

1. 2. (p. 6) What is any **computer-based tool** that people use to work with information and support the information and information-processing needs of an organization?

A. **Information systems**

B. Management information systems

C. Technology's role in business

D. Technology's impact on business

2. (p. 7) What is the **function** that plans for, develops, implements, and maintains IT hardware, software, and applications that people use to support the goals of an organization?

A. Information technology

B. **Management information systems**

C. Technology's role in business

D. Technology's impact on business

3. (p. 5) What can **IT enable** an organization to accomplish?

A. **Reduce costs**

B. **Improve productivity**

C. **Generate growth**

D. All of the above

4. (p. 8) Which of the following represents the **order of priority** for the **three** primary organizational **key resources**?

A. Information systems, People, Processes

B. **People, Processes, Information systems**

C. Information systems, Processes, People

D. People, processes, profit

5. (p. 6) Which of the following statements is true?

- A. IS equals business success
- B. IS equals business innovation
- C. IS represents business success and innovation

**D. IS enables business success and innovation**

6. (p. 7) What is data that has been converted into meaningful and useful context?

- A. Information**
- B. Knowledge
- C. Information systems

D. All of the above

7. (p. 7) Which of the following is considered information?

- A. Quantity sold
- B. Date sold
- C. Best selling item by month

**D. All of the above**

8. (p. 9) Which information culture allows employees across departments to use information (especially about problems and failures) to improve performance?

A. Information-functional culture

**B. Information-sharing culture**

C. Information-inquiring culture

D. Information-discovery culture

9. (p. 13) What is a competitive advantage?

A. A product that an organization's customers place a lesser value on than similar offerings from a competitor

B. A product or service that an organization's customers value more highly than similar offerings from a supplier

C. A service that an organization's customers place a lesser value on than similar offerings from a supplier

**D. A product or service that an organization's customers place a greater value on than similar offerings from a competitor**

10. (p. 14) All of the following are common tools used in industry to analyze and develop competitive advantages, except:

A. Five Forces Model

B. Three Generic Strategies

**C. Competitive analysis model**

D. Value chain analysis

11. (p. 15) What is a business-to-business marketplace?

A. An Internet-based service that brings together many buyers

B. A personal business that brings together many sellers

**C. An Internet-based service that brings together many buyers and sellers**

D. A personal business that brings together many buyers and sellers

12. (p. 15) What is a business-to-business (B2B) marketplace in which a single buyer posts its needs and then opens the bidding to any supplier who would care to bid?

A. Reverse auction

**B. Private exchange**

C. Private auction

D. Reverse exchange

13. (p. 15) Which of the following is an example of the way that information technology can reduce supplier power for an organization?

- A. Switching costs
- B. Reverse auction**
- C. Entry barrier
- D. Loyalty program

14. (p. 16) What is an entry barrier?

A. A product feature that customers have come to expect from organizations in a particular industry and must be offered by an entering organization to compete and survive

B. A service feature that customers have come to expect from organizations in a particular industry and must be offered by an entering organization to compete and survive

**C. A product or service feature that customers have come to expect from organizations in a particular industry and must be offered by an entering organization to compete and survive**

D. A product or service feature that customers no longer expect from organizations in a particular industry and do not need to be offered by an entering organization to compete and survive

15. (p. 18-19) Which part of the value chain acquires raw materials and manufactures, delivers, markets, sells, and provides after-sales services?

- A. Primary value activities**
- B. Secondary value activities
- C. Support value activities
- D. None of the above

16. (p. 18-19) Which of the following supports the primary value activities in the value chain?

- A. Primary value activities**
- B. Secondary value activities
- C. Support value activities

**D. None of the above**

17. (p. 20) Information systems are implemented to support a company's competitive business \_\_\_\_\_.

A. Market share

B. Technology

C. Profitability

**D. Strategy**

18. (p. 14) The Five Forces Model, the three generic strategies, and value chain analysis are all methods by which organizations can assess their \_\_\_\_\_.

A. Market share

B. Information systems

C. Profitability

**D. Competitive advantage**

19. (p. 29) What is the primary reason for growth of Decision-Making Information Systems?

A. People need to analyze large amounts of information

B. People must make decisions quickly

C. People must apply sophisticated analysis techniques, such as modeling and forecasting to make good decisions

D. People must protect the corporate asset of organizational information

**E. All of the above**

20. (p. 30) Which of the following represents a top-down structure for decision-making in a typical organization?

A. Operational, Managerial, and Strategic

B. Managerial, Operational, and Strategic

C. Strategic, Operational, and Managerial

**D. Strategic, Managerial, and Operational**

21. (p. 35) Where is the data stored that is often used to source the data and information contained in decision support and executive information systems?

**A. Transaction processing systems**

B. AI systems

C. Expert systems

D. CRM system

22. (p. 39) Which system is used for day-to-day business operational decisions?

A. Transactional Processing System (TPS)

B. Decision Support System (DSS)

C. Executive Information System (EIS)

**D. None of the above**

23. (p. 39) The Executive Information System analyzes information to help executives in making \_\_\_\_\_ business decisions.

A. Operational

B. Managerial

**C. Strategic**

D. None of the above

24. (p. 48) What is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint?

A. Information process model

B. Leadership process model

**C. Business process model**

D. Graphic process model

25. (p. 49) What represents the current state of the operation that has been mapped, without any specific improvements or changes to existing processes.

**A. As-Is process models**

B. To-Be process models

C. Past process models

D. Future process models

26. (p. 44) What is a business process?

A. The analysis and redesign of workflow within and between enterprises

**B. A standardized set of activities that accomplish as specific task, such as processing a customer's order**

C. Integrates all departments and functions throughout an organization into a single TI system so that employees can make decisions by viewing enterprisewide information on all business operations

D. None of the above

27. (p. 46) What is business process reengineering?

**A. The analysis and redesign of workflow within and between enterprises**

B. A standardized set of activities that accomplish as specific task, such as processing a customer's order

C. Integrates all departments and functions throughout an organization into a single TI system so that employees can make decisions by viewing enterprisewide information on all business operations

D. None of the above

28. (p. 46) What is the purpose of business process reengineering?

A. To make all business processes best-in-class

B. To make all employees best-in-class

C. To make all business partners best-in-class

**D. All of the above**

29. (p. 35-36) Which of the following is a quantitative model typically used by a DSS?

A. Sensitivity analysis

B. What-if analysis

C. Goal-seeking analysis

**D. All of the above**

30. (p. 36) What finds the inputs necessary to achieve a goal, such as a desired level of output?

A. Drill-down

B. Sensitivity analysis

C. What-if analysis

**D. Goal-seeking analysis**

31. (p. 32) What is **consolidation**?

**A. Involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information.**

B. The ability to look at information from different perspectives

C. Enables users to get details, and details of details, of information

D. Finds the inputs necessary to achieve a goal such as a desired level of output

32. (p. 32) What is slice-and-dice capability?

A. Involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information.

**B. The ability to look at information from different perspectives**

C. Enables users to get details, and details of details, of information

D. Finds the inputs necessary to achieve a goal such as a desired level of output

33. (p. 34) Which of the following is not a measure of **efficiency IS metric**?

A. Throughput

**B. Usability**

C. Transaction speed

D. Response time, web traffic, system availability.

34. (p. 34) Which of the following is not a measure of **effectiveness IS metric**?

A. Usability

B. Customer satisfaction

C. Financial Return on Investment , conversion rate

**D. System availability**

35. (p. 37) What integrates information **from multiple components** and tailors the information to individual preferences?

A. Drill-down

B. Sensitivity analysis

C. What-if analysis

**D. Digital dashboard**

36. (p. 40) Which of the following is the most commonly used form of AI in the business arena?

A. Intelligent system

B. Artificial intelligence

**C. Expert system**

D. Neural network

37. (p. 42) What is a special-purpose knowledge-based information system that accomplishes specific tasks **on behalf of** its users?

A. Intelligent system

B. Artificial intelligence

- C. Neural network
- D. Intelligent agent**

38. (p. 41) What is an artificial intelligence system that mimics the evolutionary, **survival-of-the-fittest** process to **generate increasingly better solutions** to a problem?

- A. Intelligent system
- B. Artificial intelligence
- C. Neural network
- D. Genetic algorithm**

39. (p. 31) Which of the following represents the **top-down (executives to analysts)** organizational levels of information technology systems?

- A. TPS, DSS, EIS
- B. DSS, TPS, EIS
- C. EIS, DSS, TPS**
- D. None of the above, it varies from organization to organization

40. (p. 35) Which of the following is a type of decision support system?

- A. Order processing
- B. Inventory tracking
- C. Manufacturing**
- D. All of the above

41. (p. 37) Which system differentiates an executive information system from a decision support system and a transaction processing system?

- A. Order processing system
- B. Manufacturing system
- C. Stock market information system (external source of information)**
- D. Transportation system

42. (p. 41) Which of the following represents a mathematical method of handling imprecise or subjective information?

A. Genetic algorithm

**B. Fuzzy logic** 模糊逻辑

C. Market basket analysis

D. Statistical analysis

43. (p. 67) Which of the following is an example of a disruptive technology?

A. Oracle's database software

B. Sony's transistor-based consumer electronics (transistor radio) perfect example

C. Intel's low-end microprocessor

**D. All of the above**

44. (p. 67) Which of the following is an example of a sustaining technology?

**A. Porsche's faster car**

B. Intel's low-end microprocessor

C. Sony's transistor-based consumer electronics (transistor radio)

D. All of the above

45. (p. 69) What is a global public network of computer networks that pass information from one to another using common computer protocols?

A. Protocol

**B. Internet**

C. World Wide Web

D. Hypertext transport protocol

46. (p. 70) What is a global hypertext system that uses the Internet as its transport mechanism?

- A. Protocol
- B. Internet
- C. World Wide Web**
- D. Hypertext transport protocol

47. (p. 69) What are the standards that specify the format of data as well as the rules to be followed during transmission?

- A. Protocol**
- B. Internet
- C. World Wide Web
- D. Hypertext transport protocol

48. (p. 70) What is the Internet standard that supports the exchange of information on the WWW?

- A. Protocol
- B. Internet
- C. World Wide Web
- D. Hypertext transport protocol (HTTP)**

49. (p. 70) Which of the following is a reason for the growth of the World Wide Web?

- A. The microcomputer revolution
- B. Advancements in networking hardware
- C. Web pages being easy to create and flexible
- D. All of the above**

50. (p. 69) Which of the following entities is solely responsible for overseeing the Internet and setting standards?

- A. Internet Engineering Task Force (IETF)
- B. Internet Architecture Board (IAB)

C. Internet Engineering Steering Group (IESG)

**D. All of the above**

52. (p. 79) What are agents, software, or businesses that bring buyers and sellers together that provide a trading infrastructure to enhance e-business?

A. Pure plays

**B. Intermediaries**

C. Content providers

D. Reintermediation

53. (p. 88) What is e-procurement?

**A. The B2B purchase and sale of supplies and services over the Internet**

B. Involves buying through prenegotiated contracts with qualified suppliers

C. Buying commodity-like products which is transaction-oriented, and rarely involves a long-term or ongoing relationship between buyers and sellers

D. None of the above

54. (p. 76) What is an ISP?

A. The B2B purchase and sale of supplies and services over the Internet

B. Involves buying through prenegotiated contracts with qualified suppliers

C. Buying commodity-like products which is transaction-oriented, and rarely involves a long-term or ongoing relationship between buyers and sellers

**D. A company that provides individuals and other companies access to the Internet along with additional related services, such as Web site building**

55. (p. 77) Which of the following offers an extensive array of unique services such as its own version of a Web browser?

A. Internet service provider (ISP)

**B. Online service provider (OSP)**

C. Application service provider (ASP)

D. Wireless Internet service provider (WISP)

56. (p. 76) What allows subscribers to connect to a server at designated hotspots or access points using a wireless connection?

A. Internet service provider (ISP)

B. Online service provider (OSP)

C. Application service provider (ASP)

**D. Wireless Internet service provider (WISP)**

57. (p. 77) What is a company that offers an organization access over the Internet to systems and related services that would otherwise have to be located in personal or organizational computers?

A. Internet service provider (ISP)

B. Online service provider (OSP)

**C. Application service provider (ASP)**

D. Wireless Internet service provider (WISP)

58. (p. 75) Which of the following is not a common form of service provider?

A. ISP

**B. RSS**

C. OSP

D. ASP

59. (p. 76) Which of the following is not a common ISP service?

A. Web hosting

B. Availability

**C. Real simple syndication**

D. Hard-disk storage space

E. Support

60. (p. 68) The following technology tends to provide customers with better, faster, and cheaper products in established markets.

A. Disruptive technology

**B. Sustaining technology**

C. Entertaining technology

D. All of the above

61. (p. 79) What is a long tail strategy?

A. Selling a large number of unique items with relatively small quantities sold of each, in addition to the popular items in large quantities as well.

**B. Selling a small number of unique items with relatively small quantities sold of each, in addition to the popular items in large quantities as well**

C. A Selling a large number of popular items in large quantities

D. None of the above

62. (p. 82) What is an associate program?

A. A box running across a Web page that is often used to contain advertisements

**B. Allows businesses to generate commissions or royalties from an Internet site**

C. A technique that induces Web sites or users to pass on a marketing message to other Web sites or users

D. The ability of an organization to give its customers the opportunity to tailor products or services to customer's specifications

63. (p. 82) What is viral marketing 病毒式营销?

- A. A box running across a Web page that is often used to contain advertisements(banner ad.)
- B. Allows businesses to generate commissions or royalties from an Internet site (affiliate program)
- C. A technique that induces Web sites or users to pass on a marketing message to other Web sites or users**
- D. The ability of an organization to give its customers the opportunity to tailor products or services to customer's specifications

64. (p. 79) What is mass customization?

- A. A box running across a Web page that is often used to contain advertisements
- B. Allows businesses to generate commissions or royalties from an Internet site
- C. A technique that induces Web sites or users to pass on a marketing message to other Web sites or users
- D. The ability of an organization to give its customers the opportunity to tailor products or services to customer's specifications**

65. (p. 87) What is electronic bill presentation and payment(EBPP)?

- A. An Internet-based company that facilitates payments over the Internet(financial cybermediary 网络中介)
- B. A mechanism for sending a payment from a checking or savings account(e - cheque )
- C. A system that sends bills over the Internet and provides an easy-to-use mechanism to pay the bill**
- D. Both software and information-the software provides security for the transaction and the information includes payment and delivery information(digital wallet)

66. (p. 87) What is a digital wallet?

- A. An Internet-based company that facilitates payments over the Internet
- B. A mechanism for sending a payment from a checking or savings account
- C. A system that sends bills over the Internet and provides an easy-to-use mechanism to pay the bill
- D. Both software and information-the software provides security for the transaction**

**and the information includes payment and delivery information**

67. (p. 87) Which of the following is not an online consumer payment method?

- A. EBPP
- B. Digital wallet
- C. Electronic Data Interchange**
- D. Financial cybermediary

68. (p. 87) What is a standard electronic process for B2B market purchase payments?

- A. Financial EDI**
- B. Financial cybermediary
- C. EDI(standard format for exchanging business data, go through VAN value added network )
- D. None of the above

69. (p. 89) Which of the following is **not** an e-business security technology?

- A. Encryption
- B. SEO**
- C. SET
- D. SSL

70. (p. 92) Which of the following is **not** a valid type of e-government e-business model?

- A. G2G
- B. G2B
- C. M2G**
- D. C2G

71. (p. 85) Which of the following represents any business that sells its products or services to consumers over the Internet?

- A. B2B
- B. B2C**
- C. C2B

D. C2C

72. (p. 84) Which of the following represents businesses buying from and selling to each other over the Internet?

**A. B2B**

B. B2C

C. C2B

D. C2C

73. (p. 86) Which of the following represents sites primarily offering goods and services to assist consumers interacting with each other over the Internet?

A. B2B

B. B2C

C. C2B

**D. C2C**

74. (p. 86) Which of the following represents any consumer that sells a product or service to a business over the Internet?

A. B2B

B. B2C

**C. C2B**

D. C2C

75. (p. 84-85) What is an electronic marketplace?

**A. Interactive business communities providing a central market space where multiple buyers and sellers can engage in e-business activities**

B. Version of a retail store where customers can shop at any hour of the day without leaving their home or office

C. Serves as a gateway through which a visitor can access other e-shops

D. None of the above

76. (p. 90) Which of the following is an e-business challenge?

A. Improved information content

B. Increased convenience

- C. Decreased cost
- D. Increasing liability**

77. (p. 90) Which of the following is an e-business benefit?

- A. Adhering to taxation rules
- B. Protecting customers

- C. Decreased cost**
- D. Increasing liability

78. (p. 90-91) Which of the following is **not** a valid type of e-marketplace revenue model?

- A. Loyalty fee**
- B. Subscription fee
- C. Advertising fee
- D. Fees for value-added services

79. (p. 72) What is a Web site or Web application that uses content from more than one source to create a completely new service.

- A. Net mashup
- B. Interweb mashup

- C. WWW mashup
- D. Web mashup**

80. (p. 73) The term Web 3.0 **encompasses** one of the following

- A. Transforming the Web into a database.
- B. An evolutionary path to artificial intelligence.
- C. The realization of semantic Web and service-oriented architecture.

- D. All of the above**

81. (p. 123) Which of the following is **not** a core ERP component focusing on **internal**

**operations?**

- A. Accounting and finance
- B. Production and materials management

**C. Business intelligence**

- D. Human resources

82. (p. 124) Which activities do production and materials management components perform?

A. Track employee information including payroll, benefits, compensation, performance assessment, and assumes compliance with the legal requirements of multiple jurisdictions and tax authorities. (HR ERP)

**B. Handle the various aspects of production planning and execution such as demand forecasting, production scheduling, job cost accounting, and quality control.**

C. Manage accounting data and financial processes within the enterprise with functions such as general ledger, accounts payable, accounts receivable, budgeting, and asset management

- D. None of the above

83. (p. 125) Which of the following is an extended ERP component?

- A. Business intelligence
- B. E-business
- C. Customer relationship management

**D. All of the above**

84. (p. 125) Which extended ERP component collects information used throughout an organization, organizes it, and applies analytical tools to assist managers with decisions?

**A. Business intelligence**

- B. E-business
- C. Customer relationship management

- D. Supply chain management

85. (p. 125) What are two of the primary features of e-business components?

- A. E-procurement
- B. E-logistics
- C. E-procurement and e-logistics**
- D. None of the above

86. (p. 126) Which channels do ERP vendors need to build for access into the ERP system?

- A. One channel for customers (B2B)(B2C)
- B. One channel for suppliers**
- C. One channel for partners**
- D. All of the above

87. (p. 119-120) Which of the following describes an ERP system?

- A. ERP systems provide a foundation for collaboration between departments
- B. ERP systems enable people in different business areas to communicate
- C. ERP systems have been widely adopted in large organizations to store critical knowledge used to make the decisions that drive the organization's performance
- D. All of the above**

88. (p. 120) What is at the heart of any ERP system?

- A. Information
- B. Employees
- C. Customers
- D. Central Database**

89. (p. 127) What are several different types of software, which sit in the middle of and provide connectivity between two or more software applications?

- A. Middleware**
- B. Enterprise application integration middleware
- C. Automated business process

D. e-business infrastructure

90. (p. 127) What represents a new approach to middleware by packaging together commonly used functionality, such as providing prebuilt links to popular enterprise applications, which reduces the time necessary to develop solutions that integrate applications from multiple vendors?

A. Middleware

**B. Enterprise application integration middleware**

C. Automated business process

D. e-business infrastructure

91. (p. 126) Which application's primary business benefits include **sales forecasts, sales strategies, and marketing campaigns?**

**A. CRM**

B. SCM(mkt demand, resource, capacity constraint, real-time scheduling)

C. ERP(forecasting, planing, purchasing, material mgt, warehousing, inventory, distribution)

D. All of the above

92. (p. 126) Which application's primary business benefits include market demand, resource and capacity constraints, and real-time scheduling?

A. CRM

**B. SCM**

C. ERP

D. All of the above

93. (p. 126) Which application's primary business benefits include forecasting, planning, purchasing, material management, warehousing, inventory, and distribution?

A. CRM

B. SCM

**C. ERP**

D. All of the above

94. (p. 125) The extended ERP component that provides an integrated view of the customer's relationship with the organization is the:

**A. CRM component.**

B. SCM component

C. Business Intelligence component

D. E-business component

95. (p. 125) The extended ERP component that helps optimize the supply chain from acquisition of raw materials to receipt of finished goods by customers is the:

A. CRM component

**B. SCM component**

C. Business Intelligence component

D. E-business component

96. (p. 126) CRM components include all of the following except:

A. contact centre.

B. sales force automation

C. marketing

**D. purchasing**

97. (p. 125) One of the hidden costs associated with ERP implementation is:

A. The cost of buying the new hardware.

B. The cost of buying the new software.

**C. The cost of training the employees.**

D. None of the above

98. (p. 129) Successful ERP projects share all of the following basic attributes **except**:

- A. Overall fit
- B. Custom made**
- C. Proper business analysis
- D. Solid implementation plans

99. (p. 130) A well-fitting ERP has:

[

- A. Some major process gaps and some minor ones.
- B. No minor process gaps and very few major ones.
- C. No major process gaps and very few minor ones.**
- D. Some major processing gaps but it can be tailored to fit.

100. (p. 130) Buying an ERP system could be thought of in each of the following was **except**:

- A. Off the rack
- B. Off the rack and tailor to fit
- C. Custom made
- D. One size fits all**

101. (p. 109) \_\_\_\_\_ is a dimension of social responsibility that refers to the position a firm takes on **social and political issues**.

- A. Corporate responsibility
- B. Social responsibility
- C. Corporate policy**
- D. Sustainable, or "green," IT

103. (p. 109) \_\_\_\_\_ is a dimension of social responsibility that includes everything from hiring minority workers to making safe products.

**A. Corporate responsibility**

B. Social responsibility

C. Corporate policy

D. Sustainable, or "green," IT

104. (p. 109) \_\_\_\_\_ describes the manufacture, management, use, and disposal of information technology in a way that minimizes damage to the environment, which is a critical part of a corporation's responsibility.

A. Corporate responsibility

B. Social responsibility

C. Corporate policy

**D. Sustainable, or "green," IT**

105. (p. 115) Mobility and wireless capabilities are the tools of the virtual workforce and include all except:

**A. GIS**

B. Mobile commerce

C. Electronic tagging

D. Telematics

106. (p. 144) Which one of the following is an activity of Operations Management (OM)?

A. Forecasting

B. Capacity planning

C. Quality control (assuring quality)

**D. All of the above**

107. (p. 142) What best describes all the activities managers do to help companies **create goods**?

**A. Production management**

B. Produce management

C. Service management

D. Operations management

108. (p. 142) What is the management of systems or processes that **convert or transform resources (including human resources) into goods and services?**

A. Production management

B. Produce management

C. Service management

**D. Operations management**

109. (p. 142) What is often referred to as the technical core, especially in manufacturing organizations, and is the actual conversion of **inputs to outputs?**

**A. A transformation process**

B. A production process

C. A service process

D. A produce process

110. (p. 145) Managers can use information systems to heavily influence OM decisions including: productivity, costs, flexibility, quality, and customer satisfaction.

A. productivity, profits, flexibility, quality, and customer satisfaction.

**B. productivity, costs, flexibility, quality, and customer satisfaction.**

C. productivity, costs, flexibility, quantity, and customer satisfaction.

D. productivity, profits, flexibility, quantity, and customer satisfaction.

111. (p. 151) Today, SCM systems focus on extending beyond an organization's four walls to influence:

- A. Suppliers
- B. Suppliers' supplier
- C. Customers' customer

**D. All of the above**

112. (p. 151) Which of the following is **not** one of the three main links in the supply chain?

- A. Materials flow from suppliers and their "downstream" suppliers at all levels (upstream)**
- B. Transformation of materials into semifinished and finished products-the organization's own production processes
- C. Distribution of products to customers and their "downstream" customers at all levels
- D. None of the above

113. (p. 151) Which of the following is **not** one of the five basic components of supply chain management?

- A. Plan
- B. Source,make
- C. Cost**
- D. Deliver,return

114. (p. 150) Which one of the following is **not** a characteristic of an efficient and effective supply chain management?

- A. Decrease threat of new entrant to market place
- B. Increase its own power as supplier
- C. Decrease threat of substitute products and services
- D. Increase buyer power (decrease)**

115. (p. 157) Which of the following is **not** a principle of supply chain management?

- A. Customize the logistics network and focus intensively on the service requirements
- B. Listen to signals of market demand and plan accordingly
- C. Segment customers by service needs and then tailor services to those particular segments
- D. Listen to signals from telecommunications equipment and plan accordingly**

116. (p. 157) Which of the following is a principle of supply chain management?

- A. Customize the logistics network and focus intensively on the service requirements
- B. Listen to signals of market demand and plan accordingly
- C. Segment customers by service needs and then tailor services to those particular segments
- D. All of the above**

117. (p. 158) Which of the following is a key to SCM success?

- A. Be future oriented**
- B. Listen to signals from telecommunications equipment and plan accordingly
- C. Wean suppliers off traditional business practices
- D. Make the sale to the manufacturers(suppliers)

118. (p. 158) Which of the following practices drives the supply chain performance?

- A. Explicitly link the supply chain strategy to the corporate strategy and set clear, well understood aspirations
- B. Use segmentation to embrace the complexity that matters
- C. Design and build forward looking networks that meet service, cost and risk aspirations
- D. All of the above**

119. (p. 146) What provides control and visibility to the status of individual items maintained in

inventory?

A. Inventory management and control software

**B. Global inventory management system**

C. Transportation planning system

D. Distribution management software

120. (p. 146) What tracks and analyzes the movement of materials and products to ensure the delivery of materials and finished goods at the right time, the right place, and the lowest cost?

A. Inventory management and control software

B. Global inventory management system

**C. Transportation planning system**

D. Distribution management software

121. (p. 154) What are the four primary drivers of supply chain management?

A. Visibility, consumer behaviour, competition, and service

B. Non-visibility, consumer behaviour, competition, and service

**C. Visibility, consumer behaviour, competition, and speed**

D. Non-visibility, consumer behaviour, competition, and speed

122. (p. 160) What enables an organization to react more quickly to resolve supply chain issues?

**A. Supply chain event management**

B. Selling chain management

C. Collaborative engineering

D. Collaborative demand planning

123. (p. 160) What applies technology to the activities in the order life cycle from inquiry to sale?

A. Supply chain event management

**B. Selling chain management**

C. Collaborative engineering

D. Collaborative demand planning

124. (p. 160) What **helps organizations reduce their investment** in inventory, while improving customer satisfaction through product availability?

A. Supply chain event management

B. Selling chain management

**C. Collaborative engineering**

D. Collaborative demand planning

125. (p. 155) In a supply chain, which one of the following doesn't flow in the direction of upstream?

A. Order information

**B. Payment**

C. Goods

D. None of the above

126. (p. 145) While developing an operations strategy, management needs to consider the following factor.

A. the level of technology that is or will be available,

B. the required skill levels of the workers,

C. the degree of vertical integration, in terms of the extent to which outside suppliers are used.

**D. All of the above.**

127. (p. 173) CRM allows an organization to accomplish all of the following, **except**:

A. Provide better customer service

B. Make call centers more efficient

**C. Complicate (simplify ) marketing and sales processes**

D. Help sales staff close deals faster

128. (p. 187) Supplier relationship management is not the same thing as a \_\_\_\_\_ SRM \_\_\_\_\_ system.

**A. SRM**

B. CRM

C. ERP

D. TPS

129. (p. 189) CRM suites will also incorporate SRM, PRM and ERM modules as enterprises seek to take advantage of these initiatives.

A. SRM

B. PRM

C. ERM

**D. All of the above**

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130. (p. 183) Which of the following is the first CRM implementation strategy?

A. Define information needs and flows 2

B. Build an integrated view of the customer 3

**C. Clearly communicate the CRM strategy 1**

D. Implement in iterations 4

E. Scalability for organizational growth 5

131. (p. 183) Which of the following is **not** a CRM industry best practice?

- A. Define information needs and flows
- B. Build an integrated view of the customer
- C. Scalability for organizational growth
- D. Implement in the big bang approach**

132. (p. 174) What is an organization performing when it asks questions such as "which customers are at risk of leaving"?

- A. CRM reporting technologies
- B. CRM analyzing technologies
- C. CRM processing technologies
- D. CRM predicting technologies**

133. (p. 175) Which question below represents a CRM reporting technology example?

- A. Why did sales not meet forecasts?(Analyzing)
- B. What customers are at risk of leaving?(Predicting)
- C. What is the total revenue by customer?(Reporting)**
- D. All of the above

134. (p. 177) Which of the following represents **sales force automation** 销售能力自动化?

- A. Helping an organization identify its customers across applications
- B. Selling additional products or services to a customer
- C. A system that automatically tracks all of the steps in the sales process**
- D. Selling larger products or services to a customer

135. (p. 178) What is the primary difference between **contact management** and **opportunity management**?

A. Contact management deals with new customers, opportunity management deals with existing customers

B. Contact management deals with existing customers, opportunity management deals with existing customers

C. Contact management deals with new customers, opportunity management deals with new customers

**D. Contact management deals with existing customers, opportunity management deals with new customers**

136. (p. 180) Which of the following is where customer service representatives answer customer inquiries and respond to problems through a number of different customer touchpoints?

**A. Contact center (call center)**

B. Web-based self-service

C. Call scripting

D. None of the above

137. (p. 180-181) What allows customers to use the Web to find answers to their questions or solutions to their problems?

A. Contact center

**B. Web-based self-service**

C. Call scripting

D. None of the above

138. (p. 181) What accesses organizational databases that track similar issues or questions and automatically generate the details to the CSR who can then relay them to the customer?

A. Contact center

B. Web-based self-service

**C. Call scripting**

D. None of the above

139. (p. 180) What is **automatic call distribution**?

A. Automatically dials outbound calls and when someone answers, the call is forwarded to an available agent(predictive dialing)

B. Directs customers to use touch-tone phones or keywords to navigate or provide information(interactive voice response)

**C. A phone switch routes inbound calls to available agents**

D. None of the above

140. (p. 180) What is interactive voice response (IVR)?

A. Automatically dials outbound calls and when someone answers, the call is forwarded to an available agent

**B. Directs customers to use touch-tone phones or keywords to navigate or provide information**

C. A phone switch routes inbound calls to available agents

D. None of the above

141. (p. 180) What is predictive dialing?

**A. Automatically dials outbound calls and when someone answers, the call is forwarded to an available agent**

B. Directs customers to use touch-tone phones or keywords to navigate or provide information

C. A phone switch routes inbound calls to available agents

D. None of the above

142. (p. 201) Which of the following represents the different information formats?

A. Detail, summary, aggregate

**B. Document, presentation, spreadsheet, database**

C. Individual, department, enterprise

D. None of the above

143. (p. 201) Which of the following represents the different information **granularities**?

**A. Detail, summary, aggregate**

B. Document, presentation, spreadsheet, database

C. Individual, department, enterprise

D. None of the above

144. (p. 204) Which of the following is the characteristic of **quality information**?

A. Accuracy

B. Completeness

C. Consistency, uniqueness, timeliness

**D. All of the above**

145. (p. 204) Which of the following is not one of the five characteristics common to high quality information?

A. Accuracy

B. Completeness

**C. Quantity**

D. Consistency

146. (p. 206) Which of the following can a database maintain information on?

A. Inventory(object)

B. Transactions(event)

C. Employees (people)

D. Warehouse (place)

**E. All of the above**

147. (p. 206) Which of the following database structures **stores** information in a **tree-like** structure that allows repeating information using **parent/child relationships**, in such a way that it cannot have too many relationships?

**A. Hierarchical database**

B. Network database

C. Relational database model

D. All of the above

148. (p. 206) Which of the following database structures offers a **flexible way** of representing objects and their relationships?

A. Hierarchical database

**B. Network database**

C. Relational database model

D. All of the above

149. (p. 206) In the relational database model, what is a person, place, thing, transaction, or event about which information is stored?

**A. Entity**

B. Entity class

C. Attribute

D. Attribute class

150. (p. 206) In the relational database model, what is a **collection** of similar entities?

A. Entity

**B. Entity class(table)**

C. Attribute

D. Attribute class

151. (p. 206) In the relational database model, what are characteristics or properties of an entity class?

A. Entity

B. Entity class

**C. Attribute (column)**

D. Attribute class

152. (p. 206) What are characteristics or properties of an entity class **called**?

A. Attributes

B. Fields

C. Columns

**D. All of the above**

153. (p. 206-207) Why do relational databases use primary keys and foreign keys?

- A. To create a database
- B. To create physical relationships
- C. To create logical relationships**
- D. All of the above

155. (p. 206) What is a **primary key**?

- A. A field (or group of fields) that uniquely identifies a given *entity* in a table**
- B. A primary key of one table that appears as an attribute in another table and acts to provide a logical relationship among the two tables
- C. Characteristics or properties of an entity class
- D. A field (or group of fields) that uniquely identifies a given attribute in a table

156. (p. 207) What is a **foreign key**?

- A. A field (or group of fields) that uniquely identifies a given entity in a table
- B. A primary key of one table that appears as an attribute in another table and acts to provide a logical relationship among the two tables**
- C. Characteristics or properties of an entity class
- D. A field (or group of fields) that uniquely identifies a given attribute in a table

157. (p. 208) All of the following are **advantages** of database-stored information, **except**:

- A. Increased flexibility
- B. Increased performance
- C. Increased (reducing) information redundancy**
- D. Increased information integrity

158. (p. 208) Which of the following is **incorrect** in reference to a database?

- A. Can be relational or network
- B. Information is accessed by logical structure
- C. Information is accessed by physical structure**
- D. Users can access different views of information

159. (p. 208) What is the physical view of information?

- A. Deals with the physical storage of information on a storage device such as a hard disk**
- B. Deals with the logical storage of information on a storage device such as a hard disk
- C. Focuses on how users logically access information to meet their particular business needs
- D. Focuses on how users physically access information to meet their particular business needs

160. (p. 208) Which of the following is **correct** in reference to a database?

- A. A database can support only one logical view
- B. A database can support many physical views
- C. A database can support many logical views**
- D. A database can support up to 3 logical views

161. (p. 208) What refers to how well a system can adapt to increased demands?

- A. Scalability (可扩展性)**
- B. Performance
- C. Redundancy
- D. Information integrity

162. (p. 208) Which of the following measures how quickly a system performs a certain

process or transaction?

- A. Scalability
- B. Performance**
- C. Redundancy
- D. Information integrity

163. (p. 208) What is information redundancy?

- A. Duplication of information
- B. Storing the same information in multiple places
- C. Storing duplicate information in multiple places

**D. All of the above**

164. (p. 208) What is the **primary problem** with redundant information?

- A. It is difficult to determine which values are the most current
- B. It is often inconsistent
- C. It is difficult to determine which values are the most accurate

**D. All of the above**

165. (p. 208) What are the rules that help ensure the **quality of information**?

- A. Information integrity
- B. Integrity constraints**
- C. Relational integrity constraints

D. Business-critical integrity constraints

166. (p. 209) What are rules that enforce **basic and fundamental information-based constraints**?

- A. Information integrity
- B. Integrity constraint
- C. Business-critical integrity constraint
- D. Relational integrity constraint**

167. (p. 209) Which of the following is a valid type of integrity constraint?

- A. Performance integrity constraint
- B. Scalability integrity constraint
- C. Physical integrity constraint
- D. Business-critical integrity constraint**

168. (p. 209) What type of integrity constraint **does not** allow someone to create an order for a nonexistent customer?

- A. Relational integrity constraint
- B. Business-critical integrity constraint**
- C. Information-critical integrity constraint
- D. None of the above

169. (p. 209) All of the following are relational integrity constraints, **except**

- A. System will not allow an entry for an order for a nonexistent customer
- B. System will not allow returns of fresh produce after 15 days past delivery**
- C. System will not allow shipping a product to a customer who does not have a valid address
- D. Systems will not allow shipping of a nonexistent product to a customer

170. (p. 209) Which of the following uses a DBMS to interact with a database?

A. Users of accounting programs

B. Users of human resource programs

C. Users of marketing programs

**D. All of the above**

171. (p. 209) What directly accesses a database?

A. Accounting system users

**B. DBMS**

C. Finance system users

D. All of the above

172. (p. 202) When Wal-Mart receives inventory to an individual store, this would be an example of using \_\_\_\_\_?

A. Analytical information

**B. Transactional data**

C. Real-time data

D. Real-time information

173. (p. 223) What is the time duration to make transactional data ready for analysis, and loading the summarized, aggregated, cleansed data into a data warehouse?

**A. Data latency**

B. Analysis latency

C. Decision latency

D. None of the above

174. (p. 223) What is the time from which the analytical information is made available to the time

when analysis is complete?

- A. Data latency
- B. Analysis latency**
- C. Decision latency
- D. None of the above

175. (p. 223) What is the time it takes a human to comprehend the analytic result and determine an appropriate action?

- A. Data latency
- B. Analysis latency
- C. Decision latency**
- D. None of the above

176. (p. 228) What benefits include working time saved in producing reports, selling information to suppliers, and so on?

- A. Direct quantifiable benefits**
- B. Indirect quantifiable benefits
- C. Unpredictable benefits
- D. Intangible benefits

177. (p. 228) What benefits include improved communication throughout the enterprise, improved job satisfaction of empowered users, and improved knowledge sharing?

- A. Direct quantifiable benefits
- B. Indirect quantifiable benefits
- C. Unpredictable benefits
- D. Intangible benefits**

178. (p. 212) What is a **forward** integration?

A. Takes information entered into a given system and sends it to the application generation component

**B. Takes information entered into a given system and sends it automatically to all *downstream* systems and processes**

C. Takes information entered into a given system and sends it automatically to all upstream systems and processes

D. Takes information entered into a given system and sends it to the DBMS

179. (p. 212) What is a **backward** integration?

A. Takes information entered into a given system and sends it to the application generation component

B. Takes information entered into a given system and sends it automatically to all downstream systems and processes

**C. Takes information entered into a given system and sends it automatically to all *upstream* systems and processes**

D. Takes information entered into a given system and sends it to the DBMS

180. (p. 212) What is an integration?

**A. Allows separate systems to communicate directly with each other**

B. Takes information entered into a given system and sends it to the database

C. Takes information entered into a given system and sends it to other processes

D. Takes information entered into a given system and sends it to the DBMS

181. (p. 214) A data warehouse is a \_\_\_\_\_ collection of information-gathered from many different \_\_\_\_\_ databases-that supports business analysis activities and decision-making tasks.

A. Physical; transactional

B. Physical; operational

C. Logical; transactional

**D. Logical; operational**

182. (p. 214) All of the following are reasons why operational systems are not appropriate for business analysis, **except**:

A. Does not include information from other operational applications

**B. Operational systems are integrated**

C. Operational information is mainly current

D. Operational information frequently has quality issues

183. (p. 215) Which of the following describes ETL?

A. A process that extracts information from internal and external databases

B. A process that transforms information using a common set of enterprise definitions

C. A process that loads information into a data warehouse

**D. All of the above**

184. (p. 224) What is data mining?

A. The common term for the representation of multidimensional information

B. A particular attribute of information

C. Uses a variety of techniques to find patterns and relationships in large volumes of information and infer rules from them that predict future behaviour and guide decision making (data-mining tool)

**D. Process of analyzing data to extract information not offered by the raw data alone**

185. (p. 217) When does information cleansing occur in the data warehouse?

A. During the ETL process

B. On the information, once it is in the data warehouse

**C. During the ETL process and once it is in the data warehouse**

D. During the ETL process and before it is in the data warehouse

186. (p. 218) Which of the following occurs during data cleansing?

- A. Clean missing records
- B. Clean redundant records
- C. Clean inaccurate data

**D. All of the above**

187. (p. 219) What is information that people use to support their decision-making efforts?

- A. Information cleansing and scrubbing
- B. Data-mining tools
- C. Data mining

**D. Business intelligence**

188. (p. 219) Which of the following does not draw a parallel between the challenges in business and the challenges of war?

- A. Collecting information
- B. Discerning patterns and meaning in the information
- C. Accurate and complete information**
- D. Responding to the resultant information

189. (p. 226) What are forecasts?

- A. Predictions made on the basis of time-series information**
- B. Time-stamped information collected at a particular frequency
- C. Reveals the degree to which variables are related
- D. All of the above

190. (p. 225) What is a technique used to divide an information set into mutually exclusive

groups such that the members of each group are as close together as possible to one another and the different groups are as far apart as possible?

- A. Association detection
- B. Market basket analysis
- C. Cluster analysis**
- D. Intelligent agent

191. (p. 225) What reveals the degree to which variables are related and the nature and frequency of these relationships in the information?

- A. Association detection**
- B. Market basket analysis
- C. Cluster analysis
- D. Intelligent agent

192. (p. 226) Which of the following represents market basket analysis?

- A. Analyzes Web site information
- B. Analyzes checkout scanner information
- C. Detects customers' buying behaviour
- D. All of the above**

193. (p. 226) What is time-series information?

- A. Analyzes checkout scanner information
- B. Time-stamped information collected at a particular frequency**
- C. Reveals the degree to which variables are related
- D. All of the above

194. (p. 226) Which of the following is a form of statistical analysis?

- A. Forecasting**
- B. Market basket analysis
- C. Cluster analysis
- D. All of the above

195. (p. 249) What is an IT-based set of tools that supports the work of teams by facilitating the sharing and flow of information?

**A. Collaboration system**

B. Unstructured collaboration

C. Structured collaboration

D. Content management system

196. (p. 249) What includes document exchange, shared whiteboards, discussion forums, and e-mail?

A. Collaboration system

**B. Unstructured collaboration**

C. Structured collaboration

D. Content management system

197. (p. 250) What provides tools to manage the creation, storage, editing, and publication of information in a collaborative environment?

**A. Content management system**

B. Groupware system

C. Workflow management systems

D. Knowledge management system

198. (p. 251) What facilitates the automation and management of business processes and controls the movement of work through the business process?

A. Content management system

B. Groupware system

C. Knowledge management system

**D. Workflow management systems**

199. (p. 252) What is software that supports team interaction and dynamics including calendaring, scheduling, and videoconferencing?

A. Content management system

**B. Groupware system**

C. Knowledge management system

D. Workflow management systems

200. (p. 245) What is it called when you have a novice 初学者 and an expert work together on a project to help bring the expert's approach to light?

A. Shadowing

**B. Joint problem solving**

C. Social networking analysis

D. Digital asset management system

201. (p. 244) What supports the capturing, organization, and dissemination of **knowledge** throughout an organization?

A. Content management system

B. Groupware system

**C. Knowledge management system**

D. Workflow management systems

202. (p. 250) What support the electronic capturing, storage, distribution, archival, and accessing of documents?

**A. Document management system**

B. Digital asset management system

C. Web content management system

D. Messaging-based workflow system

203. (p. 250) What works with **binary** rather than text files, such as multimedia file types?

- A. Document management system
- B. Digital asset management system**
- C. Web content management system
- D. Messaging-based workflow system

204. (p. 250) What enables publishing content both to intranets and to **public Web sites**?

- A. Document management system
- B. Digital asset management system
- C. Web content management system**
- D. Messaging-based workflow system

205. (p. 245) What consists of anything that can be documented, archived, and codified, often with the help of IT?

- A. Explicit knowledge**
- B. Tacit knowledge
- C. WCM
- D. DMS

206. (p. 245) What is the knowledge contained in people's heads?

- A. Explicit knowledge
- B. Tacit knowledge**
- C. WCM
- D. DMS

207. (p. 248) What is an organization's key strength, a business function that it does better than any of its competitors?

- A. Core competency**
- B. Core competency strategy
- C. Collaboration system
- D. Knowledge management system

208. (p. 245) Which of the following is the top reason why organizations launch knowledge management systems?

- A. Develop new products or services
- B. Reduce costs
- C. Improve customer retention and/or satisfaction

**D. Increase profits or revenues**

209. (p. 247) What is the process of mapping a **group's contacts** to identify who knows whom and who works with whom?

**A. Social networking analysis**

- B. Messaging-based workflow system
- C. Database-based workflow system
- D. Instant messaging

210. (p. 251) What sends work assignments through an e-mail system?

A. Social networking analysis

**B. Messaging-based workflow system**

- C. Database-based workflow system
- D. Instant messaging

211. (p. 243) Knowledge is created when:

- A. information is understood.
- B. disparate facts are connected together.
- C. insights are gleaned.

**D. All of the above.**

212. (p. 244) A computer scientist would argue all of the following regarding knowledge **except:**

A. knowledge is contained within formal data structures.

B. technologies exist today which are capable of understanding the meaning of information.

**C. knowledge is resident only in human beings.**

D. technologies exist today which are capable of taking actions based on an understanding of information.

213. (p. 244) Organizations are creating knowledge from information extracted from:

A. massive data and information repositories.

B. document collections and customer communications.

C. consultant reports.

**D. All of the above.**

214. (p. 244) To be successful, and avoid being eliminated by the competition, an organization must do all of the following except:

A. constantly undertake new initiatives.

**B. ignore the competition.**

C. address both minor and major problems.

D. capitalize on significant opportunities.

215. (p. 244) The process through which organizations generate value from their intellectual and knowledge-based assets is:

**A. Knowledge Management**

B. Information Management

C. Business Management

D. None of the above

216. (p. 244) Which of the following statements does not apply to knowledge management (KM)?

A. KM is about how companies cultivate and promote practices.

**B. KM is often facilitated by information technology (IT)(IS)**

C. KM is all about technology.

D. KM is about making the best use of information.

217. (p. 245) The capturing, organization, and dissemination of knowledge throughout an organization can be supported by a/an:

A. MIS

B. DSS

**C. KMS**

D. TPS

218. (p. 245) Knowledge management should include:

A. information found in spreadsheets and databases.

B. information found in documents.

C. expert information typically residing in people's heads.

**D. All of the above.**

219. (p. 257) Which of the following understands a user's preferences and roles and assists that user in **finding relevant information**?

A. publishing facility

B. automatic indexing facility

C. subscription facility

**D. intelligent agents**

220. (p. 258) Which of the following is not one of the three distinct areas of enterprise portals?

- A. content space
- B. chatting space**
- C. communication space
- D. coordination space

221. (p. 258) Each of the following is a factor affecting enterprise portal adoption and use **except** the:

**A. database management system**

B. information politics

C. system development process

D. information culture

222. (p. 260) With respect to information culture, the sub-factors identified as being significant in impacting the adoption and use of an enterprise portal include:

A. information sharing and information overload

B. information access and information control

C. attitudes towards using the portal

**D. All of the above.**

223. (p. 252) Which of the following is **not** an advantage of groupware systems?

A. Reducing travel costs

B. Enabling telecommuting

C. Sharing expertise

**D. Document routing**

224. (p. 260) With respect to information culture, which response below is **not** one of the five

sub-factors identified as being significant in impacting the adoption and use of the enterprise portal?

- A. Information sharing
- B. Information overload
- C. Information metric**
- D. Information control

225. (p. 260) Which information sub-culture is described when users indicate a general ease of **sharing documents, plans, and reports** between colleagues and project team members with whom they worked?

- A. Information sharing**
- B. Information overload
- C. Information metric
- D. Information control

226. (p. 260) Which information sub-culture is described when the corporation had a strong desire to make the **enterprise portal** the primary vehicle for information distribution and function as a gateway to the thousands of departmental Web sites?

- A. Information sharing
- B. Information overload
- C. Information access**
- D. Information control

227. (p. 260) Which information sub-culture is described when **standardization of information** seemed to be a predominant theme?

- A. Information sharing
- B. Information overload
- C. Information access
- D. Information control**

228. (p. 292) What identifies the rules required to maintain information security?

- A. Information security plan
- B. Information security policies**
- C. Authentication
- D. Biometrics

229. (p. 292) Which of the following is not one of the five steps for creating an information security plan?

- A. Develop the information security policies
- B. Communicate the information security policies
- C. Revise and test the information security policies**
- D. Test and reevaluate risks

230. (p. 294) What is the most secure type of authentication 身份验证?

- A. Something the user knows such as a user ID and password
- B. Something the user has such as a smart card or token
- C. Something that is part of the user such as a fingerprint or voice signature
- D. Combination of all of the above**

231. (p. 295) What is a device that is around the same size as a **credit card**, containing embedded technologies that can store information and small amounts of software to perform some limited processing?

- A. Token
- B. Password
- C. Smart card**
- D. Biometrics

232. (p. 295) What is the identification of a user based on a **physical characteristic**, such as a fingerprint, iris, face, voice, or handwriting?

- A. Smart card
- B. Token
- C. Biometrics**
- D. Content filtering

233. (p. 296) What is encryption?

A. Occurs when an organization uses software that filters content to prevent the transmission of unauthorized information

**B. Scrambles information into an alternative form that requires a key or password to decrypt the information**

C. Hardware and/or software that guards a private network by analyzing the information leaving and entering the network

D. A form of unsolicited e-mail

234. (p. 296) Which of the following can be completed by encryption?

A. Switch the order of characters

B. Replace characters with other characters

C. Use a mathematical formula to convert the information into some sort of code

**D. All of the above**

235. (p. 297) Where do organizations typically place firewalls?

A. Between a personal computer and the server

B. Between a personal computer and a printer

C. Between the server and the content filtering software

**D. Between the server and the Internet**

236. (p. 273) What is **intangible creative work** that is embodied in physical form?

A. Ethics

**B. Intellectual property**

C. Copyright

D. Fair Use Doctrine

237. (p. 273) What is the **legal protection afforded** an expression of an idea, such as a song,

video game, and some types of proprietary documents?

- A. Ethics
- B. Intellectual property

**C. Copyright**

- D. Fair Use Doctrine

238. (p. 273) What is the right to be left alone when you want to be, to have control over your own personal possessions, and not to be observed without your consent?

- A. Fair Use Doctrine
- B. Pirated software
- C. Counterfeit software

**D. Privacy**

239. (p. 273) What is software that is manufactured to look **like the real thing** and sold as such?

- A. Fair Use Doctrine
- B. Pirated software
- C. Counterfeit software 盗版软件**
- D. Privacy

240. (p. 274) Which of the following is not included in the four quadrants of ethical and legal behaviour?

- A. Legal behaviour and ethical behaviour
- B. Illegal behaviour and ethical behaviour
- C. Legal behaviour and unethical behaviour**
- D. None of the above

241. (p. 280) Which of the following is **not** one of the 10 Guiding principals of PIPEDA for

organizations:

- A. Accountability
- B. Accuracy
- C. Open access**
- D. Safeguards

242. (p. 280) Which of the following is/are covered by Canada's Privacy Act:

- A. medical records
- B. security clearances
- C. tax records
- D. All of the above**

243. (p. 284) What is one of the guidelines an organization can follow when creating an information privacy policy?

- A. Adoption and implementation of an anti-spam policy
- B. Notice and disclosure**
- C. Choice and quality
- D. None of the above

244. (p. 285) What is one of the major problems with e-mail?

- A. Intellectual property
- B. Nonrepudiation
- C. User's expectation of privacy**
- D. All of the above

245. (p. 284) Which of the following is part of the acceptable use policy stipulations?

- A. Not using the service as part of violating any law
- B. Not attempting to break the security of any computer network or user
- C. Not posting commercial messages to groups without prior permission
- D. All of the above**

246. (p. 313) Which of the following is not a phase in the SDLC?

- A. Planning
- B. Development
- C. RFP**
- D. Testing

247. (p. 313) Which of the following is a phase in the SDLC?

- A. Analysis
- B. Design
- C. Testing
- D. All of the above**

248. (p. 313) Which of the following is not a phase in the SDLC?

- A. Maintenance
- B. Change**
- C. Design
- D. None of the above

249. (p. 313) What is the first step in the SDLC?

- A. Analysis
- B. Design
- C. Testing
- D. Planning**

251. (p. 313) What is the second step in the SDLC?

- A. Analysis**
- B. Design
- C. Testing
- D. Planning

252. (p. 313) Which activity is performed during the planning phase?

- A. Identify and select the system for development
- B. Assess project feasibility
- C. Develop the project plan**
- D. All of the above

253. (p. 316) \_\_\_\_\_ methodology emphasizes

extensive user involvement in the rapid and evolutionary construction of working prototypes of a system to accelerate the systems development process.

**A. Rapid application development (RAD)**

B. Extreme programming (XP)

C. Rational Unified Process (RUP)

D. Scrum

254. (p. 316) \_\_\_\_\_, like other agile methods, breaks a project into tiny phases, and developers cannot continue on to the next phase until the first phase is complete.

A. Rapid application development (RAD)

**B. Extreme programming (XP)**

C. Rational Unified Process (RUP)

D. Scrum

255. (p. 312) What is the systems development life cycle?

A. Involves establishing a high-level plan of the intended project and determining project goals

B. Involves analyzing end-user business requirements and refining project goals into defined functions and operations of the intended system

C. Involves describing the desired features and operations of the system

**D. The overall process for developing information systems from planning and analysis through implementation and maintenance**

256. (p. 312) What is the overall process for developing information systems from planning and analysis through implementation and maintenance?

**A. SDLC**

B. Software life cycle

C. Application life cycle

D. All of the above

257. (p. 313) What is the analysis phase in the SDLC?

A. Involves establishing a high-level plan of the intended project and determining project goals

**B. Involves analyzing end-user business requirements and refining project goals into defined functions and operations of the intended system**

C. Involves describing the desired features and operations of the system

D. Involves placing the system into production so users can begin to perform actual business operations with the system

258. (p. 313) What is the design phase in the SDLC?

A. Involves establishing a high-level plan of the intended project and determining project goals

B. Involves analyzing end-user business requirements and refining project goals into defined functions and operations of the intended system

**C. Involves describing the desired features and operations of the system**

D. Involves placing the system into production so users can begin to perform actual business operations with the system

259. (p. 316) What emphasizes extensive user involvement in the rapid and evolutionary construction of working prototypes of a system to accelerate the systems development process?

**A. RAD methodology**

B. Agile methodology

C. Waterfall methodology

D. Extreme programming

260. (p. 316) What breaks a project into **tiny phases**, and developers cannot continue on to the

next phase until the first phase is complete?

- A. RAD methodology
- B. Agile methodology
- C. Waterfall methodology
- D. Extreme programming**

261. (p. 318) Which of the following is not one of the tenets in the Agile Alliance's manifesto?

- A. Satisfy the customer through early and continuous delivery of valuable software
- B. Do not allow changing requirements, especially late in development
- C. Business people and developers must work together daily throughout the project
- D. All of the above**

262. (p. 320) Which of the following is **not** one of the primary principles an organization should follow for successful agile software development?

- A. Slash the budget
- B. Keep requirements to a minimum
- C. Test and deliver infrequently**
- D. Assign non-IT executives to software projects

263. (p. 331) What is a common approach using the professional expertise within an organization to develop and maintain the organization's information technology systems?

- A. Insourcing**
- B. Outsourcing
- C. Business process outsourcing
- D. Offshore outsourcing

265. (p. 338) What specifically supports the long-term and day-to-day management and

execution of the steps in a project?

- A. Project management
- B. Project management software
- C. Scope
- D. None of the above**

266. (p. 321) What are the three primary variables in any project?

- A. Time, cost, expense
- B. Time, expense, requirements
- C. Time, cost, scope**
- D. Time, cost, quality

267. (p. 322) What is a project?

- A. A temporary endeavor undertaken to create a unique product or service**
- B. The application of knowledge, skills, tools, and techniques to project activities in order to meet or exceed stakeholder needs and expectations from a project
- C. Any measurable, tangible, verifiable outcome, result, or item that is produced to complete a project or part of a project
- D. Represent key dates when a certain group of activities must be performed

268. (p. 325) What is project scope?

- A. Quantifiable criteria that must be met for the project to be considered a success
- B. Products, services, or processes that are not specifically a part of the project
- C. Any measurable, tangible, verifiable outcome, result or item that is produced to complete a project or part of a project
- D. Defines the work that must be completed to deliver a product with the specified features and functions**

269. (p. 325) What do SMART criteria for successful objective creation include?

A. Specific, metrics, agreed upon, real, time valued

**B. Specific, measurable, agreed upon, realistic, time framed**

C. Specific, measurable, accurate, real, time valued

D. Specific, metrics, agreed upon, realistic, time framed

270. (p. 325) Which of the following is not a characteristic of a well-defined project plan?

**A. Prepared by the project manager**

B. Easy to read

C. Appropriate to the project's size

D. Communicated to all key participants

271. (p. 325) What is the most important part of the project plan?

A. Gantt chart

B. Specification

**C. Communication**

D. None of the above

272. (p. 326) What is a graphical network model that depicts a project's tasks and the relationships between those tasks?

A. Gantt chart

**B. PERT chart**

C. Dependency

D. All of the above

273. (p. 326) What type of chart typically displays the **critical path**?

A. Gantt chart

**B. PERT chart**

C. All of the above

D. None of the above

274. (p. 326) What is the **critical path**?

A. The path from resource to task that passes through all critical components of a project plan

B. The path between tasks to the projects finish that passes through all critical components of a project plan

**C. The path from start to finish that passes through all the tasks that are critical to completing the project in the shortest amount of time**

D. The path from start to finish that passes through all the tasks that are critical to completing the project in the longest amount of time

275. (p. 357) A business-driven IT architectural approach that supports integrating a business as linked, repeatable tasks or services, is a description of which architecture trend that are quickly becoming requirements for business?

**A. Service Oriented Architectures**

B. Virtualization

C. Grid Computing

D. Cloud Computing

276. (p. 361) "A framework of dividing the resources of a computer into multiple **execution environments**", is a description of which architecture trend that are quickly becoming requirements for business?

A. Service Oriented Architectures

**B. Virtualization**

C. Grid Computing

D. Cloud Computing

277. (p. 364) "An aggregation of **geographically** dispersed computing, storage, and network resources, coordinated to deliver improved performance, higher quality of service, better

utilization, and easier access to data", is a description of which architecture trend that are quickly becoming requirements for business?

- A. Service Oriented Architectures
- B. Virtualization
- C. Grid Computing**
- D. Cloud Computing

278. (p. 367) A form of client/server computing operating over the Internet where the term "cloud" is used as a metaphor for the term "Internet", is a description of which architecture trend that are quickly becoming requirements for business?

- A. Service Oriented Architectures
- B. Virtualization
- C. Grid Computing
- D. Cloud Computing**

279. (p. 365) What is a **capability** of Grid computing?

- A. Optimize computing and data resources
- B. Pool computing and data resources them for large-capacity workloads
- C. Share computing and data resources them across networks
- D. All are benefits Grid Computing**

280. (p. 366) What is a benefit of **Grid computing**?

- A. Improving productivity and collaboration of virtual organizations.
- B. Allowing widely dispersed departments and businesses to create virtual organizations to share data.
- C. Providing instantaneous access to massive computing and data resources.
- D. All of the above**

281. (p. 345) What includes the plans for how an organization will build, deploy, use, and

share its data, processes, and IT assets?

- A. Enterprise architect
- B. Data architecture
- C. Enterprise architecture**
- D. Infrastructure architecture

282. (p. 348) What determines how **applications** integrate and relate to each other?

- A. Application architecture**
- B. Data architecture
- C. Enterprise architecture
- D. Infrastructure architecture

283. (p. 348) What includes the hardware, software, **and telecommunications equipment** that, when combined, provide the underlying foundation to support the organization's goals?

- A. Application architecture
- B. Data architecture
- C. Enterprise architecture
- D. Infrastructure architecture**

284. (p. 348) Which of the following is not one of the three components of an enterprise architecture?

- A. Application architecture
- B. Data architecture
- C. Services architecture**
- D. Infrastructure architecture

286. (p. 348) Which of the following is not a component of an data architecture?

A. Backup and recovery

B. Disaster recovery

**C. Web services**

D. Information security

287. (p. 348) Which architecture identifies where and how important **data**, like customer records, are maintained and secured?

A. Enterprise architect

**B. Data architecture**

C. Enterprise architecture

D. Infrastructure architecture

288. (p. 348) Recovery is defined as:

A. An exact copy of a system's information

**B. The ability to get a system up and running in the event of a system crash or failure and includes restoring the information backup**

C. A computer system designed that in the event a component fails, a backup component or procedure can immediately take its place with no loss of service

D. A backup operational mode in which the functions of a computer component (such as a processor, server, network, or database) is assumed by secondary system components when the primary component becomes unavailable through either failure or scheduled down time

289. (p. 349) What is fault tolerance?

A. An exact copy of a system's information

B. The ability to get a system up and running in the event of a system crash or failure and includes restoring the information backup

**C. A computer system designed that in the event a component fails, a backup component or procedure can immediately take its place with no loss of service**

D. A backup operational mode in which the functions of a computer component (such as a processor, server, network, or database) is assumed by secondary system components when the primary component becomes unavailable through either failure or scheduled down time

290. (p. 353) What determines the future IT **infrastructure** requirements for new equipment and additional network capacity?

A. Scalability

**B. Capacity planning**

C. Reliability

D. Availability

291. (p. 353) What addresses when systems can be accessed by **employees, customers, and partners**?

A. Scalability

B. Capacity planning

C. Reliability

**D. Availability**

292. (p. 355) Which of the following is not a component of an **application architecture**?

A. Services

B. Open system

C. Events

**D. Capacity planning**

293. (p. 354) What are Web services?

**A. Contains a repertoire of Web-based data and procedural resources that use shared protocols and standards permitting different applications to share data and services**

B. The capability of two or more computer systems to share data and resources, even though they are made by different manufacturers

C. A broad, general term that describes nonproprietary IT hardware and software made available by the standards and procedures by which their products work, making it easier to integrate them

D. A computer system designed that in the event a component fails, a backup component or procedure can immediately take its place with no loss of service

294. (p. 346) Which of the following is not a primary business goal of **enterprise architectures**?

A. Reduce costs/improve productivity

B. Improve customer satisfaction

**C. Generate goals**

D. Create competitive advantages

295. (p. 353) What ensures **all systems** are **functioning correctly** and providing accurate information?

**A. Reliability**

B. Availability

C. Flexibility

D. Performance

296. (p. 353) What addresses the timeframes when systems can **be accessed by employees, customers, and partners**?

A. Reliability

**B. Availability**

C. Flexibility

D. Performance

297. (p. 354) What **measures** how quickly a **system performs** a certain process or transaction in terms of efficiency IT metrics of both speed and throughput?

- A. Reliability
- B. Availability
- C. Flexibility
- D. Performance**

298. (p. 360) Web services are based on \_\_\_\_\_ language for documents containing structured information?

A. Formula Translation

**B. Extensible Markup**

C. Common Business Oriented

D. Java

299. (p. 358) What is loose coupling?

A. Contains a repertoire of Web-based data and procedural resources that use shared protocols and standards permitting different applications to share data and services

**B. The capability of services to be joined together on demand to create composite services, or disassembled just as easily into their functional components.**

C. A broad, general term that describes nonproprietary IT hardware and software made available by the standards and procedures by which their products work, making it easier to integrate them

D. The capability of two or more computer systems to share data and resources, even though they are made by different manufacturers

300. (p. 358) What are the technical concepts of **SOA**?

A. Services as business tasks

B. Interoperability 互操作性, the capability of two or more computer systems to share data and resources

C. Loose coupling 疏耦合, the capability of services to be joined together on demand to create composite services or disassembled just as easily into their functional components,

**D. All of the above.**

301. (p. 347) What are the regulatory issues concerning international telecommunications?

- A. Dealing with trans-border data flow restrictions
- B. Managing international telecommunication regulations
- C. Handling international politics
- D. All of the above.**

302. (p. 347) Which one of the following is not a regulatory issue concerning international telecommunications?

- A. Dealing with trans-border data flow restrictions
- B. Improving operational efficiency of networks**
- C. Managing international telecommunication regulations
- D. Handling international politics

303. (p. 347) What are the top international telecommunications issues that are network related?

- A. Improving operational efficiency of networks
- B. Dealing with different networks
- C. Controlling data communication security
- D. All of the above.**

304. (p. 347) Which one of the following is not a network issue related to international telecommunications?

- A. Handling international politics**
- B. Improving operational efficiency of networks
- C. Dealing with different networks
- D. Controlling data communication security

306. (p. 376) What is a network?

A. Enables the transmission of data over public or private networks

**B. A communications, data exchange, and resource-sharing system created by linking two or more computers and establishing standards, or protocols, so that they can work together**

C. Any network without a central file server and in which all computers in the network have access to the public files located on all other workstations

D. A computer that is designed to request information from a server

307. (p. 378) Which of the following is not a characteristic of what could happen to **VoIP** Traffic?

A. Intercepted

B. Captured

C. Modified

**D. Codified**

308. (p. 379) Which is not a feature available using VoIP solutions?

**A. Five-way calling**

B. Call waiting

C. Caller ID

D. Easy navigation

310. (p. 388) The \_\_\_\_\_ generation of successful **PDA**s were Palm Pilots.

**A. first**

B. second

C. third

D. fourth

311. (p. 387) Which cellular networks are circuit-switched digital networks that can transmit data at **about 10 kilobits per second** (Kbps), which is extremely slow?

**A. 2G**

B. 3G

C. 4G

D. 5G

312. p. 387) Which networks use a newer **packet-switched** technology that is much more efficient (and hence faster) than dedicated circuit-switched networks?

- A. 2G
- B. 3G**
- C. 4G
- D. 5G

313. (p. 387) Which network technology will take mobile communication another step up to integrate radio and television transmissions, and to consolidate the world's phone standards into one **high-speed technology**?

- A. 2G
- B. 3G
- C. 4G**
- D. 5G

314. (p. 393) Which is **not** a common GIS use?

- A. Digital phone calls**
- B. Mapping densities
- C. Information alerts
- D. Finding what is nearby

315. (p. 395) WiMAX offers Web access speeds that are \_\_\_\_\_ faster than typical wireless networks, though they are still slower than wired broadband.

- A. Ten times
- B. Five times**
- C. Fifty times
- D. Two times

316. (p. 377) What is a computer network that uses cables or radio signals to link two or more computers within a geographically limited area, generally one building or a group of buildings?

**A. Local area network**

B. Wide area network

C. Metropolitan area network

D. Peer-to-peer network

317. (p. 377) What is a computer network that provides data communication services for business in geographically dispersed areas (such as across a country or around the world).

A. Local area network

**B. Wide area network**

C. Metropolitan area network

D. Peer-to-peer network

318. (p. 377) What is a computer network that provides connectivity in a geographic area or region larger than that covered by a local area network, but smaller than the area covered by a wide area network?

A. Client/server network

B. Corporate network

**C. Metropolitan area network**

D. Peer-to-peer network

319. (p. 393) Which of the following is not a common example of a wireless device?

A. Cellular phone

B. Bluetooth

C. RFID

**D. Ethernet**

320. (p. 393) Which of the following is not an example of a wireless technology that is being integrated throughout business?

- A. RFID
- B. GPS
- C. Bluetooth
- D. Micro hard drive**

321. (p. 393) What is wireless fidelity?

A. A means of linking computers using infrared or radio signals

B. An omnidirectional wireless technology that provides limited-range voice and data transmission over the unlicensed 2.4-GHz frequency band, allowing connections with a wide variety of fixed and portable devices that normally would have to be cabled together

**C. A technology that uses active or passive tags in the form of chips or smart labels that can store unique identifiers and relay this information to electronic readers**

D. Commonly used to transmit network signals over great distances

322. (p. 388) What is Bluetooth?

A. A means of linking computers using infrared or radio signals

**B. A telecommunications industry specification that describes how mobile phones, computers, and personal digital assistants (PDAs) can be easily interconnected using a short-range wireless connection**

C. A technology that uses active or passive tags in the form of chips or smart labels that can store unique identifiers and relay this information to electronic readers

D. Commonly used to transmit network signals over great distances

323. (p. 395) What is radio frequency identification?

A. A means of linking computers using infrared or radio signals

B. An omnidirectional wireless technology that provides limited-range voice and data transmission over the unlicensed 2.4-GHz frequency band, allowing connections with a wide variety of fixed and portable devices that normally would have to be cabled together

**C. A technology that uses active or passive tags in the form of chips or smart labels that can store unique identifiers and relay this information to electronic readers**

D. Commonly used to transmit network signals over great distances

324. (p. 395) What is an RFID tag?

A. A device that determines current latitude, longitude, speed, and direction of movement

B. Designed to work with information that can be shown on a map

**C. Contains a microchip and an antenna, and typically works by transmitting a serial number via radio waves to an electronic reader, which confirms the identity of a person or object bearing the tag**

D. Commonly used to transmit network signals over great distances

325. (p. 384) Which of the following is a driver of wireless growth?

**A. Universal access to information and applications**

B. The invention of the micro hard drive

C. GIS

D. All of the above

326. (p. 386) What are **the three technologies** influencing **business mobility**?

**A. Bluetooth, RFID, satellite**

B. Bluetooth, security sensor, satellite

C. RFID, satellite, RFID tags

D. Satellite, GPS, GIS

327. (p. 382) Which of the following technologies provides nearly **universal** coverage?

A. Fixed wireless

**B. Satellite**

C. DSL

D. T1/T3

328. (p. 382) Which of the following technologies provides highest speed?

A. Satellite

**B. Fibre-to-the-home**

C. DSL

D. T1/T3