

Student: _____

1. 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
2. What includes document exchange, shared whiteboards, discussion forums, and e-mail?
 A. Collaboration system
 B. Unstructured collaboration
 C. Structured collaboration
 D. Content management system
3. What involves shared participation in business processes, such as workflow, in which knowledge is hard-coded as rules?
 A. Collaboration system
 B. Unstructured collaboration
 C. Structured collaboration
 D. Content management system
4. Which of the following is a type of collaboration system?
 A. Content management system
 B. Groupware system
 C. Knowledge management system
 D. All of the above
5. 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
6. 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
7. What is software that supports team interaction and dynamics including calendaring, scheduling, and videoconferencing?
 A. Content management system
 B. Groupware system
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 D. Workflow management systems

8. What is it called when you have a novice 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

9. 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

10. 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

11. What works with binary rather than text files, such as multimedia file types?
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12. What enables publishing content both to intranets and to public Web sites?
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13. 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

14. What is the knowledge contained in people's heads?
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15. What is a type of communications service that enables someone to create a kind of private chat room with another individual in order to communicate in real-time over the Internet?
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 - D. Instant messaging**

16. 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
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 - D. Knowledge management system

17. What is it called when an organization chooses to focus specifically on what it does best and forms partnerships and alliances with other specialist organizations to handle nonstrategic business processes?
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18. What is it called when two or more organizations cooperate by integrating their IT systems, thereby providing customers with the best of what each can offer?
- A. Core competency
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 - D. Information partnership**
19. 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**
20. 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
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 - D. Instant messaging
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- A. Social networking analysis
 - B. Messaging-based workflow system
 - C. Database-based workflow system**
 - D. Instant messaging
23. Which company developed a real-time collaboration system that ties together its partners, suppliers, and DoD customers via the Internet?
- A. Heineken USA
 - B. Lockheed Martin Corporation**
 - C. Accenture
 - D. ChevronTexaco Corporation
24. Which company is improving how it manages the assets in fields by enabling employees in multiple disciplines to easily access and share the information they need to make decisions?
- A. Heineken USA
 - B. Lockheed Martin Corporation
 - C. Accenture
 - D. ChevronTexaco Corporation**

25. Which company uses social networking analysis to identify how knowledge flows through its organization, who holds influence, who gives the best advice, and how employees share information?
- A. Heineken USA
 - B. Lockheed Martin Corporation
 - C. Mars**
 - D. Canadian government
26. Which company uses SNA to establish which skills it needed to retain and develop, and to determine who, among the 40 percent of the workforce that was due to retire within five years, had the most important knowledge and experience to begin transferring to others?
- A. Mars
 - B. Canadian government**
 - C. Accenture
 - D. ChevronTexaco Corporation
- Social networking analysis**
27. Which of the following is not an objective of Bell Canada's Market Knowledge Centre (MKC) portal?
- A. Enable Bell Canada to meet competitive challenges in the marketplace.
 - B. Enrich the company's hiring and training programs.
 - C. Make customer-billing information available to customers over the Internet.**
 - D. Increase technological literacy among employees.
28. With Bell Canada's Market Knowledge Centre (MKC) portal, employees are not constrained by:
- A. physical geography.
 - B. unavailable copies.
 - C. hours of operation.
 - D. All of the above.**
29. Bell Canada's Market Knowledge Centre (MKC) portal is a form of "push" technology because it:
- A. alerts the end-user of new material matching his/her profile of interest.**
 - B. requires the end-user to constantly check for updates.
 - C. requires the end-user to constantly provide updates.
 - D. All of the above.
30. Which of the following is an example of data:
- A. quarterly sales reports.
 - B. employee pay stub.
 - C. daily schedule.
 - D. item number.**
31. To be considered knowledgeable a person:
- A. needs to understand or comprehend information.
 - B. must be able to make inferences between various tidbits of information presented.
 - C. must be able to apply that information into action.
 - D. All of the above.**
32. Knowledge is created when:
- A. information is understood.
 - B. disparate facts are connected together.
 - C. insights are gleaned.
 - D. All of the above.**
33. All of the following are examples of questions an organization would ask about their knowledge except:
- A. Are the quarterly sales reports data or information?**
 - B. Where does knowledge reside?
 - C. Is knowledge stored in databases or data warehouses?
 - D. Is the knowledge in textual documents, reports, and email addresses?

34. 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.
35. A humanist or information studies scholar would argue the following regarding knowledge:
- A. it is up to users to interpret information.
 - B. it is up to users to make sense of information.
 - C. knowledge is resident only in human beings.
 - D.** All of the above.
36. 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.
37. 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.
38. 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
39. 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)
 - C.** KM is all about technology.
 - D. KM is about making the best use of information.
40. The capturing, organization, and dissemination of knowledge throughout an organization can be supported by a/an:
- A. MIS
 - B. DSS
 - C.** KMS
 - D. TPS
41. 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.
42. All of the following are categories of KMS tools except:
- A. knowledge repositories
 - B. expertise tools
 - C. search and data mining tools
 - D.** email

43. Single-point Web browser interfaces used within an organization to promote the gathering, sharing, and dissemination of information throughout an enterprise are known as:
- A. enterprise portals.
 - B. corporate portals.
 - C. business portals.
 - D. All of the above.**
44. Common elements contained within enterprise portal designs include all of the following except:
- A. an enterprise taxonomy or classification of information.
 - B. a search engine
 - C. hypertext links to both internal and external Web sites and information sources.
 - D. None of the above.**
45. In 1996, Yahoo! launched a personalized portal service called:
- A. TheYahoo!
 - B. YourYahoo!
 - C. MyYahoo!**
 - D. Ayahoo!
46. Which of the following helps the user post and index information directly into the portal?
- A. publishing facility**
 - B. automatic indexing facility
 - C. subscription facility
 - D. intelligent agents
47. 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**
48. 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
49. 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
50. 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.**
51. Which of the following is not an advantage of groupware systems?
- A. Reducing travel costs
 - B. Enabling telecommuting
 - C. Sharing expertise
 - D. Document routing**

52. 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
53. 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
54. 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
55. 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**
56. What is a set of interactive telecommunication technologies that allow two or more locations to interact via two-way video and audio transmissions simultaneously?
- A. Audio conference
 - B. Video conference**
 - C. Tele conference
 - D. Multi media conference
57. Wikis are Web-based tools that make it easy for users to add, remove, and change online content.
True False
58. A video conference is a set of interactive telecommunication technologies that allow two or more locations to interact via two-way video and audio transmissions simultaneously.
True False
59. Business conferencing blends audio, video, and document-sharing technologies to create virtual meeting rooms where people "gather" at a password-protected Web site.
True **False**
60. Real-time collaboration, such as instant messaging, live Web conferencing, and screen or document sharing, creates an environment for decision making.
True False
61. Like departmental-based Web sites hosted on a company's intranet or internal Web-based network, an enterprise portal's primary purpose is act as a separate source of information itself.
True **False**
62. Enterprise portals typically incorporate the integration of many systems, including content management systems, workflow management systems, and groupware systems.
True False

63. An information partnership is one in which an organization chooses to focus specifically on what it does best and forms partnerships and alliances with other specialist organizations to handle nonstrategic business processes.
True **False**
64. A collaboration system is an IT-based set of tools that supports the work of teams by facilitating the sharing and flow of information.
True False
65. Unstructured collaboration involves shared participation in business processes, such as workflow, in which knowledge is hard-coded as rules.
True **False**
66. A content management system provides tools to manage the creation, storage, editing, and publication of information in a collaborative environment.
True False
67. A document management system works with binary rather than text files, such as multimedia file types.
True **False**
68. Instant messaging is a type of communications service that enables someone to create a kind of private chat room with another individual in order to communicate in real-time over the Internet.
True False
69. Data is described as the "raw facts" that portray the characteristics of an event.
True False
70. Information is described as data converted into a meaningful and useful context.
True False
71. Having information about a topic makes a person knowledgeable.
True **False**
72. There is no difference between information and knowledge in organizations.
True **False**
73. Information technologies today are limited in their capacity to turn information into knowledge.
True False
74. Employees ability to access, share and utilize information does not have an effect on the conversion of information to knowledge.
True **False**
75. Organizations are focusing on forming internal teams and avoiding alliances and partnerships with other organizations.
True **False**
76. An organization typically has many core competencies.
True **False**
77. Teaming up with another business adds complementary resources and capabilities, enabling participants to grow and expand more quickly and efficiently.
True False
78. Collaboration systems support the complex interactions between people who may be in different locations and desire to work across functions and discipline areas.
True False
79. Successful organizations outsource or collaborate for their core competency.
True **False**

80. Often, organizational knowledge resides within human experts and that is why it is always best to extract and codify this knowledge in a formal way.
True **False**
81. It is because of Canada's aging baby boomers that knowledge management has assumed greater urgency.
True False
82. Fostering innovation by encouraging the free flow of ideas is one of the things that an effective knowledge management system should accomplish.
True False
83. Knowledge management systems are very costly and they are always a drain on revenue.
True **False**
84. An organization that has implemented a centralized database, electronic message board, and Web portal has established a knowledge management system (KMS).
True **False**
85. Yahoo! is a portal exemplar.
True False
86. Enterprise portals typically incorporate the integration of many systems including: content management, workflow management, and groupware systems.
True False
87. According to Computer Supported Cooperative Work (CSCW) researchers, one of the reasons that groupware systems fail is that they require some people to do additional work who often are not the ones who perceive a direct benefit from the groupware application.
True False
88. _____ are collaborative Web pages that allow users to edit documents, share ideas, or monitor the status of a project.

89. _____ uses telecommunications of audio and video to bring people at different sites together for a meeting.

90. _____ blends audio, video, and document-sharing technologies to create virtual meeting rooms where people "gather" at a password-protected Web site.

91. With respect to _____, there were two broad political struggles over ownership of the information posted and available on the enterprise portal.

92. With respect to the _____, there were various procedures for making portal enhancements.

93. _____, such as instant messaging, live Web conferencing, and screen or document sharing, creates an environment for decision making.

94. _____ are popular Web-based knowledge management solutions

95. A(n) _____ system is an IT-based set of tools that supports the work of teams by facilitating the sharing and flow of information.

96. _____ collaboration includes document exchange, shared whiteboards, discussion forums, and e-mail.

97. _____ collaboration involves shared participation in business processes, such as workflow, in which knowledge is hard-coded as rules.

98. A(n) _____ management system facilitates the automation and management of business processes and controls the movement of work through the business process.

99. With _____, less experienced staff observe more experienced staff to learn how their more experienced counterparts approach their work.

100. _____ supports team interaction and dynamics including calendaring, scheduling, and videoconferencing.

101. _____ asset management system works with binary rather than text files, such as multimedia file types.

102. _____ management system supports the electronic capturing, storage, distribution, archival, and accessing of documents.

103. _____ knowledge is contained in people's heads.

104. _____ knowledge consists of anything that can be documented, archived, and codified, often with the help of IT.

105. A collaboration system is an IT-based set of tools that supports the work of teams by facilitating the sharing and flow of _____.

106. An information partnership occurs when _____ or more organizations cooperate by integrating their IT systems.

107. _____ networking analysis is a process of mapping a group's contacts to identify who knows whom and who works with whom.

108. Knowledge management has assumed greater urgency in Canadian business over the past few years as millions of baby _____ plan to retire.

109. Enterprise _____ are single-point Web browser interfaces used within an organization to promote the gathering, sharing and dissemination of information throughout the enterprise.

110. Corporate portals and _____ portals are two terms that are synonymous to enterprise portal.

111. MyYahoo! is a personalized portal _____.

112. An enterprise _____ or classification of information categories helps organize information for easy retrieval.

113. The search _____ within the enterprise portal facilitates more specific and exact information requests.

114. A common element contained within enterprise portals is _____ links to both internal and external Web sites and information sources.

115. The _____ space of an enterprise portal facilitates information access and retrieval.

116. The _____ space of an enterprise portal supports discussion among employees.

117. The _____ space of an enterprise portal supports cooperative work action between employees.

118. Commercial vendors such as Yahoo! and Microsoft offer free instant _____ tools.

119. Identify the different ways in which companies collaborate using technology.
120. Compare the different categories of collaboration technologies.
121. List, describe, and provide an example of a content management system.
122. Evaluate the advantages of using a workflow management system.

123.Explain how groupware can benefit a business.

124.Explain the current tools and trends used in a collaborative working environment.

125.List and describe the advantages of groupware systems.

126.List and describe the factors affecting enterprise portal adoption and use.

127.With respect to information culture, what are the five sub-factors that were identified a being significant in impacting the adoption and use of the enterprise portal?

128.Explain the lesson learned relating to information politics in the adoption and use of an enterprise portal case study.

- 129.Explain the lesson learned relating to the system development process in the adoption and use of an enterprise portal case study.
- 130.List and explain the insights from CSCW on the adoption and use of enterprise portals.
- 131.Discuss how Wikis might be used in a work place setting to achieve organizational goals and strategies?
- 132.Distinguish between knowledge management and knowledge management systems?

08 Key

1. (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

This is the definition of collaboration system.

*Chapter - Chapter 08 #1
Gradable: automatic
Learning Outcome: 8.2
Level: Easy*

2. (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

This is the definition of unstructured collaboration.

*Chapter - Chapter 08 #2
Gradable: automatic
Learning Outcome: 8.2
Level: Easy*

3. (p. 249) What involves shared participation in business processes, such as workflow, in which knowledge is hard-coded as rules?
- A. Collaboration system
 - B. Unstructured collaboration
 - C.** Structured collaboration
 - D. Content management system

This is the definition of structured collaboration.

*Chapter - Chapter 08 #3
Gradable: automatic
Learning Outcome: 8.2
Level: Easy*

4. (p. 249) Which of the following is a type of collaboration system?
- A. Content management system
 - B. Groupware system
 - C. Knowledge management system
 - D.** All of the above

All of the above are types of collaboration systems.

*Chapter - Chapter 08 #4
Gradable: automatic
Learning Outcome: 8.2
Level: Easy*

5. (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

This is the definition of content management system.

Chapter - Chapter 08 #5
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

6. (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

This is the definition of workflow management system.

Chapter - Chapter 08 #6
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

7. (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

This is the definition of groupware.

Chapter - Chapter 08 #7
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

8. (p. 245) What is it called when you have a novice 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

This is the definition of joint problem solving.

Chapter - Chapter 08 #8
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

9. What supports the capturing, organization, and dissemination of knowledge throughout an organization?
(p. 244)
- A. Content management system
 - B. Groupware system
 - C. Knowledge management system**
 - D. Workflow management systems

This is the definition of knowledge management system.

Chapter - Chapter 08 #9
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

10. What support the electronic capturing, storage, distribution, archival, and accessing of documents?
(p. 250)
- A. Document management system**
 - B. Digital asset management system
 - C. Web content management system
 - D. Messaging-based workflow system

This is the definition of DMS.

Chapter - Chapter 08 #10
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

11. What works with binary rather than text files, such as multimedia file types?
(p. 250)
- A. Document management system
 - B. Digital asset management system**
 - C. Web content management system
 - D. Messaging-based workflow system

This is the definition of DAM.

Chapter - Chapter 08 #11
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

12. What enables publishing content both to intranets and to public Web sites?
(p. 250)
- A. Document management system
 - B. Digital asset management system
 - C. Web content management system**
 - D. Messaging-based workflow system

This is the definition of WCM.

Chapter - Chapter 08 #12
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

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

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

This is the definition of explicit knowledge.

Chapter - Chapter 08 #13
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

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

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

This is the definition of tacit knowledge.

Chapter - Chapter 08 #14
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

15. What is a type of communications service that enables someone to create a kind of private chat room with another individual in order to communicate in real-time over the Internet?
(p. 246)

- A. Explicit knowledge
- B. Tacit knowledge
- C. WCM
- D.** Instant messaging

This is the definition of instant messaging.

Chapter - Chapter 08 #15
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

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

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

This is the definition of core competency.

Chapter - Chapter 08 #16
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

17. (p. 248) What is it called when an organization chooses to focus specifically on what it does best and forms partnerships and alliances with other specialist organizations to handle nonstrategic business processes?
- A. Core competency
 - B. Core competency strategy**
 - C. Collaboration system
 - D. Information partnership

This is the definition of core competency strategy.

Chapter - Chapter 08 #17
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

18. (p. 248) What is it called when two or more organizations cooperate by integrating their IT systems, thereby providing customers with the best of what each can offer?
- A. Core competency
 - B. Core competency strategy
 - C. Collaboration system
 - D. Information partnership**

This is the definition of information partnership.

Chapter - Chapter 08 #18
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

19. (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**

According to the key reasons why organizations launch knowledge management systems figure, increase profits or revenues is the correct answer.

Chapter - Chapter 08 #19
Gradable: automatic
Learning Outcome: 8.4
Level: Hard

20. (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

This is the definition of social networking analysis.

Chapter - Chapter 08 #20
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

21. What sends work assignments through an e-mail system?

(p. 251)

- A. Social networking analysis
- B. Messaging-based workflow system**
- C. Database-based workflow system
- D. Instant messaging

This is the definition of messaging-based workflow systems.

Chapter - Chapter 08 #21
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

22. What stores documents in a central location and automatically asks the team members to access the document when it is their turn to edit the document?

(p. 251)

- A. Social networking analysis
- B. Messaging-based workflow system
- C. Database-based workflow system**
- D. Instant messaging

This is the definition of database-based workflow system.

Chapter - Chapter 08 #22
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

23. Which company developed a real-time collaboration system that ties together its partners, suppliers, and DoD customers via the Internet?

(p. 249)

- A. Heineken USA
- B. Lockheed Martin Corporation**
- C. Accenture
- D. ChevronTexaco Corporation

Lockheed Martin Corporation is using the above system.

Chapter - Chapter 08 #23
Gradable: automatic
Learning Outcome: 8.2
Level: Easy

24. Which company is improving how it manages the assets in fields by enabling employees in multiple disciplines to easily access and share the information they need to make decisions?

(p. 245)

- A. Heineken USA
- B. Lockheed Martin Corporation
- C. Accenture
- D. ChevronTexaco Corporation**

Chevron Texaco is performing the above.

Chapter - Chapter 08 #24
Gradable: automatic
Learning Outcome: 8.4
Level: Hard

25. Which company uses social networking analysis to identify how knowledge flows through its organization, who holds influence, who gives the best advice, and how employees share information?
(p. 247)

- A. Heineken USA
- B. Lockheed Martin Corporation
- C. Mars**
- D. Canadian government

M&M maker Mars uses SNA for the above.

Chapter - Chapter 08 #25
Gradable: automatic
Learning Outcome: 8.4
Level: Hard

26. Which company uses SNA to establish which skills it needed to retain and develop, and to determine who, among the 40 percent of the workforce that was due to retire within five years, had the most important knowledge and experience to begin transferring to others?
(p. 247)

- A. Mars
- B. Canadian government**
- C. Accenture
- D. ChevronTexaco Corporation

The Canadian government uses SNA for the above.

Chapter - Chapter 08 #26
Gradable: automatic
Learning Outcome: 8.4
Level: Hard

27. Which of the following is not an objective of Bell Canada's Market Knowledge Centre (MKC) portal?
(p. 241-242)

- A. Enable Bell Canada to meet competitive challenges in the marketplace.
- B. Enrich the company's hiring and training programs.
- C. Make customer-billing information available to customers over the Internet.**
- D. Increase technological literacy among employees.

The MKC portal is not available to customers.

Chapter - Chapter 08 #27
Gradable: automatic
Learning Outcome: 8.4
Level: Hard

28. With Bell Canada's Market Knowledge Centre (MKC) portal, employees are not constrained by:
(p. 241-242)

- A. physical geography.
- B. unavailable copies.
- C. hours of operation.
- D. All of the above.**

An electronic library frees users of all of these constraints.

Chapter - Chapter 08 #28
Gradable: automatic
Learning Outcome: 8.4
Level: Medium

29. Bell Canada's Market Knowledge Centre (MKC) portal is a form of "push" technology because it:
(p. 241-242)
- A.** alerts the end-user of new material matching his/her profile of interest.
 - B. requires the end-user to constantly check for updates.
 - C. requires the end-user to constantly provide updates.
 - D. All of the above.

The portal alerts the end-user of new material matching his/her profile of interest.

Chapter - Chapter 08 #29
Gradable: automatic
Learning Outcome: 8.4
Level: Hard

30. Which of the following is an example of data:
(p. 243)
- A. quarterly sales reports.
 - B. employee pay stub.
 - C. daily schedule.
 - D.** item number.

"Item number" is data.

Chapter - Chapter 08 #30
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

31. To be considered knowledgeable a person:
(p. 243)
- A. needs to understand or comprehend information.
 - B. must be able to make inferences between various tidbits of information presented.
 - C. must be able to apply that information into action.
 - D.** All of the above.

A person must be able to do all of these because having the information does not make someone knowledgeable.

Chapter - Chapter 08 #31
Gradable: automatic
Learning Outcome: 8.1
Level: Medium

32. Knowledge is created when:
(p. 243)
- A. information is understood.
 - B. disparate facts are connected together.
 - C. insights are gleaned.
 - D.** All of the above.

All of the above contribute to the creation of knowledge.

Chapter - Chapter 08 #32
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

33. All of the following are examples of questions an organization would ask about their knowledge except:
(p. 243)
- A.** Are the quarterly sales reports data or information?
 - B. Where does knowledge reside?
 - C. Is knowledge stored in databases or data warehouses?
 - D. Is the knowledge in textual documents, reports, and email addresses?

This question is not concerned with knowledge.

Chapter - Chapter 08 #33
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

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

Computer scientists do not support the notion that knowledge is resident only in human beings.

Chapter - Chapter 08 #34
Gradable: automatic
Learning Outcome: 8.1
Level: Hard

35. A humanist or information studies scholar would argue the following regarding knowledge:
(p. 244)
- A. it is up to users to interpret information.
 - B. it is up to users to make sense of information.
 - C. knowledge is resident only in human beings.
 - D.** All of the above.

Humanists support all of the above.

Chapter - Chapter 08 #35
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

36. Organizations are creating knowledge from information extracted from:
(p. 244)
- A. massive data and information repositories.
 - B. document collections and customer communications.
 - C. consultant reports.
 - D.** All of the above.

Organizations are extracting information from all of these sources.

Chapter - Chapter 08 #36
Gradable: automatic
Learning Outcome: 8.1
Level: Medium

37. To be successful, and avoid being eliminated by the competition, an organization must do all of the following except:
(p. 244)
- A. constantly undertake new initiatives.
 - B.** ignore the competition.
 - C. address both minor and major problems.
 - D. capitalize on significant opportunities.

Ignoring the competition will not help an organization be successful.

Chapter - Chapter 08 #37
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

38. The process through which organizations generate value from their intellectual and knowledge-based assets is:
(p. 244)
- A.** Knowledge Management
 - B. Information Management
 - C. Business Management
 - D. None of the above

This is knowledge management in the broadest context.

Chapter - Chapter 08 #38
Gradable: automatic
Learning Outcome: 8.4
Level: Medium

39. Which of the following statements does not apply to knowledge management (KM)?
(p. 244)
- A. KM is about how companies cultivate and promote practices.
 - B. KM is often facilitated by information technology (IT)
 - C.** KM is all about technology.
 - D. KM is about making the best use of information.

Knowledge management is not all about technology.

Chapter - Chapter 08 #39
Gradable: automatic
Learning Outcome: 8.4
Level: Medium

40. The capturing, organization, and dissemination of knowledge throughout an organization can be supported by a/an:
(p. 245)
- A. MIS
 - B. DSS
 - C.** KMS
 - D. TPS

Definition of a knowledge management system (KMS).

Chapter - Chapter 08 #40
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

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

Knowledge management systems should include all of these.

Chapter - Chapter 08 #41
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

42. All of the following are categories of KMS tools except:
(p. 246) A. knowledge repositories
B. expertise tools
C. search and data mining tools
D. email

Email is not a category for KMS tools.

Chapter - Chapter 08 #42
Gradable: automatic
Learning Outcome: 8.4
Level: Medium

43. Single-point Web browser interfaces used within an organization to promote the gathering, sharing, and dissemination of information throughout an enterprise are known as:
(p. 256) A. enterprise portals.
B. corporate portals.
C. business portals.
D. All of the above.

These terms are synonyms.

Chapter - Chapter 08 #43
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

44. Common elements contained within enterprise portal designs include all of the following except:
(p. 256) A. an enterprise taxonomy or classification of information.
B. a search engine
C. hypertext links to both internal and external Web sites and information sources.
D. None of the above.

Enterprise portal designs include all of these elements.

Chapter - Chapter 08 #44
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

45. In 1996, Yahoo! launched a personalized portal service called:
(p. 257) A. TheYahoo!
B. YourYahoo!
C. MyYahoo!
D. Ayahoo!

MyYahoo! was launched in 1996.

Chapter - Chapter 08 #45
Gradable: automatic
Learning Outcome: 8.5
Level: Easy

46. Which of the following helps the user post and index information directly into the portal?
(p. 257) **A.** publishing facility
B. automatic indexing facility
C. subscription facility
D. intelligent agents

A publishing facility helps the user post and index information directly into the portal.

Chapter - Chapter 08 #46
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

47. Which of the following understands a user's preferences and roles and assists that user in finding relevant information?
(p. 257) A. publishing facility
B. automatic indexing facility
C. subscription facility
D. intelligent agents

A publishing facility helps the user post and index information directly into the portal.

Chapter - Chapter 08 #47
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

48. Which of the following is not one of the three distinct areas of enterprise portals?
(p. 258) A. content space
B. chatting space
C. communication space
D. coordination space

Enterprise portals must comprise content space, communication space, and coordination space.

Chapter - Chapter 08 #48
Gradable: automatic
Learning Outcome: 8.5
Level: Easy

49. Each of the following is a factor affecting enterprise portal adoption and use except the:
(p. 258) **A.** database management system
B. information politics
C. system development process
D. information culture

None of the major factors are technical in nature.

Chapter - Chapter 08 #49
Gradable: automatic
Learning Outcome: 8.5
Level: Hard

50. With respect to information culture, the sub-factors identified as being significant in impacting the adoption and use of an enterprise portal include:
(p. 260) A. information sharing and information overload
B. information access and information control
C. attitudes towards using the portal
D. All of the above.

These five sub-factors are significant in impacting the adoption and use of an enterprise portal.

Chapter - Chapter 08 #50
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

51. Which of the following is not an advantage of groupware systems?
(p. 252) A. Reducing travel costs
B. Enabling telecommuting
C. Sharing expertise
D. Document routing

Document routing is a workflow system feature.

Chapter - Chapter 08 #51
Gradable: automatic
Learning Outcome: 8.3
Level: Medium

52. 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?
(p. 260) A. Information sharing
B. Information overload
C. Information metric
D. Information control

Information metric has nothing to do with information culture.

Chapter - Chapter 08 #52
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

53. 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?
(p. 260)
- A.** Information sharing
 - B. Information overload
 - C. Information metric
 - D. Information control

In terms of information sharing, most users indicated a general ease of sharing documents, plans, and reports between colleagues and project team members with whom they worked.

Chapter - Chapter 08 #53
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

54. 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?
(p. 260)
- A. Information sharing
 - B. Information overload
 - C.** Information access
 - D. Information control

In terms of information access, 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.

Chapter - Chapter 08 #54
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

55. Which information sub-culture is described when standardization of information seemed to be a predominant theme?
(p. 260)
- A. Information sharing
 - B. Information overload
 - C. Information access
 - D.** Information control

With respect to information control, standardization of information seemed to be a predominant theme

Chapter - Chapter 08 #55
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

56. What is a set of interactive telecommunication technologies that allow two or more locations to interact via two-way video and audio transmissions simultaneously?
(p. 254)
- A. Audio conference
 - B.** Video conference
 - C. Tele conference
 - D. Multi media conference

Definition of video conference

Chapter - Chapter 08 #56
Gradable: automatic
Learning Outcome: 8.3
Level: Medium

57. Wikis are Web-based tools that make it easy for users to add, remove, and change online content.
(p. 251) **TRUE**

Wikis are Web-based tools that make it easy for users to add, remove, and change online content.

Chapter - Chapter 08 #57
Gradable: automatic
Learning Outcome: 8.3
Level: Medium

58. A video conference is a set of interactive telecommunication technologies that allow two or more locations to interact via two-way video and audio transmissions simultaneously.
(p. 254) **TRUE**

A video conference is a set of interactive telecommunication technologies that allow two or more locations to interact via two-way video and audio transmissions simultaneously.

Chapter - Chapter 08 #58
Gradable: automatic
Learning Outcome: 8.3
Level: Medium

59. Business conferencing blends audio, video, and document-sharing technologies to create virtual meeting rooms where people "gather" at a password-protected Web site.
(p. 255) **FALSE**

Web conferencing blends audio, video, and document-sharing technologies to create virtual meeting rooms where people "gather" at a password-protected Web site.

Chapter - Chapter 08 #59
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

60. Real-time collaboration, such as instant messaging, live Web conferencing, and screen or document sharing, creates an environment for decision making.
(p. 254) **TRUE**

Real-time collaboration, such as instant messaging, live Web conferencing, and screen or document sharing, creates an environment for decision making.

Chapter - Chapter 08 #60
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

61. Like departmental-based Web sites hosted on a company's intranet or internal Web-based network, an enterprise portal's primary purpose is act as a separate source of information itself.
(p. 256) **FALSE**

Unlike departmental-based Web sites hosted on a company's intranet or internal Web-based network, an enterprise portal's primary purpose is to provide a transparent directory of information located throughout an organization, not act as a separate source of information itself.

Chapter - Chapter 08 #61
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

62. Enterprise portals typically incorporate the integration of many systems, including content management systems, workflow management systems, and groupware systems.

(p. 256)

TRUE

Enterprise portals typically incorporate the integration of many systems, including content management systems, workflow management systems, and groupware systems.

Chapter - Chapter 08 #62
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

63. An information partnership is one in which an organization chooses to focus specifically on what it does best and forms partnerships and alliances with other specialist organizations to handle nonstrategic business processes.

(p. 248)

FALSE

This is the definition for core competency strategy, not information partnership.

Chapter - Chapter 08 #63
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

64. A collaboration system is an IT-based set of tools that supports the work of teams by facilitating the sharing and flow of information.

(p. 249)

TRUE

A collaboration system is an IT-based set of tools that supports the work of teams by facilitating the sharing and flow of information.

Chapter - Chapter 08 #64
Gradable: automatic
Learning Outcome: 8.2
Level: Easy

65. Unstructured collaboration involves shared participation in business processes, such as workflow, in which knowledge is hard-coded as rules.

(p. 249)

FALSE

Structured collaboration involves shared participation in business processes, such as workflow, in which knowledge is hard-coded as rules.

Chapter - Chapter 08 #65
Gradable: automatic
Learning Outcome: 8.2
Level: Easy

66. A content management system provides tools to manage the creation, storage, editing, and publication of information in a collaborative environment.

(p. 250)

TRUE

A content management system provides tools to manage the creation, storage, editing, and publication of information in a collaborative environment.

Chapter - Chapter 08 #66
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

67. A document management system works with binary rather than text files, such as multimedia file types.
(p. 250) **FALSE**

A digital asset management system works with binary rather than text files, such as multimedia file types.

Chapter - Chapter 08 #67
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

68. Instant messaging is a type of communications service that enables someone to create a kind of private chat room with another individual in order to communicate in real-time over the Internet.
(p. 254) **TRUE**

Instant messaging is a type of communications service that enables someone to create a kind of private chat room with another individual in order to communicate in real-time over the Internet.

Chapter - Chapter 08 #68
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

69. Data is described as the "raw facts" that portray the characteristics of an event.
(p. 243) **TRUE**

This is the definition of data.

Chapter - Chapter 08 #69
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

70. Information is described as data converted into a meaningful and useful context.
(p. 244) **TRUE**

This is the definition of information.

Chapter - Chapter 08 #70
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

71. Having information about a topic makes a person knowledgeable.
(p. 244) **FALSE**

To be knowledgeable a person needs to understand, be able to make inferences, and be able to apply that information.

Chapter - Chapter 08 #71
Gradable: automatic
Learning Outcome: 8.1
Level: Hard

72. There is no difference between information and knowledge in organizations.

(p. 244) **FALSE**

It is important to understand the distinction between information and knowledge when organizations try to capitalize on the information they collect.

Chapter - Chapter 08 #72
Gradable: automatic
Learning Outcome: 8.1
Level: Medium

73. Information technologies today are limited in their capacity to turn information into knowledge.

(p. 244) **TRUE**

Organizations are grappling with the ways to extract information from their vast collections and turn this information into knowledge.

Chapter - Chapter 08 #73
Gradable: automatic
Learning Outcome: 8.1
Level: Medium

74. Employees ability to access, share and utilize information does not have an effect on the conversion of information to knowledge.

(p. 244) **FALSE**

Helping employees to access, share and utilize information is the best way to convert information to knowledge.

Chapter - Chapter 08 #74
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

75. Organizations are focusing on forming internal teams and avoiding alliances and partnerships with other organizations.

(p. 247) **FALSE**

Organizations are increasingly forming alliances and partnerships with other organizations.

Chapter - Chapter 08 #75
Gradable: automatic
Learning Outcome: 8.1
Level: Medium

76. An organization typically has many core competencies.

(p. 248) **FALSE**

Core competency is the one thing that the organization does best.

Chapter - Chapter 08 #76
Gradable: automatic
Learning Outcome: 8.1
Level: Hard

77. Teaming up with another business adds complementary resources and capabilities, enabling participants to grow and expand more quickly and efficiently.
(p. 248) **TRUE**

These are the benefits of partnerships and alliances.

Chapter - Chapter 08 #77
Gradable: automatic
Learning Outcome: 8.1
Level: Easy

78. Collaboration systems support the complex interactions between people who may be in different locations and desire to work across functions and discipline areas.
(p. 249) **TRUE**

This is one of the challenges supported by collaboration systems.

Chapter - Chapter 08 #78
Gradable: automatic
Learning Outcome: 8.2
Level: Medium

79. Successful organizations outsource or collaborate for their core competency.
(p. 249) **FALSE**

Successful organizations outsource those competencies that are not their core competency.

Chapter - Chapter 08 #79
Gradable: automatic
Learning Outcome: 8.2
Level: Hard

80. Often, organizational knowledge resides within human experts and that is why it is always best to extract and codify this knowledge in a formal way.
(p. 244) **FALSE**

Often, organizational knowledge resides within human experts and it is best to cultivate and utilize that expertise in that form.

Chapter - Chapter 08 #80
Gradable: automatic
Learning Outcome: 8.4
Level: Hard

81. It is because of Canada's aging baby boomers that knowledge management has assumed greater urgency.
(p. 244) **TRUE**

When they punch out for the last time all of the knowledge that they are acquired goes with them.

Chapter - Chapter 08 #81
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

82. Fostering innovation by encouraging the free flow of ideas is one of the things that an effective knowledge management system should accomplish.

(p. 254)

TRUE

This is one of a number of things that an effective knowledge management system should accomplish.

Chapter - Chapter 08 #82
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

83. Knowledge management systems are very costly and they are always a drain on revenue.

(p. 245)

FALSE

A knowledge management system should boost revenues by getting products and services to the market faster.

Chapter - Chapter 08 #83
Gradable: automatic
Learning Outcome: 8.4
Level: Medium

84. An organization that has implemented a centralized database, electronic message board, and Web portal has established a knowledge management system (KMS).

(p. 246)

FALSE

An organization that has implemented a centralized database, electronic message board, and Web portal in the hope that they have established a knowledge management system (KMS) is wasting their time and money.

Chapter - Chapter 08 #84
Gradable: automatic
Learning Outcome: 8.4
Level: Hard

85. Yahoo! is a portal exemplar.

(p. 257)

TRUE

The site contains subject categories, a robust search engine, and hyperlinks.

Chapter - Chapter 08 #85
Gradable: automatic
Learning Outcome: 8.5
Level: Easy

86. Enterprise portals typically incorporate the integration of many systems including: content management, workflow management, and groupware systems.

(p. 256)

TRUE

Enterprise portals incorporate all of these systems.

Chapter - Chapter 08 #86
Gradable: automatic
Learning Outcome: 8.5
Level: Easy

87. According to Computer Supported Cooperative Work (CSCW) researchers, one of the reasons that groupware systems fail is that they require some people to do additional work who often are not the ones who perceive a direct benefit from the groupware application.

TRUE

This is one of the main reasons.

Chapter - Chapter 08 #87
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

88. _____ are collaborative Web pages that allow users to edit documents, share ideas, or monitor the status of a project.

Business wikis

Chapter - Chapter 08 #88
Gradable: automatic
Learning Outcome: 8.2
Level: Medium

89. _____ uses telecommunications of audio and video to bring people at different sites together for a meeting.

Video conferencing

Chapter - Chapter 08 #89
Gradable: automatic
Learning Outcome: 8.3
Level: Medium

90. _____ blends audio, video, and document-sharing technologies to create virtual meeting rooms where people "gather" at a password-protected Web site.

Web conferencing

Chapter - Chapter 08 #90
Gradable: automatic
Learning Outcome: 8.3
Level: Medium

91. With respect to _____, there were two broad political struggles over ownership of the information posted and available on the enterprise portal.

information politics

Chapter - Chapter 08 #91
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

92. With respect to the _____, there were various procedures for making portal enhancements.

systems development process

Chapter - Chapter 08 #92
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

93. _____, such as instant messaging, live Web conferencing, and screen or document sharing, creates an environment for decision making.

Real-time collaboration

Chapter - Chapter 08 #93
Gradable: automatic
Learning Outcome: 8.3
Level: Medium

94. _____ are popular Web-based knowledge management solutions

Enterprise portals

Chapter - Chapter 08 #94
Gradable: automatic
Learning Outcome: 8.5
Level: Medium

95. A(n) _____ system is an IT-based set of tools that supports the work of teams by facilitating the sharing and flow of information.

(p. 247)

Collaboration

Chapter - Chapter 08 #95
Gradable: automatic
Learning Outcome: 8.2
Level: Easy

96. _____ collaboration includes document exchange, shared whiteboards, discussion forums, and e-mail.

(p. 247)

Unstructured

Chapter - Chapter 08 #96
Gradable: automatic
Learning Outcome: 8.2
Level: Easy

97. _____ collaboration involves shared participation in business processes, such as workflow, in which knowledge is hard-coded as rules.

(p. 249)

Structured

Chapter - Chapter 08 #97
Gradable: automatic
Learning Outcome: 8.2
Level: Easy

98. A(n) _____ management system facilitates the automation and management of business processes and controls the movement of work through the business process.

(p. 251)

Workflow

Chapter - Chapter 08 #98
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

99. With _____, less experienced staff observe more experienced staff to learn how their more experienced counterparts approach their work.

(p. 245)

Shadowing

Chapter - Chapter 08 #99
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

100. _____ supports team interaction and dynamics including calendaring, scheduling, and videoconferencing.

(p. 252)

Groupware

Chapter - Chapter 08 #100
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

101. _____ asset management system works with binary rather than text files, such as multimedia file types.

(p. 250)

Digital

Chapter - Chapter 08 #101
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

102. _____ management system supports the electronic capturing, storage, distribution, archival, and accessing of documents.

(p. 250)

Document

Chapter - Chapter 08 #102
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

103. _____ knowledge is contained in people's heads.

(p. 245)

Tacit

Chapter - Chapter 08 #103
Gradable: automatic
Learning Outcome: 8.4
Level: Easy

104. _____ knowledge consists of anything that can be documented, archived, and codified, often with the help of IT.
(p. 245)
Explicit
- Chapter - Chapter 08 #104
Gradable: automatic
Learning Outcome: 8.4
Level: Easy*
105. A collaboration system is an IT-based set of tools that supports the work of teams by facilitating the sharing and flow of _____.
(p. 249)
Information
- Chapter - Chapter 08 #105
Gradable: automatic
Learning Outcome: 8.2
Level: Easy*
106. An information partnership occurs when _____ or more organizations cooperate by integrating their IT systems.
(p. 248)
Two
- Chapter - Chapter 08 #106
Gradable: automatic
Learning Outcome: 8.2
Level: Medium*
107. _____ networking analysis is a process of mapping a group's contacts to identify who knows whom and who works with whom.
(p. 247)
Social
- Chapter - Chapter 08 #107
Gradable: automatic
Learning Outcome: 8.4
Level: Easy*
108. Knowledge management has assumed greater urgency in Canadian business over the past few years as millions of baby _____ plan to retire.
(p. 244)
Boomers
- Chapter - Chapter 08 #108
Gradable: automatic
Learning Outcome: 8.4
Level: Easy*
109. Enterprise _____ are single-point Web browser interfaces used within an organization to promote the gathering, sharing and dissemination of information throughout the enterprise.
(p. 247)
Portal
- Chapter - Chapter 08 #109
Gradable: automatic
Learning Outcome: 8.5
Level: Easy*
110. Corporate portals and _____ portals are two terms that are synonymous to enterprise portal.
(p. 256)
Business
- Chapter - Chapter 08 #110
Gradable: automatic
Learning Outcome: 8.5
Level: Easy*
111. MyYahoo! is a personalized portal _____.
(p. 257)
Service
- Chapter - Chapter 08 #111
Gradable: automatic
Learning Outcome: 8.5
Level: Easy*
112. An enterprise _____ or classification of information categories helps organize information for easy retrieval.
(p. 257)
Taxonomy
- Chapter - Chapter 08 #112
Gradable: automatic
Learning Outcome: 8.5
Level: Easy*

113. The search _____ within the enterprise portal facilitates more specific and exact information requests.

(p. 257)

Engine

Chapter - Chapter 08 #113
Gradable: automatic
Learning Outcome: 8.5
Level: Easy

114. A common element contained within enterprise portals is _____ links to both internal and external Web sites and information sources.

(p. 257)

Hypertext

Chapter - Chapter 08 #114
Gradable: automatic
Learning Outcome: 8.5
Level: Easy

115. The _____ space of an enterprise portal facilitates information access and retrieval.

(p. 258)

Content

Chapter - Chapter 08 #115
Gradable: automatic
Learning Outcome: 8.5
Level: Easy

116. The _____ space of an enterprise portal supports discussion among employees.

(p. 258)

Communication

Chapter - Chapter 08 #116
Gradable: automatic
Learning Outcome: 8.5
Level: Easy

117. The _____ space of an enterprise portal supports cooperative work action between employees.

(p. 258)

Coordination

Chapter - Chapter 08 #117
Gradable: automatic
Learning Outcome: 8.5
Level: Easy

118. Commercial vendors such as Yahoo! and Microsoft offer free instant _____ tools.

(p. 255)

Messaging

Chapter - Chapter 08 #118
Gradable: automatic
Learning Outcome: 8.3
Level: Easy

119. Identify the different ways in which companies collaborate using technology.

(p. 248)

Ways in which companies collaborate include document exchange, shared whiteboards, discussion forums, and e-mail.

Chapter - Chapter 08 #119
Gradable: manual
Learning Outcome: 8.2
Level: Easy

120. Compare the different categories of collaboration technologies.

(p. 248)

Collaboration technologies fall into one of two categories unstructured collaboration (sometimes referred to as information collaboration) which includes document exchange, shared whiteboards, discussion forums, and e-mail. Structured collaboration (or process collaboration) which involves shared participation in business processes such as workflow in which knowledge is coded.

Chapter - Chapter 08 #120
Gradable: manual
Learning Outcome: 8.2
Level: Easy

121. List, describe, and provide an example of a content management system.
(p. 250)

A content management system (CMS) provides tools to manage the creation, storage, editing, and publication of information in a collaborative environment. The CMS marketplace is complex, incorporating document management, collaboration and versioning tools, digital asset management, and Web content management. One example is www.vignette.com.

*Chapter - Chapter 08 #121
Gradable: manual
Learning Outcome: 8.2
Level: Easy*

122. Evaluate the advantages of using a workflow management system.
(p. 250-251)

Many workflow management systems allow the opportunity to measure and analyze the execution of a process. Workflow systems integrate with other organizational systems, such as document management systems, and database management systems.

*Chapter - Chapter 08 #122
Gradable: manual
Learning Outcome: 8.3
Level: Easy*

123. Explain how groupware can benefit a business.
(p. 252-253)

Groupware is software programs that support team interaction and dynamics including calendaring, meeting scheduling, and videoconferencing. Organizations can use this technology to communicate, cooperate, coordinate, solve problems, compete, or negotiate.

*Chapter - Chapter 08 #123
Gradable: manual
Learning Outcome: 8.3
Level: Easy*

124. Explain the current tools and trends used in a collaborative working environment.
(p. 254-255)

Instant messaging (sometimes called IM or IMing) is a type of communications service that enables a kind of private chat room with another individual in order to communicate in real-time over the Internet. AOL, Microsoft's MSN, and Yahoo! have begun to sell enterprise versions of their instant messaging services that match the capabilities of business-oriented products like IBM's Lotus Sametime.

*Chapter - Chapter 08 #124
Gradable: manual
Learning Outcome: 8.2
Level: Easy*

125. List and describe the advantages of groupware systems.
(p. 252-253)

Groupware systems facilitate communication (faster, easier, clearer, more persuasive). They enable telecommuting, reduce travel costs, and facilitate the sharing expertise. They support the forming of groups with common interests where it would not be possible to gather a sufficient number of people face-to-face. The time and cost of coordinating group work is reduced and group problem solving is facilitated.

*Chapter - Chapter 08 #125
Gradable: manual
Learning Outcome: 8.3
Level: Easy*

126. List and describe the factors affecting enterprise portal adoption and use.

(p. 258-261)

The three major factors affecting enterprise portal adoption and use are the information politics, the system development process, and the information culture of the organization.

Chapter - Chapter 08 #126
Gradable: manual
Learning Outcome: 8.5
Level: Easy

127. With respect to information culture, what are the five sub-factors that were identified as being significant in impacting the adoption and use of the enterprise portal?

(p. 261)

The five sub factors related to information culture are: information sharing, information overload, information access, information control and attitudes towards using the portal.

Chapter - Chapter 08 #127
Gradable: manual
Learning Outcome: 8.5
Level: Easy

128. Explain the lesson learned relating to information politics in the adoption and use of an enterprise portal case study.

(p. 261)

Lesson #1 is related to information politics. In terms of information politics, the human struggle over an enterprise portal's content and functionality can lead to resultant designs that favour certain stakeholder groups rather than address end-user needs.

Chapter - Chapter 08 #128
Gradable: manual
Learning Outcome: 8.5
Level: Medium

129. Explain the lesson learned relating to the system development process in the adoption and use of an enterprise portal case study.

(p. 261)

Lesson #2 is related to the system development process. In terms of the system development process, a perceived slowness in changes to an enterprise portal's design or information content can lead to user dissatisfaction.

Chapter - Chapter 08 #129
Gradable: manual
Learning Outcome: 8.5
Level: Medium

130. List and explain the insights from CSCW on the adoption and use of enterprise portals.

(p. 261)

Insights from CSCW on the adoption and use of enterprise portals include: ensure that everyone benefits; create incentives for use; promote multiple perspectives; and understand current work practice.

Chapter - Chapter 08 #130
Gradable: manual
Learning Outcome: 8.5
Level: Medium

131. Discuss how Wikis might be used in a work place setting to achieve organizational goals and strategies?
(p. 251)

Wikis are Web-based tools that make it easy for users to add, remove, and change online content. Business wikis are collaborative Web pages that allow users to edit documents, share ideas, or monitor the status of a project. Most people are familiar with Wikipedia, one of the largest online collaboration Web sites. Employees also use wikis to collaborate; for example, companies such as Intel, Motorola, IBM, and Sony use them for a host of tasks, from setting internal meeting agendas to posting documents related to new products. Many companies rely on wikis to engage customers in ongoing discussions about products.

*Chapter - Chapter 08 #131
Gradable: manual
Learning Outcome: 8.3
Level: Medium*

132. Distinguish between knowledge management and knowledge management systems?
(p. 263)

Knowledge management is the management of the processes through which organizations generate value from what their employees know, and from what information is collected and stored within the organization. This can be accomplished through IT and non-IT ways. Information technology is an enabler of knowledge management. Recognizing that knowledge resides in individuals, rather than in information systems and databases themselves, knowledge management systems are information systems that help humans understand the information that is collected and stored in databases across the enterprise, and that connect them with human experts who can provide interpretations and insight.

*Chapter - Chapter 08 #132
Gradable: manual
Learning Outcome: 8.3
Level: Medium*

08 Summary

<u>Category</u>	<u># of Questions</u>
Chapter - Chapter 08	132
Gradable: automatic	118
Gradable: manual	14
Learning Outcome: 8.1	21
Learning Outcome: 8.2	19
Learning Outcome: 8.3	31
Learning Outcome: 8.4	27
Learning Outcome: 8.5	34
Level: Easy	79
Level: Hard	13
Level: Medium	40