term that defines the confirmation or validation of an event or object?
A) Buyer power
B) Data
C) Fact
D) Entry barrier

Answer: C
Explanation: A fact is the confirmation or validation of an event or object.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

110) What is data converted into a meaningful and useful context?
A) Competitive intelligence
B) Information
C) Buyer power
D) First-mover advantage

Answer: B
Explanation: Information is data converted into a meaningful and useful context.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

111) What is a world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention?
A) Internet of things
B) Predictive analytics
C) Machine to machine
D) Flat world

Answer: A
Explanation: The Internet of things is a world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

112) What refers to devices that connect directly to other devices?
A) Internet of things
B) Predictive analytics
C) Machine to machine
D) Flat world

Answer: C
Explanation: Machine to machine (M2M) refers to devices that connect directly to other devices.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

113) What extracts information from data and uses it to predict future trends and identify behavioral patterns?
A) Internet of things
B) Predictive analytics
C) Machine to machine
D) Flat world

Answer: B
Explanation: Predictive analytics extracts information from data and uses it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

114) What is the Internet of Things?
A) A world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.
B) The extraction of information from data used to predict future trends and identify behavioral patterns.
C) A series of devices that connect directly to other devices.
D) Opportunities to change the way people purchase books.

Answer: A
Explanation: The Internet of things is a world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

115) What is Machine-to-machine (M2M)?
A) A world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.
B) The extraction of information from data used to predict future trends and identify behavioral patterns.
C) A series of devices that connect directly to other devices.
D) Opportunities to change the way people purchase books.

Answer: C
Explanation: Machine-to-machine (M2M) refers to devices that connect directly to other devices.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

116) What is predictive analytics?
A) A world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.
B) The extraction of information from data used to predict future trends and identify behavioral patterns.
C) A series of devices that connect directly to other devices.
D) Opportunities to change the way people purchase books.

Answer: B
Explanation: Predictive analytics extracts information from data and uses it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

117) What is the science of fact-based decision making?
A) Business intelligence
B) Information
C) Knowledge
D) Analytics

Answer: D
Explanation: Analytics is the science of fact-based decision making.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

118) What is the scientific process of transforming data into insight for making better decisions?
A) Business analytics.
B) Descriptive analytics.
C) Prescriptive analytics.
D) Predictive analytics.

Answer: A
Explanation: Business analytics is the scientific process of transforming data into insight for making better decisions.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

119) What uses techniques that describe past performance and history?
A) Business analytics.
B) Descriptive analytics.
C) Prescriptive analytics.
D) Predictive analytics.

Answer: B
Explanation: Descriptive analytics use techniques that describe past performance and history.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

120) What uses techniques that extract information from data and use it to predict future trends and identify behavioral patterns?
A) Business analytics.
B) Descriptive analytics.
C) Prescriptive analytics.
D) Predictive analytics.

Answer: D
Explanation: Predictive analytics use techniques that extract information from data and use it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

121) What uses techniques that create models indicating the best decision to make or course of action to take?
A) Business analytics.
B) Descriptive analytics.
C) Prescriptive analytics.
D) Predictive analytics.

Answer: C
Explanation: Prescriptive analytics use techniques that create models indicating the best decision to make or course of action to take.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

122) What are business analytics?
A) The scientific process of transforming data into insight for making better decisions.
B) Techniques that describe past performance and history.
C) Techniques that extract information from data and use it to predict future trends and identify behavioral patterns.
D) Techniques that create models indicating the best decision to make or course of action to take.

Answer: A
Explanation: Business analytics is the scientific process of transforming data into insight for making better decisions.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

123) What are descriptive analytics?
A) The scientific process of transforming data into insight for making better decisions.
B) Techniques that describe past performance and history.
C) Techniques that extract information from data and use it to predict future trends and identify behavioral patterns.
D) Techniques that create models indicating the best decision to make or course of action to take.

Answer: B
Explanation: Descriptive analytics use techniques that describe past performance and history.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

124) What are predictive analytics?
A) The scientific process of transforming data into insight for making better decisions.
B) Techniques that describe past performance and history.
C) Techniques that extract information from data and use it to predict future trends and identify behavioral patterns.
D) Techniques that create models indicating the best decision to make or course of action to take.

Answer: C
Explanation: Predictive analytics use techniques that extract information from data and use it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

125) What are the three primary areas of analytics?
A) Descriptive analytics, predictive analytics, and prescriptive analytics.
B) Descriptive analytics, primary analytics, response analytics.
C) Descriptive analytics, future analytics, past analytics.
D) Technique analytics, future analytics, past analytics.

Answer: A
Explanation: The three primary areas of analytics includes descriptive analytics, predictive analytics, and prescriptive analytics.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

126) What are the human, structural, and recorded resources available to the organization?
A) Knowledge assets.
B) Knowledge facilitators.
C) Predictive analytics.
D) Business analytics.

Answer: A
Explanation: Knowledge assets, also called intellectual capital, are the human, structural, and recorded resources available to the organization.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

127) What resides within the minds of members, customers, and colleagues and include physical structures and recorded media?
A) Knowledge assets.
B) Knowledge facilitators.
C) Predictive analytics.
D) Business analytics.

Answer: A
Explanation: Knowledge assets reside within the minds of members, customers, and colleagues and include physical structures and recorded media.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

128) What helps harness the wealth of knowledge in the organization?
A) Knowledge assets.
B) Knowledge facilitators.
C) Predictive analytics.
D) Business analytics.

Answer: B
Explanation: Knowledge facilitators help harness the wealth of knowledge in the organization.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

129) What helps acquire and catalog the knowledge assets in an organization?
A) Knowledge assets.
B) Knowledge facilitators.
C) Predictive analytics.
D) Business analytics.

Answer: B
Explanation: Knowledge facilitators help acquire and catalog the knowledge assets in an organization.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

130) A big part of business intelligence, _____ extracts information from data and uses it to predict future trends and identify behavioral patterns.
A) Behavioral analytics
B) Predictive analytics
C) Knowledge workers
D) Snapshot

Answer: B
Explanation: A big part of business intelligence is called predictive analytics, which extracts information from data and uses it to predict future trends and identify behavioral patterns.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

131) What data is created by a machine without human intervention?
A) Human-generated
B) Machine-generated
C) Machine-to-machine (M2M)
D) Unstructured data

Answer: B
Explanation: Machine-generated data is created by a machine without human intervention.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

132) What data do humans, interacting with computers, generate?
A) Human-generated
B) Machine-generated
C) Machine-to-machine (M2M)
D) Static report

Answer: A
Explanation: Human-generated data is data that humans, in interaction with computers, generate.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

133) What type of structured data includes sensor data, point-of-sale data, and web log data?
A) Human-generated
B) Machine-generated
C) Machine-to-machine (M2M)
D) Systems thinking

Answer: B
Explanation: Machine-generated data includes sensor data, point-of-sale data, and web log data.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

134) What type of structured data includes input data, click-stream data, or gaming data?
A) Human-generated
B) Machine-generated
C) Machine-to-machine (M2M)
D) Systems thinking

Answer: A
Explanation: Human-generated data includes input data, click-stream data, or gaming data.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

135) Which of the following describes structured data?
A) A defined length, type, and format.
B) Includes numbers, dates, or strings such as customer address.
C) Is typically stored in a relational database or spreadsheet.
D) All of these choices are correct.

Answer: D
Explanation: Structured data has a defined length, type and format and includes numbers, dates, or strings such as customer address. Structured data is typically stored in a traditional system such as a relational database or spreadsheet.
Difficulty: 3 Hard
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

136) What refers to devices that connect directly to other devices?
A) Human-generated
B) Machine-generated
C) Machine-to-machine (M2M)
D) Systems thinking

Answer: C
Explanation: Machine to machine (M2M) refers to devices that connect directly to other devices.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

137) What are the characteristics of unstructured data?
A) Does not follow a specified format.
B) Free-form text.
C) Emails, twitter tweets, and text messages.
D) All of these.

Answer: D
Explanation: Unstructured data does not follow a specified format and is typically free-form text such as emails, Twitter tweets, and text messages.
Difficulty: 3 Hard
Topic: Competing in the Information Age
Bloom's: Analyze
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

138) Which of the following does not describe unstructured data?
A) No specified format.
B) A defined length, type, and format.
C) Free-form text.
D) Emails, twitter tweets, and text messages.

Answer: B
Explanation: Unstructured data does not follow a specified format and is typically free-form text such as emails, Twitter tweets, and text messages.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

139) Which of the following does not describe structured data?
A) A defined length.
B) Emails, twitter tweets, and text messages.
C) Stored in a relational database or spreadsheet.
D) A defined format.

Answer: B
Explanation: Structured data has a defined length, type and format and includes numbers, dates, or strings such as customer address. Structured data is typically stored in a traditional system such as a relational database or spreadsheet.
Difficulty: 3 Hard
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

140) What is a snapshot?
A) A world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.
B) A view of data at a particular moment in time.
C) Device that connects directly to other devices.
D) Opportunities to change the way people purchase books.

Answer: B
Explanation: A snapshot is a view of data at a particular moment in time.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

141) What is a view of data at a particular moment in time?
A) Knowledge
B) Big data
C) Snapshot
D) Unstructured data

Answer: C
Explanation: A snapshot is a view of data at a particular moment in time.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

142) What is a collection of large complex data sets that cannot be analyzed using traditional database methods and tools?
A) Knowledge
B) Big data
C) Snapshot
D) Internet of things

Answer: B
Explanation: Big data is a collection of large complex data sets, including structured and unstructured, that cannot be analyzed using traditional database methods and tools.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

143) What is a report?
A) A document containing data organized in a table, matrix, or graphical format allowing users to easily comprehend and understand information.
B) A collection of large complex data sets, including structured and unstructured, that cannot be analyzed using traditional database methods and tools.
C) A view of data at a particular moment in time.
D) A world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.

Answer: A
Explanation: A report is a document containing data organized in a table, matrix, or graphical format allowing users to easily comprehend and understand information.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

144) What is big data?
A) A document containing data organized in a table, matrix, or graphical format allowing users to easily comprehend and understand information.
B) A collection of large complex data sets, including structured and unstructured, that cannot be analyzed using traditional database methods and tools.
C) A view of data at a particular moment in time.
D) A world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.

Answer: B
Explanation: A collection of large complex data sets, including structured and unstructured, that cannot be analyzed using traditional database methods and tools.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

145) What type of report is created based on data that does not change?
A) Static report
B) Dynamic report
C) Variable report
D) Structured report

Answer: A
Explanation: A static report is created based on data that does not change.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

146) What type of report changes automatically during creation?
A) Static report
B) Dynamic report
C) Variable report
D) Structured report

Answer: B
Explanation: A dynamic report changes automatically during creation.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

147) What type of report can include a sales report from last year or salary report from five years ago?
A) Static report
B) Dynamic report
C) Variable report
D) Structured report

Answer: A
Explanation: A static report is created based on data that does not change. Static reports can include a sales report from last year or salary report from five years ago.
Difficulty: 1 Easy
Topic: Competing in the Information Age
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

148) What type of report can include updating daily stock market prices or the calculation of available inventory?
A) Static report
B) Dynamic report
C) Variable report
D) Structured report

Answer: B
Explanation: A dynamic report changes automatically during creation. Dynamic reports can include updating daily stock market prices or the calculation of available inventory.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: automatic

149) How are the majority of companies today typically organized?
A) By departments or functional areas.
B) By departments or financial areas.
C) By degree or financial areas.
D) By manager or knowledge area.

Answer: A
Explanation: Companies today are typically organized by departments or functional areas.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

150) How does the text recommend that a company operate if it wants to be successful in the information age?
A) Functionally independent between departments.
B) Together as a single unit.
C) Together as one department with little or no independence.
D) Each department acting as its own individual business unit.

Answer: B
Explanation: For companies to operate as a whole and be successful in our current business environment today, they must operate interdependently between departments.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

151) The sales department needs to rely on information from operations to understand _____.
A) Inventory
B) Customer orders
C) Demand forecasts
D) All of these

Answer: D
Explanation: Sales needs to rely on information from operations to understand inventory, place orders, and forecast consumer demand.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

152) Which of the following represents the department that maintains policies, plans, and procedures for the effective management of employees?
A) Human resources
B) Sales
C) Employee resources
D) Employee relations

Answer: A
Explanation: Human resources maintains policies, plans, and procedures for the effective management of employees.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

153) Shawn works for Vance Steel Corporation. Shawn's duties include managing the overall processes for the company and transforming the steel resources into goods. Which department would Shawn most likely work in?
A) Accounting
B) Operations management
C) Marketing
D) CIO

Answer: B
Explanation: Operations management manages the process of converting or transforming of resources into goods or services.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

154) The department within a company that records, measures, and reports monetary transactions is called _____.
A) Accounting
B) Marketing
C) Human resources
D) Operations management

Answer: A
Explanation: The department within a company that records, measures, and reports monetary transactions is accounting.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

155) The department within a company that performs the function of selling goods or services is called _____.
A) Marketing
B) Sales
C) Finance
D) Operations management

Answer: B
Explanation: The department with a company that performs the function of selling goods or services is sales.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

156) The department within a company that supports the sales by planning, pricing, and promoting goods or services is called _____.
A) Sales
B) Operations management
C) Accounting
D) Marketing

Answer: D
Explanation: The department within a company that supports the sales by planning, pricing, and promoting goods or services is marketing.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

157) Which department tracks strategic financial issues, including money, banking, credit, investments, and assets?
A) Sales
B) Operations management
C) Accounting
D) Finance

Answer: D
Explanation: Finance department tracks strategic financial issues, including money, banking, credit, investments, and assets.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

158) Which department manages the process of converting or transforming resources into goods or services?
A) Sales
B) Operations management
C) Accounting
D) Finance

Answer: B
Explanation: Operations management department manages the process of converting or transforming resources into goods or services.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

159) Which department records, measures, and reports monetary transactions?
A) Sales
B) Operations management
C) Accounting
D) Finance

Answer: C
Explanation: Accounting records, measures, and reports monetary transactions.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

160) Which department maintains policies, plans, and procedures for the effective management of employees?
A) Sales
B) Operations management
C) Accounting
D) Human resources

Answer: D
Explanation: The human resources department maintains policies, plans, and procedures for the effective management of employees.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

161) Which activities belong in the accounting department?
A) Records, measures, and reports monetary transactions.
B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.
C) Supports the sales by planning, pricing, and promoting goods or services.
D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

Answer: A
Explanation: Accounting records, measures, and reports monetary transactions.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

162) Which activities belong in the finance department?
A) Records, measures, and reports monetary transactions.
B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.
C) Supports the sales by planning, pricing, and promoting goods or services.
D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

Answer: B
Explanation: Finance department tracks strategic financial issues, including money, banking, credit, investments, and assets.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

163) Which activities belong in the marketing department?
A) Records, measures, and reports monetary transactions.
B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.
C) Supports the sales by planning, pricing, and promoting goods or services.
D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

Answer: C
Explanation: The marketing department with a company that supports the sales by planning, pricing, and promoting goods or services is marketing.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

164) Which activities belong in the sales department?
A) Records, measures, and reports monetary transactions.
B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.
C) Supports the sales by planning, pricing, and promoting goods or services.
D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

Answer: D
Explanation: Sales needs to rely on information from operations to understand inventory, place orders, and forecast consumer demand.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

165) Which activities belong in the human resources department?
A) Records, measures, and reports monetary transactions.
B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.
C) Supports the sales by planning, pricing, and promoting goods or services.
D) Maintains policies, plans, and procedures for the effective management of employees.

Answer: D
Explanation: Human resources maintains policies, plans, and procedures for the effective management of employees.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

166) Which activities belong in the operations management department?
A) Records, measures, and reports monetary transactions.
B) Manages the process of converting or transforming resources into goods or services.
C) Supports the sales by planning, pricing, and promoting goods or services.
D) Maintains policies, plans, and procedures for the effective management of employees.

Answer: B
Explanation: Operations management manages the process of converting or transforming resources into goods or services.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

167) Which data types are typically found in the marketing department?
A) Promotion data, sales data, advertising data.
B) Employee data, promotion data, vacation data.
C) Investment data, monetary data, reporting data.
D) Transactional data, purchasing data, payroll data, tax data.

Answer: A
Explanation: The marketing department includes promotion data, sales data, and advertising data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

168) Which data types are typically found in the human resources department?
A) Promotion data, sales data, advertising data.
B) Employee data, promotion data, vacation data.
C) Investment data, monetary data, reporting data.
D) Transactional data, purchasing data, payroll data, tax data.

Answer: B
Explanation: The human resources department includes employee data, promotion data, and vacation data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

169) Which data types are typically found in the finance department?
A) Promotion data, sales data, advertising data.
B) Employee data, promotion data, vacation data.
C) Investment data, monetary data, reporting data.
D) Transactional data, purchasing data, payroll data, tax data.

Answer: C
Explanation: The finance department includes investment data, monetary data, and reporting data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

170) Which data types are typically found in the accounting department?
A) Promotion data, sales data, advertising data.
B) Employee data, promotion data, vacation data.
C) Investment data, monetary data, reporting data.
D) Transactional data, purchasing data, payroll data, tax data.

Answer: D
Explanation: The accounting department includes transactional data, purchasing data, payroll data, and tax data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

171) Which data types are typically found in the sales department?
A) Sales report data, potential customer data, commission data, and customer support data.
B) Employee data, promotion data, vacation data.
C) Investment data, monetary data, reporting data.
D) Transactional data, purchasing data, payroll data, tax data.

Answer: A
Explanation: The sales department has sales data, customer data, commission data, and customer support data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

172) Which data types are typically found in the operations management department?
A) Manufacturing data, distribution data, and production data.
B) Sales data, customer data, commission data, and customer support data.
C) Employee data, promotion data, vacation data.
D) Investment data, monetary data, reporting data.

Answer: A
Explanation: The operations management department has manufacturing data, distribution data, and production data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

173) Which of the following represents the relationship between functional areas in a business?
A) Independent
B) Autonomous
C) Interdependent
D) Self-sufficient

Answer: C
Explanation: Functional areas are interdependent.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

174) Which of the following represents the types of data commonly found in the accounting department?
A) Tax data
B) Payroll data
C) Transactional data
D) All of these choices are correct.

Answer: D
Explanation: Tax, payroll, and transactional data are all found in the accounting department.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

175) Which of the following represents the types of data commonly found in the finance department?
A) Monetary data
B) Technology data
C) Production data
D) Employee data

Answer: A
Explanation: Monetary data is most commonly found in the finance department.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

176) Which of the following represents the types of data commonly found in the human resource department?
A) Financial data
B) Technology data
C) Production data
D) Employee data

Answer: D
Explanation: Employee data is most commonly found in the human resource department.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

177) Which of the following represents the types of data commonly found in the sales department?
A) Potential customer data
B) Sales report data
C) Commission data
D) All of these choices are correct.

Answer: D
Explanation: All data types are found in the sales department.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

178) Which of the following represents the types of data commonly found in the marketing department?
A) Promotional data
B) Payroll data
C) Tax data
D) Employee data

Answer: A
Explanation: Promotional data is most commonly found in the marketing department.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

179) Which of the following represents the types of data commonly found in the operations management department?
A) Monetary data
B) Payroll data
C) Production data
D) Employee data

Answer: C
Explanation: Production data is most commonly found in the operations management department.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

180) The challenge that companies today sometimes have is that they are departmentalized and act independently of each other. One solution that can help a company work _____ includes management information systems.
A) Variables
B) Human resource data
C) Interdependently
D) Resource information systems

Answer: C
Explanation: Management information systems is a business function, like accounting and human resources, which moves information about people, products, and processes across the company to facilitate decision making and problem solving.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

181) Which of the following provides an accurate definition of systems thinking?
A) A way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.
B) A way of monitoring individual components including an input, the process, and an output, while continuously gathering feedback on the entire system.
C) A way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on the entire system.
D) A way of monitoring singular parts of a system by viewing a single input that is processed or transformed to produce an entire system that is continuously monitored to gather feedback on each individual part.

Answer: A
Explanation: Systems thinking is a way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

182) If you were thinking about a washing machine as a system which of the following represents the inputs?
A) The dirty clothes, water, and detergent.
B) The clean clothes.
C) The wash and rinse cycle.
D) The light indicating that the washer is off balance and has stopped.

Answer: A
Explanation: The inputs for a washing machine include the dirty clothes, water, and detergent.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

183) If you were thinking about a washing machine as a system which of the following represents the process?
A) The dirty clothes, water, and detergent.
B) The clean clothes.
C) The wash and rinse cycle.
D) The light indicating that the washer is off balance and has stopped.

Answer: C
Explanation: The process for a washing machine includes the wash and rinse cycle.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

184) If you were thinking about a washing machine as a system which of the following represents the feedback?
A) The dirty clothes, water, and detergent.
B) The clean clothes.
C) The wash and rinse cycle.
D) The light indicating that the washer is off balance and has stopped.

Answer: D
Explanation: The feedback for a washing machine includes a light indicating that the washer is off balance and has stopped.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

185) If you were thinking about a washing machine as a system which of the following represents the outputs?
A) The dirty clothes, water, and detergent.
B) The clean clothes.
C) The wash and rinse cycle.
D) The light indicating that the washer is off balance and has stopped.

Answer: B
Explanation: The output for a washing machine includes clean clothes.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

186) If you were thinking about an oven as a system which of the following represents the input?
A) The uncooked food.
B) The cooked food.
C) A light indicating that the oven has reached the preheated temperature.
D) The oven running at 350 degrees for 20 minutes.

Answer: A
Explanation: The input for an oven includes the uncooked food.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

187) If you were thinking about an oven as a system which of the following represents the output?
A) The uncooked food.
B) The cooked food.
C) A light indicating that the oven has reached the preheated temperature.
D) The oven running at 350 degrees for 20 minutes.

Answer: B
Explanation: The output for an oven includes the cooked food.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.

188) If you were thinking about an oven as a system which of the following represents the process?
A) The uncooked food.
B) The cooked food.
C) A light indicating that the oven has reached the preheated temperature.
D) The oven running at 350 degrees for 20 minutes.

Answer: D
Explanation: The process for an oven includes running at 350 degrees for 20 minutes.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

189) If you were thinking about an oven as a system which of the following represents the feedback?
A) The uncooked food.
B) The cooked food.
C) A light indicating that the oven has reached the preheated temperature.
D) The oven running at 350 degrees for 20 minutes.

Answer: C
Explanation: The feedback for an oven includes a light indicating that the oven has reached the preheated temperature.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

190) If you were thinking about a home theater system which of the following represents the inputs?
A) The DVD player, DVD movie, speakers, TV, and electricity.
B) Playing the movie including the audio through the speakers and the video on the TV.
C) A message stating that the disk is dirty and cannot be played.
D) Spinning the disk to play, pause, rewind, or fast forward.

Answer: A
Explanation: A home theater system requires inputs of the DVD player, DVD movie, speakers, TV, and electricity.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

191) If you were thinking about a home theater system which of the following represents the outputs?
A) The DVD player, DVD movie, speakers, TV, and electricity.
B) Playing the movie including the audio through the speakers and the video on the TV.
C) A message stating that the disk is dirty and cannot be played.
D) Spinning the disk to play, pause, rewind, or fast forward.

Answer: B
Explanation: The output of a home theater system includes playing the movie including the audio through the speakers and the video on the TV.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

192) If you were thinking about a home theater system which of the following represents the process?
A) The DVD player, DVD movie, speakers, TV, and electricity.
B) Playing the movie including the audio through the speakers and the video on the TV.
C) A message stating that the disk is dirty and cannot be played.
D) Spinning the disk to play, pause, rewind, or fast forward.

Answer: D
Explanation: The process of a home theater system includes spinning the disk to play, pause, rewind, or fast forward.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

193) If you were thinking about a home theater system which of the following represents the feedback?
A) The DVD player, DVD movie, speakers, TV, and electricity.
B) Playing the movie including the audio through the speakers and the video on the TV.
C) A message stating that the disk is dirty and cannot be played.
D) Spinning the disk to play, pause, rewind, or fast forward.

Answer: C
Explanation: The feedback from a home theater system includes a message stating that the disk is dirty and cannot be played.
Difficulty: 1 Easy
Topic: The Challenge and MIS Solution
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

194) Feedback is information that returns to its original transmitter and modifies the transmitter's actions. What would the original transmitter include?
A) Input, transform, output
B) Input, transform, outnumber
C) Output, input, performer
D) Input, process, transform

Answer: A
Explanation: Feedback is information that returns to its original transmitter and modifies the transmitter's actions. The original transmitter includes input - transform - output.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

195) MIS is a business function. Which of the following does MIS perform to help aid the company in decision making and problem solving?
A) Moves information about people.
B) Moves processes across the company to improve systems.
C) Moves information about products.
D) All of these.

Answer: D
Explanation: MIS is a business function, which moves information about people, products, and processes across the company to facilitate decision making and problem solving.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

196) In terms of system thinking, what is data entered in a computer?
A) Input
B) Output
C) Process
D) Feedback

Answer: A
Explanation: Input is data entered in a computer.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

197) In terms of system thinking, what control ensures correct processes?
A) Input
B) Output
C) Process
D) Feedback

Answer: D
Explanation: Feedback is the control that ensures correct processing.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

198) In terms of system thinking, what is the resulting information from the computer program?
A) Input
B) Output
C) Process
D) Feedback

Answer: B
Explanation: Output is the resulting information from the computer program.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

199) In terms of system thinking, what is the computer program that processes the data?
A) Input
B) Output
C) Process
D) Feedback

Answer: C
Explanation: Process is the computer program that processes the data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

200) In terms of system thinking, what is input?
A) Data entered in a computer.
B) Controls to ensure correct processes.
C) The resulting information from the computer program.
D) The computer program that processes the data.

Answer: A
Explanation: Input is data entered in a computer.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

201) In terms of system thinking, what is output?
A) Data entered in a computer.
B) Controls to ensure correct processes.
C) The resulting information from the computer program.
D) The computer program that processes the data.

Answer: C
Explanation: Output is the resulting information from the computer program.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

202) In terms of system thinking, what is feedback?
A) Data entered in a computer.
B) Controls to ensure correct processes.
C) The resulting information from the computer program.
D) The computer program that processes the data.

Answer: B
Explanation: Feedback is controls to ensure correct processes.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

203) In terms of system thinking, what is process?
A) Data entered in a computer.
B) Controls to ensure correct processes.
C) The resulting information from the computer program.
D) The computer program that processes the data.

Answer: D
Explanation: Process is the computer program that processes the data.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

204) A system is a collection of parts that link to achieve a common purpose. Systems thinking is a way of monitoring _____.
A) The entire system
B) A division within the sales role
C) The executive team
D) The company's competitors

Answer: A
Explanation: A system is a collection of parts that link to achieve a common purpose, where systems thinking is a way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

205) MIS can be an important enabler of business success and innovation. Which of the below statements is accurate when referring to MIS?
A) MIS equals business success and innovation.
B) MIS represents business success and innovation.
C) MIS is not a valuable tool that leverages talent.
D) MIS is a valuable tool that can leverage the talents of people who know how to use and manage it effectively.

Answer: D
Explanation: MIS does not equal or represent business success and innovation. It is a valuable tool that can leverage the talents of people who know how to use and manage it effectively.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

206) What is a way of monitoring the entire system in a company, by viewing the multiple inputs being processed to produce outputs?
A) Feedback thinking
B) Systems thinking
C) Output management
D) Operational thinking

Answer: B
Explanation: Systems thinking is a way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

207) Which of the following statements is true?
A) MIS equals business success.
B) MIS equals business innovation.
C) MIS represents business success and innovation.
D) MIS enables business success and innovation.

Answer: D
Explanation: MIS is an important enabler of business success and innovation.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

208) What is the name of a company's internal computer department?
A) Management information systems (MIS)
B) Information systems (IS)
C) Information technology (IT)
D) All of these

Answer: D
Explanation: Typical organizations have an internal MIS department often called information technology (IT), information systems (IS), or management information systems (MIS).
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

209) What are material items or products that customers will buy to satisfy a want or need?
A) Goods
B) Services
C) Production
D) Productivity

Answer: A
Explanation: Goods are material items or products that customers will buy to satisfy a want or need.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

210) What are tasks performed by people that customers will buy to satisfy a want or need?
A) Goods
B) Services
C) Production
D) Productivity

Answer: B
Explanation: Services are tasks performed by people that customers will buy to satisfy a want or need.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

211) What is the process where a business takes raw materials and processes them or converts them into a finished product for its goods or services?
A) Goods
B) Services
C) Production
D) Productivity

Answer: C
Explanation: Production is the process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

212) What is the rate at which goods and services are produced based upon total output given total inputs?
A) Goods
B) Services
C) Production
D) Productivity

Answer: D
Explanation: Productivity is the rate at which goods and services are produced based upon total output given total inputs.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

213) What are goods?
A) Material items or products that customers will buy to satisfy a want or need.
B) Tasks performed by people that customers will buy to satisfy a want or need.
C) The process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.
D) The rate at which goods and services are produced based upon total output given total inputs.

Answer: A
Explanation: Goods are material items or products that customers will buy to satisfy a want or need.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

214) What are services?
A) Material items or products that customers will buy to satisfy a want or need.
B) Tasks performed by people that customers will buy to satisfy a want or need.
C) The process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.
D) The rate at which goods and services are produced based upon total output given total inputs.

Answer: B
Explanation: Services are tasks performed by people that customers will buy to satisfy a want or need.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

215) What is production?
A) Material items or products that customers will buy to satisfy a want or need.
B) Tasks performed by people that customers will buy to satisfy a want or need.
C) The process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.
D) The rate at which goods and services are produced based upon total output given total inputs.

Answer: C
Explanation: Production is the process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

216) What is productivity?
A) Material items or products that customers will buy to satisfy a want or need.
B) Tasks performed by people that customers will buy to satisfy a want or need.
C) The process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.
D) The rate at which goods and services are produced based upon total output given total inputs.

Answer: D
Explanation: Productivity is the rate at which goods and services are produced based upon total output given total inputs.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

217) Cars, groceries, cell phones, and clothing belong in which category?
A) Goods
B) Services
C) Production
D) Productivity

Answer: A
Explanation: Cars, groceries, and clothing belong in the goods category.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

218) Teaching, waiting tables, and cutting hair belong in which category?
A) Goods
B) Services
C) Production
D) Productivity

Answer: B
Explanation: Teaching, waiting tables, and cutting hair belong in the services category.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

219) Which of the following is considered a good?
A) Cars
B) Groceries
C) Clothing
D) All of these

Answer: D
Explanation: Cars, groceries, and clothing belong in the goods category.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

220) Which of the following is considered a service?
A) Teaching
B) Waiting tables
C) Cutting hair
D) All of these

Answer: D
Explanation: Teaching, waiting tables, and cutting hair belong in the services category.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

221) Which of the following is considered a good?
A) Cars
B) Teaching
C) Waiting tables
D) All of these

Answer: A
Explanation: Cars, groceries, and clothing belong in the goods category.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

222) Which of the following is considered a service?
A) Cars
B) Groceries
C) Cutting hair
D) All of these

Answer: C
Explanation: Teaching, waiting tables, and cutting hair belong in the services category.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

223) Which of the following is considered a good?
A) Milk and eggs
B) Managing a team
C) Selling groceries
D) All of these

Answer: A
Explanation: Milk and eggs are groceries. Cars, groceries, and clothing belong in the goods category.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

224) Which of the following is considered a service?
A) Selling groceries
B) Managing a team
C) Cutting hair
D) All of these

Answer: D
Explanation: Selling groceries, managing a team, teaching, waiting tables, and cutting hair belong in the services category.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

225) The lettuce, tomatoes, patty, bun, and ketchup are included in which category of making a hamburger?
A) Input
B) Process
C) Output
D) All of these

Answer: A
Explanation: Lettuce, tomatoes, patty, bun, and ketchup are all included in the input category of making a hamburger.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

226) Cooking a patty and putting the ingredients together are included in which category of making a hamburger?
A) Input
B) Process
C) Output
D) All of these

Answer: B
Explanation: Cooking a patty and putting the ingredients together are all included in the process category of making a hamburger.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

227) The actual hamburger is included in which category of making a hamburger?
A) Input
B) Process
C) Output
D) All of these

Answer: C
Explanation: The hamburger is the output in the process of making a hamburger.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

228) Assume you are in the business of producing and selling milkshakes. If you could produce more milkshakes with the same input, what would happen to your productivity and profits assuming the price of your milkshakes remains the same?
A) Increase in productivity, decrease in profits.
B) Increase in productivity, increase in profits.
C) Decrease in productivity, decrease in profits.
D) Decrease in productivity, increase in profits.

Answer: B
Explanation: If you could produce more milkshakes with the same input and the price of your milkshake remains the same, productivity would increase and profits would increase.
Difficulty: 3 Hard
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

229) Assume you are in the business of producing and selling hats. If you could produce more hats with the same input, what would happen to your productivity and profits assuming the price of your hats remains the same?
A) Increase in productivity, decrease in profits.
B) Increase in productivity, increase in profits.
C) Decrease in productivity, decrease in profits.
D) Decrease in productivity, increase in profits.

Answer: B
Explanation: If you could produce more hats with the same input and the price of your hats   remains the same, productivity would increase and profits would increase.
Difficulty: 3 Hard
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

230) Assume you are in the business of producing and selling frames. If you could produce more frames with the same input, what would happen to your productivity and profits assuming the price of your frames remains the same?
A) Increase in productivity, decrease in profits.
B) Increase in productivity, increase in profits.
C) Decrease in productivity, decrease in profits.
D) Decrease in productivity, increase in profits.

Answer: B
Explanation: If you could produce more frames with the same input and the price of your frames remains the same, productivity would increase and profits would increase.
Difficulty: 3 Hard
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

231) Which four elements are included in systems thinking?
A) Output, process, feedback, and accounting.
B) Process, output, operations, and accounting.
C) Input, process, output, and feedback.
D) Input, output, sales, and feedback.

Answer: C
Explanation: The systems thinking process includes input, process, output, and feedback.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

232) MIS is a business function, like accounting or sales, which moves information about people, products, and processes across the company to facilitate decision making and problem solving. What does MIS stand for?
A) Management information strategy.
B) Management intelligence system.
C) Management information system.
D) Management information strategist.

Answer: C
Explanation: Management information system.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

233) Erin Hannon runs a very successful hair salon in downtown Los Angeles. One of Erin's tasks is to input positive and negative customer reviews into her computer system. What type of information is Erin gathering?
A) Feedback
B) Processing
C) Output management
D) Sales processing

Answer: A
Explanation: Feedback is information that returns to its original transmitter (input, transform, or output) and modifies the transmitter's actions.
Difficulty: 2 Medium
Topic: Systems Thinking and Management Information Systems
Bloom's: Understand
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

234) Which of the following provides an accurate definition of systems thinking?
A) A way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.
B) A way of monitoring individual components including an input, the process, and an output, while continuously gathering feedback on the entire system.
C) A way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on the entire system.
D) A way of monitoring singular parts of a system by viewing a single input that is processed or transformed to produce an entire system that is continuously monitored to gather feedback on each individual part.

Answer: A
Explanation: Systems thinking is a way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

235) If you were thinking about a dishwasher as a system which of the following represents the inputs?
A) The dirty dishes, water, and detergent.
B) The clean dishes.
C) The washing and rinsing.
D) The light indicating that the dishwasher is done.

Answer: A
Explanation: The inputs for a dishwasher include the dirty dishes, water, and detergent.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

236) If you were thinking about a dishwasher as a system which of the following represents the process?
A) The dirty dishes, water, and detergent.
B) The clean dishes.
C) The washing and rinsing.
D) The light indicating that the dishwasher is done.

Answer: C
Explanation: The process for a dishwasher includes the washing and rinsing.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

237) If you were thinking about a dishwasher as a system which of the following represents the feedback?
A) The dirty dishes, water, and detergent.
B) The clean dishes.
C) The washing and rinsing.
D) The light indicating that the dishwasher is done.

Answer: D
Explanation: The feedback for a dishwasher includes a light indicating that the dishwasher is done.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

238) If you were thinking about a dishwasher as a system which of the following represents the outputs?
A) The dirty dishes, water, and detergent.
B) The clean dishes.
C) The washing and rinsing.
D) The light indicating that the dishwasher is done.

Answer: B
Explanation: The output for a dishwasher includes clean dishes.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

239) If you were thinking about a slow cooker as a system, which of the following represents the input?
A) The uncooked ingredients.
B) The cooked food.
C) A light and timer indicating that the slow cooker is on "low."
D) The slow cooker running on "low" for 6 hours.

Answer: A
Explanation: The input for a slow cooker includes the uncooked ingredients.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

240) If you were thinking about a slow cooker as a system, which of the following represents the output?
A) The uncooked ingredients.
B) The cooked food.
C) A light and timer indicating that the slow cooker is on "low."
D) The slow cooker running on "low" for 6 hours.

Answer: B
Explanation: The output for a slow cooker includes the cooked food.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

241) If you were thinking about a slow cooker as a system, which of the following represents the process?
A) The uncooked ingredients.
B) The cooked food.
C) A light and timer indicating that the slow cooker is on "low."
D) The slow cooker running on "low" for 6 hours.

Answer: D
Explanation: The process for a slow cooker includes running it on "low" for 6 hours.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

242) If you were thinking about a slow cooker as a system, which of the following represents the feedback?
A) The uncooked ingredients.
B) The cooked food.
C) A light and timer indicating that the slow cooker is on "low."
D) The slow cooker running on "low" for 6 hours.

Answer: C
Explanation: The feedback for an oven includes a light and timer indicating that the slow cooker is on "low."
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

243) If you were thinking about a movie theater, which of the following represents the inputs?
A) The movie player, movie, speakers, digital projector, screen, and electricity.
B) Playing the movie including the audio through the speakers and the movie on the screen.
C) An error message stating that the movie cannot be played.
D) Loading the movie to play, pause, rewind, or fast forward.

Answer: A
Explanation: A movie theater requires inputs of the movie player, movie, speakers, digital projector, screen, and electricity.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

244) If you were thinking about a movie theater, which of the following represents the outputs?
A) The movie player, movie, speakers, digital projector, screen, and electricity.
B) Playing the movie including the audio through the speakers and the movie on the screen.
C) An error message stating that the movie cannot be played.
D) Loading the movie to play, pause, rewind, or fast forward.

Answer: B
Explanation: The output of a movie theater includes playing the movie including the audio through the speakers and the movie on the screen.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

245) If you were thinking about a movie theater, which of the following represents the process?
A) The movie player, movie, speakers, digital projector, screen, and electricity.
B) Playing the movie including the audio through the speakers and the movie on the screen.
C) An error message stating that the movie cannot be played.
D) Loading the movie to play, pause, rewind, or fast forward.

Answer: D
Explanation: The process of a movie theater includes loading the movie to play, pause, rewind, or fast forward.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

246) If you were thinking about a movie theater, which of the following represents the feedback?
A) The movie player, movie, speakers, digital projector, screen, and electricity.
B) Playing the movie including the audio through the speakers and the movie on the screen.
C) An error message stating that the movie cannot be played.
D) Loading the movie to play, pause, rewind, or fast forward.

Answer: C
Explanation: The feedback from a movie theater includes an error message stating that the movie cannot be played.
Difficulty: 1 Easy
Topic: Systems Thinking and Management Information Systems
Bloom's: Remember
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: automatic

247) Describe the information age and the differences between data, information, business intelligence, and knowledge.

Answer: We live in the information age, when infinite quantities of facts are widely available to anyone who can use a computer. The core drivers of the information age include data, information, business intelligence, and knowledge. Data are raw facts that describe the characteristics of an event or object. Information is data converted into a meaningful and useful context. Business intelligence (BI) is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries that analyzes patterns, trends, and relationships for strategic decision making. Knowledge includes the skills, experience, and expertise, coupled with information and intelligence that creates a person's intellectual resources. As you move from data to knowledge you include more and more variables for analysis resulting in better, more precise support for decision making and problem solving.
Difficulty: 3 Hard
Topic: Competing in the Information Age
Bloom's: Analyze
Accessibility: Keyboard Navigation
Learning Outcome: 01-01 Describe the information age and the differences among data, information, business intelligence, and knowledge.
Gradable: manual

248) Identify the different departments in a company and why they must work together to achieve success.

Answer: Companies are typically organized by department or functional area such as accounting, finance, human resources, marketing, operations management, and sales. Although each department has its own focus and own data, none can work independently if the company is to operate as a whole. It is easy to see how a business decision made by one department can affect other departments. Functional areas are anything but independent in a business. In fact, functional areas are interdependent. Sales must rely on information from operations to understand inventory, place orders, calculate transportation costs, and gain insight into product availability based on production schedules. For an organization to succeed, every department or functional area must work together sharing common information and not be a "silo." Information technology can enable departments to more efficiently and effectively perform their business operations.
Difficulty: 3 Hard
Topic: Systems Thinking and Management Information Systems
Bloom's: Analyze
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: manual

249) Explain systems thinking and how management information systems enable business communications.

Answer: A system is a collection of parts that link to achieve a common purpose. Systems thinking is a way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part. Feedback is information that returns to its original transmitter (input, transform, or output) and modifies the transmitter's actions. Feedback helps the system maintain stability. Management information systems (MIS) is a business function, like accounting and human resources, which moves information about people, products, and processes across the company to facilitate decision making and problem solving. MIS incorporates systems thinking to help companies operate cross-functionally. For example, to fulfill product orders, an MIS for sales moves a single customer order across all functional areas including sales, order fulfillment, shipping, billing, and finally customer service. Although different functional areas handle different parts of the sale, thanks to MIS, to the customer the sale is one continuous process.
Difficulty: 3 Hard
Topic: Systems Thinking and Management Information Systems
Bloom's: Analyze
Accessibility: Keyboard Navigation
Learning Outcome: 01-02 Explain systems thinking and how management information systems enable business communications.
Gradable: manual