Chapter 6 Organizational Information Systems

1) Routine, day-to-day business processes and interaction with customers occur at the _____ level of a firm.
   A) managerial
   B) operational
   C) functional
   D) executive

   Answer: B
   Page Ref: 192
   Skill: A

2) Information systems at the operational level of an organization are NOT specifically designed to:
   A) improve the efficiency of the consumer interface.
   B) increase collaborative computing.
   C) improve the efficiency of business processes.
   D) automate repetitive activities.

   Answer: B
   Page Ref: 192
   Skill: A

3) In _____ decisions, the procedures for a given situation can be specified in advance.
   A) day-to-day
   B) semi-structured
   C) structured
   D) unstructured

   Answer: C
   Page Ref: 192
   Skill: A

4) An example of a(n) _____ information system is an inventory management system for a shoe store that keeps track of inventory and issues an order for additional inventory when levels drop below a specified level.
   A) managerial
   B) operational
   C) functional
   D) executive

   Answer: B
   Page Ref: 192
   Skill: A

5) At the managerial level, _____ managers focus on monitoring and controlling operational-level activities and providing information to higher levels of the organization.
   A) personnel
   B) operational
   C) functional
   D) executive

   Answer: C
   Page Ref: 192
   Skill: A

6) Managers at the managerial level typically focus on problems:
A) across several departments.
B) across the organization.
C) within a time frame.
D) within a specific business function, such as marketing or finance.

Answer: D
Page Ref: 192
Skill: A

7) Managerial-level decision making is referred to as _____ decision making because solutions and problems are not clear-cut and often require judgment and precision.
A) unstructured
B) day-to-day
C) structured
D) semistructured

Answer: D
Page Ref: 192
Skill: R

8) A production manager at Canadian Tire uses information about sales forecasts for multiple product lines provided by a(n) _____ information system to create multiple production schedules.
A) executive-level
B) managerial-level
C) operational-level
D) organizational-level

Answer: B
Page Ref: 193
Skill: A

9) Managers at the executive level of the organization focus on:
A) effectively utilizing and deploying organizational resources.
B) long-term strategic issues facing the organization.
C) improving the efficiency of business processes.
D) problems within a specific business function.

Answer: B
Page Ref: 193
Skill: A

10) Problems at the executive level of the organization are:
A) relatively complex and recurring.
B) repetitive and insignificant.
C) highly structured and recurring.
D) relatively complex and nonroutine.

Answer: D
Page Ref: 193
Skill: A

11) _____ decisions deal with complex problems with broad and long-term ramifications for the organization.
A) Executive-level
B) Operational-level
C) Managerial-level
D) Functional-level

Answer: A
Page Ref: 193
Skill: R

12) For unstructured decisions, information systems are used to:
A) improve efficiency by automating routine activities.
B) automate repetitive activities.
C) improve effectiveness by automating the monitoring and control of organizational activities.
D) obtain aggregate summaries of trends and projections of the future.

Answer: D
Page Ref: 194
Skill: A

13) The goal of _____ systems is to automate repetitive information-processing activities within organizations.
A) decision support
B) transaction processing
C) management information
D) executive information

Answer: B
Page Ref: 194
Skill: R

14) The advantages of transaction processing systems include:
A) increased number of people in the process, speed and accuracy.
B) increased number of people in the process and less data entry errors.
C) decreased transaction costs and data entry errors.
D) decreased data entry errors and marketing expenses.

Answer: C
Page Ref: 195
Skill: A

15) Activities supported by transaction processing systems do NOT include:
A) inventory management.
B) accounts payable and receivable.
C) sales forecasting.
D) payroll processing.

Answer: C
Page Ref: 195
Skill: A

16) Some examples of the outputs created by a transaction processing system include:
A) counts and summary reports.
B) scheduled and ad hoc reports.
C) recommendations and advice.
D) trends and summary reports.

Answer: A
Page Ref: 196
Skill: A

17) _____ describe the transactions created in a business function and they serve as stimulus to a transaction processing system.
A) Business reports
B) Structured documents
C) Source documents
D) Scheduled reports

Answer: C
Page Ref: 196
Skill: A

18) An interactive class registration system that immediately notifies the user of his or her success to register in a class is an example of _____ processing of transactions.
A) batch
B) operational
C) scheduled
D) online

Answer: D
Page Ref: 196
Skill: A

19) Shell Canada's easyPay^{Tm} payment technology system embeds _____ technology in a tag that fits on a key ring.
A) OCR
B) Bluetooth
C) RFID
D) MRI

Answer: C
Page Ref: 197
Skill: R

20) In semiautomated data entry systems:
A) two computers "talk" to each other via a computer network.
B) a person enters the source document information by hand.
C) a data capture device is used to enter and process the information.
D) two people are required to capture and process the information.

Answer: C
Page Ref: 196
Skill: A

21) At the Ford Motor Company, each part used in the manufacturing process represents a(n) _____ in the inventory management system.
A) transaction
B) process
C) debit
D) incident

Answer: A
Page Ref: 196
Skill: R

22) An example of a _____ TPS is a data capture device which is used at the checkout counter of a grocery store.
A) batch
B) semiautomated
C) manual
D) fully automated

Answer: B
Page Ref: 196
Skill: A

23) An important consideration for businesses using EDI to share data related to business processes is to:
A) review the reports to control the processes occurring in the system.
B) constantly monitor the processes occurring in the system.
C) establish a standardized plan which describes how communication will occur.
D) ensure that supervisors are entering the required information into the system.

Answer: C
Page Ref: 196
Skill: A

24) A(n) _____ system combines information from multiple data sources into a structured report that allow managers to monitor and manage the organization better.
A) executive information
B) office automation
C) decision support
D) management information

Answer: D
Page Ref: 198
Skill: A

25) The goal of a management information system is to:
A) support day-to-day activities.
B) provide reports which will be used as input to a TPS.
C) automate repetitive information-processing activities.
D) support the decision making associated within a functional area of the organization.

Answer: D
Page Ref: 198
Skill: A

26) Examples of the types of activities supported by management information systems include:
A) payroll processing.
B) financial management and forecasting.
C) product purchasing, receiving and shipping.
D) long-range and strategic planning.

Answer: B
Page Ref: 198
Skill: A

27) _____ reports are produced daily, weekly or monthly to support the routine informational needs of managerial-level decision making.
A) Exception
B) Scheduled
C) Drill-down
D) Ad hoc reports

Answer: B
Page Ref: 198-199
Skill: R

28) A drill-down report provides _____ information as to why a key indicator is not at an appropriate level.
A) unplanned
B) nonroutine
C) detailed
D) summarized

Answer: C
Page Ref: 199
Skill: A

29) Inputs to a management information system are data produced by a(n) _____ system, other internal data and ad hoc requests for special reports or summaries.
A) executive information
B) decision support
C) expert
D) transaction processing

Answer: D
Page Ref: 198
Skill: A

30) The processing aspect of a management information system focuses on:
A) data summaries and graphical interpretations.
B) data summaries and simulations.
C) data aggregation and summaries.
D) data sorting and summaries.

Answer: C
Page Ref: 199
Skill: A

31) _____ systems consist of technology and the people needed to consolidate information and to support managers at the highest level of the organization.
A) Management information
B) Decision support
C) Executive information
D) Transaction processing

Answer: C
Page Ref: 199
Skill: R

32) An executive information system would not include:
A) data and procedures.
B) people.
C) software and hardware.
D) recommendations.

Answer: D
Page Ref: 199
Skill: A

33) An executive information system does NOT support:
A) staffing and labour relations.
B) manufacturing planning and scheduling.
C) crisis management.
D) long-range and strategic planning.

Answer: B
Page Ref: 200
Skill: A

34) Lower-level _____ generate much of the hard data provided by an EIS.
A) TPSs and DSSs
B) MISs and TPSs
C) DSSs, MISs and TPSs
D) MISs and DSSs

Answer: B
Page Ref: 200
Skill: R

35) A challenge of the executive information system is to provide timely _____ information to executive decision makers.
A) soft
B) ad hoc
C) hard
D) day-to-day

Answer: A
Page Ref: 200
Skill: A

36) The processing aspect of an executive information system focuses on:
A) data sorting and summaries.
B) data summaries and graphical interpretations.
C) data aggregation and summaries.
D) data summaries and simulations.

Answer: B
Page Ref: 201
Skill: A

37) Some examples of boundary-spanning systems are:
A) transaction processing systems, management information systems and office automation systems.
B) transaction processing systems, management information systems and executive information systems.
C) decision support systems, expert systems and executive information systems.
D) decision support systems, expert systems and office automation systems.

Answer: D
Page Ref: 202
Skill: A

38) _____ systems are special-purpose information systems designed to support the decision making related to a particular recurring problem in the organization.
A) Decision support
B) Office automation
C) Expert
D) Functional area information

Answer: A
Page Ref: 202
Skill: R

39) DSSs are typically used by managerial-level employees to help them solve _____ problems, such as sales and resource forecasting.
A) structured
B) semistructured
C) simple
D) complex

Answer: B
Page Ref: 202-203
Skill: A

40) A DSS is created to be a(n) _____ decision aid.
A) analytic
B) passive
C) professional
D) interactive

Answer: D
Page Ref: 203
Skill: R

41) An example of a decision analysis tool which is most commonly used with a DSS is:
A) Microsoft PowerPoint.
B) Microsoft Word.
C) Microsoft Excel.
D) Microsoft FrontPage.

Answer: C
Page Ref: 203
Skill: R

42) What-if analysis allows the manager to make _____ changes to the data associated with a problem and observe how these changes influence the results.
A) real
B) hypothetical
C) scheduled
D) complex

Answer: B
Page Ref: 203
Skill: A

43) Within the process component of a DSS, examples of the interactive processing of data and models include:
A) data sorting and summaries.
B) data aggregation and forecasting.
C) optimization and simulations.
D) graphical interpretations and simulations.

Answer: C
Page Ref: 203
Skill: A

44) The outputs of a DSS include:
A) exception and scheduled reports.
B) textual and graphical reports.
C) summary reports and trend analysis.
D) recommendations or advice.

Answer: B
Page Ref: 203
Skill: A

45) Some common DSS models in marketing include:
A) product-mix inventory level, product design and product demand forecast.
B) sales performance, product demand forecast and pricing strategies.
C) market share analysis, pricing strategies and product design.
D) product design, product demand forecast and pricing strategies.

Answer: B
Page Ref: 204
Skill: A

46) Common DSS models in accounting do NOT include:
A) payroll and deductions.
B) auditing.
C) cost analysis.
D) budgeting.

Answer: A
Page Ref: 204
Skill: A

47) _____ systems are used to mimic human expertise by manipulating knowledge rather than simply information.
A) Functional area information
B) Expert
C) Decision support
D) Office automation

Answer: B
Page Ref: 205
Skill: R

48) A(n) _____ is a way of encoding knowledge after collecting information from a user.
A) fact
B) rule
C) statement
D) information

Answer: B
Page Ref: 205
Skill: R

49) Rules in an expert system are typically expressed using a(n) _____ format.
A) for-next
B) what-if
C) optimization
D) if-then

Answer: D
Page Ref: 205
Skill: R

50) Examples of the types of activities that can be supported by expert systems include:
A) payroll processing and inventory management.
B) medical diagnosis and computer user help desk.
C) advertising and product pricing.
D) financial management and forecasting.

Answer: B
Page Ref: 206
Skill: A

51) _____ consists of matching facts and rules, determining the sequence of questions and drawing a conclusion.
A) Inferencing
B) Deduction
C) Goal seeking
D) Planning

Answer: A
Page Ref: 206
Skill: R

52) The output from an expert system includes:
A) recommendations and advice.
B) a report.
C) aggregated data.
D) a trend analysis.

Answer: A
Page Ref: 206+207
Skill: A

53) _____ systems are a collection of software and hardware for developing documents, scheduling resources and communicating.
A) Expert
B) Decision support
C) Office automation
D) Management information

Answer: C
Page Ref: 208
Skill: R

54) Examples of the types of activities supported by an office automation system include:
A) financial planning and machine configuration.
B) manufacturing planning and scheduling.
C) communication and scheduling.
D) sales and order planning.

Answer: C
Page Ref: 208
Skill: A

55) The inputs to an office automation system include:
A) reports and trends.
B) requests for help.
C) documents, schedules and data.
D) messages, reports and schedules.

Answer: C
Page Ref: 209
Skill: A

56) A temporary work group with a finite task and life cycle created to solve problems that cannot be solved well by existing work groups is called:
A) task force.
B) crisis team.
C) virtual network.
D) virtual team.

Answer: A
Page Ref: 209
Skill: R

57) Some of the technologies that are most suitable for being used by members of virtual teams include:
A) telephone and pagers.
B) fax machines.
C) videoconferencing and groupware.
D) e-mails.

Answer: C
Page Ref: 210-211
Skill: A

58) Using the Internet or a high-speed phone line, desktop videoconferencing _____ stand-alone videoconferencing.
A) is as expensive as
B) is more expensive than
C) offers better audio and video quality than does
D) is cheaper than

Answer: D
Page Ref: 211
Skill: A

59) The term _____ refers to a class of software that enables people to work together more effectively.
A) shareware
B) teamware
C) freeware
D) groupware

Answer: D
Page Ref: 213
Skill: R

60) _____ is an example of a groupware product that enables people to work together more effectively.
A) EXSYS
B) Infogate
C) Lotus Notes
D) Microsoft FrontPage

Answer: C
Page Ref: 213
Skill: R

61) A characteristic NOT found in the omni-directional camera is that
A) it can detect persons not focusing on the task at hand.
B) it enables multiple people in different locations to communicate.
C) it can detect sound so that it will focus on the person who is talking.
D) it can detect motion and can find and focus on moving peoples faces.

Answer: A
Page Ref: 212-213
Skill: R

62) An EMS helps group members solve problems and make decisions through interactive, electronic idea generation, _____ and voting.
A) evaluation
B) interpretation
C) inference
D) planning

Answer: A
Page Ref: 214
Skill: A

63) Some typical uses for an electronic meeting system do NOT include:
A) quality improvement.
B) strategic planning sessions.
C) emergency management.
D) marketing focus groups.

Answer: C
Page Ref: 214
Skill: A

64) Web-based implementations are supporting _____ meetings in which group members access the EMS software from their computers in their offices or from home.
A) multi-functional
B) traditional
C) distributed
D) asynchronous

Answer: C
Page Ref: 214
Skill: A

65) Functional area information systems are _____ level information systems that are designed to support a discrete area of an organization.
A) executive
B) managerial
C) operational
D) cross-organizational

Answer: D
Page Ref: 214
Skill: A

66) People in the _____ function focus on the activities that promote the organization and its products in a way that attracts and retains customers.
A) marketing
B) finance
C) accounting
D) production

Answer: A
Page Ref: 214
Skill: R

67) Global companies, such as Nestle, have five distinct types of global information systems which include international information systems, transnational information systems, multinational information systems, global information systems and _____ information systems.
A) functional area
B) collaborative
C) transaction
D) management

Answer: B
Page Ref: 215
Skill: A

68) International information systems support transactions which:
A) originate in one nation and end in another.
B) occur in an organization or a country.
C) does not cross regional boundaries.
D) originate and end in the same nation.

Answer: A
Page Ref: 215
Skill: A

69) Examples of typical information systems in production and operations include:
A) customer problem tracking.
B) new product development.
C) resource analysis.
D) promotion and advertising.

Answer: A
Page Ref: 217
Skill: A

70) Typical information systems in marketing do NOT include:
A) product location analysis.
B) customer service tracking.
C) market research and analysis.
D) pricing and sales analysis.

Answer: B
Page Ref: 217
Skill: A

71) _____ information systems act as a loose confederacy of various different local information systems.
A) Multinational
B) Transnational
C) Collaborative
D) Functional area

Answer: A
Page Ref: 218
Skill: R

72) These information systems are not specific to any country or any particular organization. They exist as separate entities and allow people from different parts of the world to conduct transactions simultaneously.
A) Transnational
B) Domestic
C) Multinational
D) International

Answer: A
Page Ref: 218
Skill: A

73) Galileo which is an international airline reservation system is an example of a(n) _____ information system and is funded jointly by many airline companies.
A) collaborative
B) international
C) transnational
D) multinational

Answer: A
Page Ref: 218
Skill: R

74) Beenox Inc. of Québec City has a reputation of being able to 'port' applications from _____ to _____.
A) mainframe; PC and Mac
B) game consoles; PC and Mac
C) PC and Mac; mainframe
D) PC and Mac; game consoles

Answer: B
Page Ref: 191
Skill: R

75) Which managers focus on monitoring and controlling operational-level activities?
A) strategic
B) corporate
C) midlevel
D) senior

Answer: C
Page Ref: 192
Skill: A

76) Each below is a management level in a typical organization EXCEPT:
A) Executive
B) Managerial
C) Tactical
D) Operational

Answer: C
Page Ref: 192
Skill: R

77) Typical inputs into a payroll system would NOT include:
A) environmental indicators
B) wage and salary data
C) time cards
D) employee lists

Answer: A
Page Ref: 194
Skill: R

78) Payroll processing, sale and order processing and inventory management would likely be accomplished using which type of system?
A) Transaction Processing (TPS)
B) Decision Support (DSS)
C) Executive Information (EIS)
D) Management Information (MIS)

Answer: A
Page Ref: 195
Skill: A

79) Online processing systems provide what type of output results?
A) Batch
B) Delayed
C) Scheduled
D) Immediate

Answer: D
Page Ref: 196
Skill: A

80) An electronic link between organizations to share data related to business operations is referred to as:
A) Electronic Data Interchange (EDI)
B) Online Transaction Processing (OTP)
C) Open Business Standards Initiative (OBSI)
D) Emerging Document Exchange (EDx)

Answer: A
Page Ref: 196
Skill: A

81) Typical users of a Transaction Processing System (TPS) are:
A) Senior Managers
B) Midlevel Managers
C) Contractors
D) Operational personnel

Answer: D
Page Ref: 197
Skill: R

82) Sales forecasting, manufacturing scheduling and inventory planning would likely be accomplished using which type of system?
A) Decision Support (DSS)
B) Transaction Processing (TPS)
C) Executive Information (EIS)
D) Management Information (MIS)

Answer: D
Page Ref: 198
Skill: A

83) A Management Information System at an auto dealership would provide all types of reports below EXCEPT:
A) Average $ amount for sales last year
B) Information about vehicle sales at competing dealerships
C) Sales personnel year-to-date sales totals
D) Total sales by day of the week for planning purposes

Answer: B
Page Ref: 198
Skill: A

84) A summary of total sales by region is an example of which type of report?
A) exception
B) drill-down
C) ad hoc
D) key-indicator

Answer: D
Page Ref: 198-199
Skill: A

85) The major difference between an ad hoc and a scheduled report is:
A) industry sector
B) content
C) management level
D) time dimension

Answer: D
Page Ref: 199
Skill: A

86) The key difference between inputs to a Management Information System versus those for an Executive Information System is:
A) internal data source
B) transactions
C) external data source
D) time dimension

Answer: C
Page Ref: 199
Skill: A

87) Strategic planning, crisis management and labour relations would likely be accomplished using which type of system?
A) Management Information (MIS)
B) Executive Information (EIS)
C) Decision Support (DSS)
D) Transaction Processing (TPS)

Answer: B
Page Ref: 200
Skill: A

88) What is changing the way executive gain 'soft' information?
A) information aggregation
B) network news feeds
C) streaming media
D) information disaggregation

Answer: C
Page Ref: 200
Skill: A

89) Each of the following is a boundary-spanning system EXCEPT:
A) Expert (ES)
B) Decision Support (DSS)
C) Transaction Processing (TPS)
D) Office Automation (OAS)

Answer: C
Page Ref: 202
Skill: A

90) Expert Systems differ from other systems in that they manipulate _____ rather than _____.
A) data; knowledge
B) knowledge; information
C) information; data
D) knowledge; data

Answer: B
Page Ref: 205
Skill: A

91) Outputs from an Office Automation System (OAS) include all the the following EXCEPT:
A) schedules
B) simulations
C) messages
D) reports

Answer: B
Page Ref: 209
Skill: R

92) In terms of ranking country of origin of SPAM messages, Canada ranks _____ behind _____.
A) third; China
B) fifth; Germany
C) ninth; South Korea
D) second; USA

Answer: D
Page Ref: 210
Skill: R

93) Meetings that occur at the same time but in a different place are referred to as:
A) virtual teams
B) e-meeting facility as home base
C) live meetings in e-meeting facilities
D) synchronous distributed meetings

Answer: D
Page Ref: 213
Skill: R

94) Virtual Teams meet:
A) same time, same place
B) same place, different time
C) same time, different place
D) different time, different place

Answer: D
Page Ref: 213
Skill: A

95) Each of the following is a benefit of Groupware EXCEPT:
A) group memory
B) anonymity
C) access to external information
D) asynchronous scheduling

Answer: D
Page Ref: 214
Skill: R

96) Because structured decisions are relatively complex, they can be programmed directly into operation information systems.

Answer: True ⚽ False
Page Ref: 192
Skill: A

97) At the managerial level, the scope of the decision is moderately complex and has a time horizon of a few days to a few months.

Answer: ● True False
Page Ref: 192
Skill: A

98) For semistructured decisions, some procedures to follow can be specified in advance, but not to the extent where a specific recommendation can be made.

Answer: ● True False
Page Ref: 193
Skill: A

99) At the executive level, managers focus on short-term strategic issues facing the organization.

Answer: True ● False
Page Ref: 193
Skill: A

100) A marketing manager for Canadian Tire may have a MIS that contrasts sales revenue and marketing expenses by geographic region so that she can better understand how regional promotions are working.

Answer: ● True False
Page Ref: 193
Skill: A

101) Executive-level decisions deal with routine problems with broad and long-term implications for the organization.

Answer: True ● False
Page Ref: 193-194
Skill: A

102) Most organizations have three general levels, each level having unique activities and requiring the same type of information.

Answer: True ● False
Page Ref: 194
Skill: R

103) To assist executive-level decision making, information systems are used to obtain aggregate summaries of trends and projections of the future.

Answer: ● True False
Page Ref: 194
Skill: A

104) Transaction processing systems reside close to customers at the operational level of the organization.

Answer: ● True False
Page Ref: 194
Skill: A

105) Inventory planning is an example of the activities supported by transaction processing systems.

Answer: True ● False
Page Ref: 195
Skill: A

106) Online processing of transactions occurs when transactions are collected and then processed together at some later time.

Answer: True ✓ False
Page Ref: 196
Skill: A

107) Examples of processes carried out in a transaction processing system include recording, summarizing and merging.

Answer: ✓ True False
Page Ref: 196
Skill: A

108) In a semiautomated data entry system, two computers talk to each other via a computer network without any human intervention.

Answer: True ✓ False
Page Ref: 196
Skill: A

109) Many organizations are using EDI to share data related to business operations such that more and more information can be exchanged without human intervention.

Answer: ✓ True False
Page Ref: 196
Skill: A

110) Sales forecasting is an example of the activities supported by a management information system.

Answer: ✓ True False
Page Ref: 198
Skill: A

111) A drill-down report provides a summary of critical information on a recurring schedule.

Answer: True ✓ False
Page Ref: 199
Skill: A

112) A manager can use information from an ad hoc report to examine reasons why a problem in a particular business function is occurring.

Answer: ✓ True False
Page Ref: 199
Skill: A

113) An executive information system provides information to executives in a very simple form so that they can scan information quickly for trends and anomalies.

Answer: True ✓ False
Page Ref: 199
Skill: A

114) The Internet has made it much easier to gather hard data to support executive decision making.

Answer: True ✓ False
Page Ref: 200
Skill: A

115) Although data in an EIS are provided in a very highly aggregated form, the executive also has the capability to drill down and see the details if necessary.

Answer: ● True False
Page Ref: 201
Skill: A

116) TPS, MIS and EIS are examples of boundary-spanning systems.

Answer: True ● False
Page Ref: 202
Skill: R

117) A DSS is designed to be an interactive decision aid whereas TPS, MIS and EIS are used primarily in a passive way.

Answer: ● True False
Page Ref: 203
Skill: A

118) Within the process component of a DSS, interactive processing of data and models occur.

Answer: ● True False
Page Ref: 203
Skill: A

119) Expert systems are used to mimic human expertise by manipulating information.

Answer: True ● False
Page Ref: 205
Skill: R

120) The most difficult part of building an expert system is compiling the knowledge gathered from the expert into a consistent and complete form capable of making recommendations.

Answer: ● True False
Page Ref: 206
Skill: A

121) Office automation systems are a collection of software and hardware for developing documents, scheduling resources and communicating.

Answer: ● True False
Page Ref: 208
Skill: A

122) The processing in an expert system is called inferencing, which consists of matching facts and rules, determining the sequence of questions presented to the user, and drawing a conclusion.

Answer: ● True False
Page Ref: 206
Skill: A

123) The outputs of an office automation system include messages, reports and schedules.

Answer: ● True False
Page Ref: 209
Skill: A

124) Traditionally, organizations have used task forces, which are permanent work groups with a finite task and life cycle, to solve problems.

Answer: True ✓ False
Page Ref: 209
Skill: A

125) Desktop videoconferencing products are relatively large, expensive units that have video quality similar to that of broadcast television.

Answer: True ✓ False
Page Ref: 211
Skill: R

126) Groupware refers to a class of software that enables people to work together more effectively.

Answer: ✓ True False
Page Ref: 213
Skill: R

127) One of the most intriguing new technologies for stand-alone videoconferencing is the omni-directional camera which offers high-quality panoramic view.

Answer: True ✓ False
Page Ref: 212-213
Skill: R

128) Electronic meeting systems are being implemented with notebook computers so that the systems can be taken on the road.

Answer: ✓ True False
Page Ref: 214
Skill: A

129) International information systems are a general class of information systems that support transactions that cross national boundaries.

Answer: ✓ True False
Page Ref: 215
Skill: R

130) A multinational information system supports transactions that may originate in one nation and end in another nation.

Answer: True ✓ False
Page Ref: 215, 216-217
Skill: R

131) An example of a transnational information system is the foreign exchange systems that allow traders from different parts of the world to interact with each other.

Answer: ✓ True False
Page Ref: 216
Skill: A

132) Collaborative information systems integrate different applications but are not specific to any given user.

Answer: ✪ True False
Page Ref: 218
Skill: A

133) International airline reservation systems such as Galileo and Apollo are excellent examples of collaborative information systems.

Answer: ✪ True False
Page Ref: 218
Skill: R

134) Global information system is a type of international information system that is used when a single transaction requires the input of data from multiple centres located in more than one nation.

Answer: ✪ True False
Page Ref: 218
Skill: A

135) Beenox's port of The Incredibles required an average of only four people to produce 25 versions of the game in 13 languages.

Answer: ✪ True False
Page Ref: 191
Skill: R

136) Managers at the operational level of an organization make unstructured decisions.

Answer: True ✪ False
Page Ref: 192
Skill: A

137) At the executive level of the organization, managers focus on tactical issues facing the organization.

Answer: True ✪ False
Page Ref: 193
Skill: A

138) Transaction Processing Systems (TPS) are a special class of IS designed to process events and day-to-day transactions such as sales and inventory.

Answer: ✪ True False
Page Ref: 194
Skill: R

139) In the current legal environment in Canada, it is legal for employers to collect almost any information they want about what employees are doing on company time.

Answer: ✪ True False
Page Ref: 195
Skill: R

140) Accounts payable and receivable are handled by Decision Support Systems (DSS)

Answer: True ✪ False
Page Ref: 195
Skill: A

141) RFID tags are showing up in applications ranging from payment processing to baggage tracking.

Answer: True ◉ False
Page Ref: 197
Skill: R

142) An MIS combines information from various external data sources to provide senior managers with tactical simulations.

Answer: True ◉ False
Page Ref: 198
Skill: A

143) Sources for soft data include transaction systems, simulations and what-if analysis output.

Answer: True ◉ False
Page Ref: 200
Skill: R

144) Sources of hard data include facts and numbers.

Answer: ◉ True False
Page Ref: 200
Skill: R

145) Streaming media is changing how executives gather soft information.

Answer: ◉ True False
Page Ref: 200
Skill: R

146) What-if analysis allows you to make hypothetical changes to data associated with a problem in order observe how these changes affect the results.

Answer: ◉ True False
Page Ref: 203
Skill: R

147) Information systems at the _____ level of a firm are designed to automate repetitive activities.

Answer: operational
Page Ref: 192
Skill: R

148) For _____ decisions, few or no procedures to follow for a given situation can be specified in advance.

Answer: unstructured
Page Ref: 193
Skill: A

149) The goal of transaction processing systems is to _____ repetitive information-processing activities within organizations.

Answer: automate
Page Ref: 194
Skill: A

150) A(n) _____ is an electronic link between computers to share data related to business operations.

Answer: Electronic Data Interchange
Page Ref: 196
Skill: R

151) Management information systems can be used to produce _____ reports that highlight situations that are out of the normal range.

Answer: exception
Page Ref: 199
Skill: A

152) _____ analysis allows the user to make hypothetical changes to the data associated with a problem and observe how these changes influence the results.

Answer: What-if
Page Ref: 203
Skill: A

153) A(n) _____ is a special type of information system that uses reasoning methods based on knowledge about a specific problem domain in order to provide advice.

Answer: expert system
Page Ref: 205
Skill: R

154) _____ consists of matching facts and rules, determining the sequence of questions presented to the user and drawing a conclusion.

Answer: Inferencing
Page Ref: 206
Skill: R

155) EXSYS is an example of a(n) _____ development environment that analyzes a users response to several questions and presents specific repair advice via the Web.

Answer: expert system
Page Ref: 207
Skill: R

156) Membership on _____ teams is fluid, with teams forming and disbanding as needed, with team size fluctuating as necessary and with team members coming and going as they are needed.

Answer: virtual
Page Ref: 209
Skill: A

157) Microsoft _____ is an example of a desktop videoconferencing software that is available for free and can be used to conduct videoconferencing sessions over the Internet.

Answer: Netmeeting
Page Ref: 211
Skill: R

158) Lotus Development put groupware in the mainstream when it introduced the _____ software product in 1989.

Answer: Notes
Page Ref: 213
Skill: R

159) An electronic meeting system helps group members solve problems and make decisions through interactive, electronic _____, evaluation and voting.

Answer: idea generation
Page Ref: 214
Skill: R

160) A(n) _____ area represents a discrete area of an organization that focuses on a specific set of activities.

Answer: functional
Page Ref: 214
Skill: A

161) _____ information systems support transactions that cross national boundaries.

Answer: International
Page Ref: 215
Skill: A

162) _____ information systems are not specific to any country or any particular organization.

Answer: Transnational
Page Ref: 215
Skill: R

163) _____ information systems integrate different applications but are not specific to any given user.

Answer: Collaborative
Page Ref: 218
Skill: R

164) Executive Information Systems (EIS) support _____ managers in making _____ decisions.

Answer: senior; unstructured
Page Ref: 202
Skill: R

165) The _____ _____ is the way in which the is the way in which the DSS interacts with the user by collecting inputs and displaying outputs and results.

Answer: user interface
Page Ref: 204
Skill: R

166) _____ systems are used when expertise for a particular problem is rare or expensive.

Answer: expert
Page Ref: 206
Skill: R

167) Expert Systems use _____ matching in the processing phase.

Answer: pattern
Page Ref: 207
Skill: R

168) _____ _____ systems are a collection of software and hardware for developing documents, scheduling resources and communicating.

Answer: Office Automation
Page Ref: 208
Skill: R

169) An Office Automation System (OAS) performs storing, merging, _____ and _____ in the processing phase.

Answer: calculating, transporting
Page Ref: 209
Skill: R

170) More than half of all SPAM email in 2004 originated in the country: _____

Answer: USA
Page Ref: 210
Skill: R

171) Synchronous Distributed Meetings occur in a/the _____ place at a/the _____ time.

Answer: different; same
Page Ref: 213
Skill: A

172) Virtual Team meetings occur in a/the _____ place at a/the _____ time.

Answer: different; different
Page Ref: 209-210
Skill: R

173) Groupware supports same and different _____ and same and different _____ group interaction.

Answer: place; time and vice-versa
Page Ref: 213
Skill: A

174) Groupware that supports same time/place is referred to as _____ groupware while different time/place is referred to as _____ groupware.

Answer: synchronous; asynchronous
Page Ref: 213-214
Skill: R

175) Cross-organizational-level information systems designed to support a specific activity are referred to as _____ _____ information systems.

Answer: functional area
Page Ref: 214
Skill: R

176) A _____ information system is used when a single transaction requires input data from multiple data centres located across two or more nations.

Answer: global
Page Ref: 218
Skill: R

177) Differentiate between the operational and managerial levels of an organization.

Answer: At the operational level of the organization, managers make day-to-day decisions. These decisions are highly structured and recurring such that the procedures to follow for a given situation can be specified in advance. Therefore, the goal of the information systems at this level is to automate the routine and repetitive activities and events in order to improve organizational efficiency. On the other hand, at the managerial level, managers focus on monitoring and controlling operational-level activities and providing information to higher levels of the organization. In addition, they focus on effectively utilizing and deploying organizational resources to achieve the strategic objectives of the organization. Managerial-level decision making is not as structured as operational-level decision making because solutions and problems are not clear-cut and often require judgment and expertise. Therefore, the goal of the information systems at this level is to automate the monitoring and controlling of the operational activities to improve organizational effectiveness.
Page Ref: 192-193
Skill: A

178) All information systems can be explained using the input, process and output model. Describe the architecture of a management information system using this model.

Answer: Inputs to a management information system (MIS) are transaction processing data produced by a transaction processing system; other internal data, such as sales promotion expenses; and ad hoc requests for special summaries and reports. The processing aspect of an MIS focuses on data aggregation and summary. An MIS produces reports that are used by midlevel managers to make more effective decisions. Different types of reports can be produced for different purposes. Scheduled reports provide summaries of all types of information at predefined intervals; key-indicator reports provide a summary of critical information on a recurring schedule; exception reports highlight situations that are out of the normal range; drill-down reports provide details as to why a key indicator is not at an appropriate level whereas ad hoc reports refer to unplanned information requests in which information is gathered to support a nonroutine decision.
Page Ref: 198-199
Skill: A

179) Explain how the creation of Shell Canada's easyPay^{TM} payment technology has helped them to be responsive to customer needs.

Answer: Shell conducted extensive research that revealed speed and convenience are becoming increasingly important for consumers purchasing gasoline. As a result, the company designed the system to meet the needs of consumers who want to have a simple, quick, and efficient experience when fuelling up.

The payment system has helped Shell to reduce the time and effort it takes for their customers to complete an operation - obtaining fuel and paying for it. The system embeds RFID technology in a tag that fits on a key ring. The tag communicates with a pump-mounted receiver to automatically bill fuel to a customers chosen credit card.
Page Ref: 197
Skill: R

180) Give a brief description of any four of the six types of boundary-spanning systems.

Answer: *Decision support systems* (DSS) are designed to support the decision making related to a particular recurring problem in the organization through the combination of hardware, software, data and procedures. DSSs are typically used by managerial-level employees to help them solve semistructured problems, yet a DSS can be used to support decisions at virtually all levels of an organization. *Expert systems* (ES) use reasoning methods based on knowledge about a specific problem domain in order to provide advice, much like a human expert. Human knowledge can be represented in an ES by facts and rules about a problem that can be manipulated by a computer. *Office automation systems* (OAS) are a collection of software and hardware for developing documents, scheduling resources and communicating. Collaborative technologies enable members on virtual teams to interact through a set of media either at the same place and time or at different times and in different locations, with structure to aid in interactive problem solving and access to software tools and information. *Functional area information systems* are designed to support a functional area which is a discrete area of an organization that focuses on a specific set of activities. *Global information systems* are used to manage global operations more effectively. There are five distinct types of global information systems: international information systems, transnational information systems, multinational information systems, global information systems and collaborative information systems.

Page Ref: 202-218
Skill: A

181) Explain how you would use a decision support system for buying a car.

Answer: The first decision when buying a new car is to decide how to pay for it, whether I will pay in cash or finance most or part of the purchase price. Suppose that the selling price of the car I decide to purchase is $20,000 and that I make a $2000 down payment, leaving a monthly payment of about $400. The next step is to see how different financing options from your credit union might influence your monthly payments. I find information about the interest rates and the duration of the loan to analyze my financing options. To conduct this analysis, I use Microsoft Excel's loan analysis template where I enter the loan amount, annual interest rate and length of the loan. With this information, the loan analysis DSS automatically calculates my monthly payment, the total amount paid and the amount of interest paid over the life of the loan. I can change any of the input amounts to examine what-if scenarios. Using this DSS tool, I can decide on which loan duration to choose to match my monthly payment.

Page Ref: 204-205
Skill: A

182) Describe how an expert system works and in what situations it is used.

Answer: Expert systems are used to mimic human expertise by manipulating knowledge. Human knowledge can be represented in an ES by facts and rules about a problem coded in a form that can be manipulated by a computer. First, the system asks a series of questions, much as a human expert. It continues to ask questions and each new question is determined by the response given to the preceding question. The ES matches the responses with the defined facts and rules until the responses point the system to a solution. ESs are used when expertise for a particular problem is rare or expensive, such as in the case of a complex machine repair or a medical diagnosis. ESs are also used when knowledge about a problem will be incomplete, such as designing an investment portfolio or troubleshooting a computer system

Page Ref: 205-207
Skill: A

183) Explain what collaboration technologies are and describe the technologies that are available.

Answer: Collaboration technologies enable members on virtual teams to interact through a set of media either at the same place and time or at different times and in different locations, with structure to aid in interactive problem solving and access to software tools and information. The technologies available are videoconferencing, groupware and electronic meeting systems. *Videoconferencing* can be of two types: stand-alone or desktop videoconferencing. Stand-alone videoconferencing products are relatively large, expensive units that have video quality similar to that of broadcast television and are used primarily to connect groups of people. Desktop videoconferencing represents a second generation of video communication. Using the Internet or a high-speed phone line, desktop videoconferencing is a much less expensive option than stand-alone videoconferencing, but the quality of the video and audio is not as good. *Groupware* refers to a class of software that enables people to work together more effectively. An *electronic meeting system* is a collection of personal computers networked together with sophisticated software tools to help group members solve problems and make decisions through interactive, electronic idea generation, evaluation and voting.

Page Ref: 209-211
Skill: A

184) Describe the five distinct types of global information systems.

Answer: The five distinct global information systems include international information systems, transnational information systems, multinational information systems, global information systems and collaborative information systems. International information systems are a general class of information systems that support transactions that cross national boundaries. In other words, these systems support transactions that may originate in one nation and end in another nation. Transnational information systems are not specific to any country or any particular organization. They exist as separate entities and as an international transactional space allowing people from different parts of the world to conduct transactions simultaneously. Multinational information systems are used by multinational companies and they act as a loose confederacy of various different local information systems. Global information systems are used when a single transaction requires the input of data from multiple data centres located across more than one nation. Collaborative information systems integrate different applications but are not specific to any given user.

Page Ref: 215-218
Skill: R

185) List and describe at least five (5) benefits of Groupware.

Answer: Process structuring - Keeps the group on track and helps to avoid costly diversions.
Parallelism - Enables many to speak and listen at the same time.
Group size - Enables larger groups to participate.
Group Memory - Automatically records member ideas, comments and votes.
Access to external information - Can easily incorporate external electronic data and files.
Spanning time and space - Enables members to collaborate from different places at different times.
Anonymity - Member ideas, comments and votes are not identified to others.
TABLE PAGE 214.

Page Ref: 214
Skill: R

186) List the four Functional Area Information System areas identified in the text, describe each and give at least two examples of systems that might exist within each area.

Answer: Table 6.13

1) Accounting and Finance (might separate these if they are looking at Figure 6.34) - Systems used for managing, controlling and auditing the financial resources of an organization: Inventory management; Accounts payable; Expense accounts; Cash management; Payroll processing.

2) Human Resources - Systems used for managing, controlling and auditing the human resources of an organization: Recruiting and hiring; Education and training; Benefits management; Employee termination; Workforce planning.

3) Marketing - Systems used for managing new product development, distribution, pricing, promotional effectiveness and sales forecasting of the products and services offered by the organization: Market research and analysis; New product development; Promotion and advertising; Pricing and sales analysis; Product location analysis.

4) Production and Operations - Systems used for managing, controlling and auditing the production and operations resources on an organization: Inventory management; Cost and quality tracking; Materials and resource planning; Customer service tracking; Customer problem tracking; Job costing; Resource utilization.

Page Ref: 217
Skill: R

187) Of the five global information systems outlined in the text, which would be suitable for an organization that needs to track and manage the resources required to manufacture consumer durables on multiple continents? Justify your answer.

Answer: Global Information System - A transition has occurred with the movement away from multinational information systems with the increasing globalization of the market and advances in telecom and networks. Global IS are not used when inputs are required from multiple data centres spread across the globe for a single transaction. The example in the text is General Motors' Inventory Management System.

Page Ref: 218
Skill: A