

Norrie, Huber, Piercy, McKeown
Introduction to Business Information Systems
Second Canadian Edition

TEST BANK
Tech Guide A

1. After the war, troops came home and began families in earnest, resulting in a generation that we know as the:

- *a) baby boomers
- b) Gen Xers
- c) Gen Yers
- d) millennial generation
- e) the net generation

2. The children who were born in the 1980s and 1990s are sometimes referred to as the:

- a) baby boomers
- b) Gen Xers
- c) Gen Yers
- d) millennial generation
- *e) more than one of the above answers is correct

3. The ICT industry plus ICT professionals in other industries comprise nearly _____ workers.

- *a) 1.1 million
- b) 2.1 million
- c) 3.1 million
- d) 4.1 million

4. Canada's ICT industries alone contribute _____ to the country's GDP.

- a) \$110 billion
- b) \$120 billion
- c) \$130 billion
- *d) \$140 billion

5. From 2002 to 2007, the ICT sector grew by an average of _____ annually, compared with _____ for the overall Canadian economy.

- a) 5.1 percent ; 2.9 percent
- b) 6.1 percent ; 2.7 percent
- *c) 5.1 percent ; 2.7 percent
- d) 6.1 percent ; 2.9 percent

6. The impact of fewer ICT graduates, a retiring ICT workforce, and the ability to communicate anywhere at a very low cost has created a "_____ world," where programmers in Hyderabad now compete with the software developers in Halifax.

- a) full

- *b) flat
- c) virtual
- d) digital

7. The _____ represents over 20 of the largest ICT employers in Canada.

- a) ITM
- b) ICT
- *c) CCICT
- d) ISO
- e) TRSM

8. The CCICT launched an education initiative in 2009 to encourage high school students to consider ICT careers, with an ICT degree that several Canadian universities will call the _____ program.

- a) Information Technology Management (ITM)
- *b) Business Technology Management (BTM)
- c) Commercial Technology Management (CTM)
- d) Communication Technology Management (CTM)
- e) Network Technology Management (NTM)

9. Who co-founded Intel?

- a) Bill Gates
- b) Steve Jobs
- c) Al Gore
- *d) Gordon Moore

10. A resumé is _____ static)

- *a) never
- b) always
- c) sometimes
- d) occasionally

11. Your resumé should have four sections. Which of the following is NOT one?

- a) your contact details
- *b) your photo
- c) your education
- d) your experience
- e) your accomplishments

12. The _____ skill requirements consist of the ability to apply technology in a business environment and the ability to manage business processes, projects, and change)

- a) foundation
- *b) core
- c) integrative
- d) technical

13. Through a company directory or professional organization you can find out the names or positions of senior ICT staff to conduct a(n) _____ interview.

- a) technical
- b) virtual
- c) communication
- *d) information
- e) personal

14. What factors are important when going for an interview?

- a) eye contact
- b) handshake
- c) how you are dressed
- d) none of the above
- *e) all of the above

15. One report states that _____ percent of hiring managers take less than 15 minutes to decide whether to hire the candidate)

- a) 38
- b) 48
- *c) 58
- d) 68

16. Half of the decision to hire is based on:

- a) "biology"
- *b) "chemistry"
- c) "physiology"
- d) "psychology"

17. Should you contact the interviewer after the interview is over?

- a) No, don't bug them too much.
- *b) Yes, enough to thank them and follow up.
- c) Yes, every day after the interview.
- d) It depends on the situation.

18. When you start a new job, you should be known for all but one of the following:

- *a) letting others get accustomed to the new work environment on their own
- b) integrity, reliability, and quality
- c) volunteer for new work, showing that you are willing to contribute
- d) respectfully suggest innovative and fresh ideas
- e) communicate clearly and professionally with your colleagues

19. In your new job, you want to be remembered as a(n):

- a) recent graduate
- b) manager
- *c) professional
- d) entry-level employee

20. Students with more experience (e.g., co-op students) graduating from Ryerson University's Information Technology Management program attained starting salaries of over:

- a) \$40,000
- b) \$50,000
- *c) \$60,000
- d) \$70,000

21. In discussing earnings, when bonuses were factored in, women _____ men, according to a survey conducted by CIOCAN.

- a) earned less than
- *b) earned more than
- c) earned about the same as
- d) none of the above

22. A significant current shift is the move to a(n) _____ integration of ICT and business.

- *a) stronger
- b) weaker
- c) equal
- d) balanced

23. In preparing for an ICT career, your _____ is the best starting point

- a) network
- b) personality
- *c) education
- d) experience

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Tech Guide B

1. _____ is the physical component of information technology (IT).
 - a) Software
 - *b) Hardware
 - c) Freeware
 - d) Shareware
2. _____ provides the instructions that the computer needs.
 - *a) Software
 - b) Hardware
 - c) Freeware
 - d) Shareware
3. When evaluating hardware devices, there are a number of considerations. Which of the following isn't one of them?
 - a) cost
 - b) compatibility
 - c) accuracy
 - *d) process
 - e) portability
4. You want the device to be within your budget and to provide the most value for each dollar you spend) This describes which consideration when evaluating hardware?
 - *a) cost
 - b) compatibility
 - c) accuracy
 - d) portability
 - e) none of the above
5. Hardware devices work together to form a system. Each device needs to work correctly with the other devices. This describes which consideration when evaluating hardware?
 - a) cost
 - *b) compatibility
 - c) accuracy
 - d) portability
 - e) none of the above
6. You need your IT devices to work with data and/or information in a specific way. This describes which consideration when evaluating hardware?
 - a) cost

- b) compatibility
- c) accuracy
- d) portability
- *e) none of the above

7. You rely on your devices to handle data and instructions without errors. This describes which consideration when evaluating hardware?

- a) cost
- b) compatibility
- *c) accuracy
- d) portability
- e) none of the above

8. You would like to work with your data and instructions as quickly and efficiently as possible. This describes which consideration when evaluating hardware?

- a) cost
- b) compatibility
- c) accuracy
- d) portability
- *e) none of the above

9. Because you may want to work with information as you travel, you need to easily move the devices as well. This describes which consideration when evaluating hardware?

- a) cost
- b) compatibility
- c) accuracy
- *d) portability
- e) none of the above

10. The size, shape, and physical arrangement of IT hardware can affect how and where you use a device) This describes which consideration when evaluating hardware.

- a) cost
- b) compatibility
- c) accuracy
- d) portability
- *e) none of the above

11. A(n) _____ is a very small device made out of semiconductor material that acts as a switch to control electronic signals.

- a) communicator
- b) XD Chip
- *c) transistor
- d) ALU
- e) CPU

12. _____ chips carry out many different processing operations within a computer.

- a) XD
- b) SD

- c) Memory
- d) Macroprocessor
- *e) Microprocessor

13. _____ chips also use transistors to store data within the computer.

- a) XD
- b) SD
- *c) Memory
- d) Macroprocessor
- e) Microprocessor

14. We use _____ mathematics to describe the state of transistors.

- *a) binary
- b) hexadecimal
- c) fractal
- d) algebraic
- e) finite

15. Data that transistors store as a sequence of discrete symbols from a finite set, are referred to as _____ data.

- a) analog
- *b) digital
- c) sorted
- d) unsorted
- e) finite

16. In binary, the basic unit, a _____, corresponds to a power of two, or as they say in mathematics, binary is base 2.

- a) bite
- b) byt
- c) byte
- *d) bit

17. Binary codes represent letters and numbers through _____ which permits a specific combination of bits to represent each character.

- a) bit encoding
- b) byte encoding
- c) binary encoding
- *d) character encoding
- e) digital encoding

18. For personal computers, the first encoding system was the Standard:

- *a) ASCII
- b) ICT
- c) EBCDIC
- d) Unicode

19. To deal with the increased globalization of business and use of PCs, most IT devices now rely on a more recent standard called:

- a) ASCII
- b) ICT
- c) EBCDIC
- *d) Unicode

20. Hardware devices, such as a computer or PDA, execute instructions as a sequence of binary strings known as _____ instructions.

- a) hardware
- b) software
- *c) machine
- d) digital

21. At the core of all computing operations is the:

- a) XD Chip
- b) transistor
- c) macroprocessor
- *d) microprocessor

22. The microprocessor contains the majority of the components that make up the:

- *a) CPU
- b) ALU
- c) CDI
- d) ICT

23. The CPU is located on the system's _____, the main circuit board in an electronic device.

- a) controller
- *b) motherboard
- c) peripheral
- d) transistor

24. The CPU consists of several components. Which of the following isn't one of them?

- a) control unit
- b) arithmetic logic unit
- c) floating point unit
- *d) code unit
- e) prefetch unit

25. Which component of the CPU performs the following four basic functions: fetch, decode, execute, and store?

- *a) control unit
- b) cache memory
- c) floating point unit
- d) decode unit
- e) none of the above

26. Which component of the CPU executes mathematical and logic calculations on non-integer values (values that may have a fractional portion after the decimal point)?

- a) control unit
- b) cache memory
- *c) floating point unit
- d) decode unit
- e) none of the above

27. Which component of the CPU fetches machine language instructions and translates them into binary code that the ALU processes?

- a) control unit
- b) cache memory
- c) floating point unit
- *d) decode unit
- e) none of the above

28. Which component of the CPU provides a staging area for instructions and the data?

- a) control unit
- *b) cache memory
- c) floating point unit
- d) decode unit
- e) none of the above

29. Which component of the CPU provides a small amount of memory that stores incoming instructions in a queue while awaiting execution, thereby reducing CPU waiting time?

- a) control unit
- b) cache memory
- c) floating point unit
- d) decode unit
- *e) none of the above

30. Which component of the CPU has small sections of memory that store data while the microprocessor needs it?

- *a) register
- b) clock
- c) bus
- d) instruction set
- e) none of the above

31. Which component of the CPU a crystal that sits on the motherboard and vibrates regularly?

- a) register
- *b) clock
- c) bus
- d) instruction set
- e) none of the above

32. Which component of the CPU is a set of wires that transports data from one location to another?

- a) register
- b) clock
- *c) bus
- d) instruction set
- e) none of the above

33. Which component of the CPU is a collection of machine language instructions that governs how the processor interprets and executes various tasks that it performs?

- a) register
- b) clock
- c) bus
- *d) instruction set
- e) none of the above

34. The size of a CPU's buses determines its_____, which is the number of bits the CPU can process in a single instruction.

- a) speed
- b) accuracy
- *c) bandwidth
- d) volume

35. In a computer, the main bus is the data or _____ bus, which sends and receives data to and from the CPU to other components.

- a) internal
- b) external
- *c) system
- d) address

36. The _____ buses control the bandwidth and carry data between the components that reside within the chip, which then connect them to main memory.

- *a) internal
- b) external
- c) system
- d) address

37. _____ speed is probably the most common measure of CPU performance.

- a) Bandwidth
- *b) Clock
- c) Internet
- d) Register
- e) Bus

38. In IT devices, the main purpose of the _____ is simply to hold instructions that control the device's start-up processes.

- *a) ROM
- b) RAM
- c) bus
- d) operating system

39. A small set of instructions, known as the _____ activates the hardware components and loads the operating system.

- a) RAM
- *b) BIOS
- c) bus
- d) application
- e) driver

40. RAM can also be found in other components of your computer system, such as the printer and video and sound cards. This type of RAM is often referred to as _____RAM.

- a) dynamic
- b) static
- c) internal
- *d) peripheral
- e) video

41. Two factors affect RAM performance. What is one of them?

- a) speed
- b) accuracy
- *c) capacity
- d) cost

42. The primary input methods for a computer include the following EXCEPT:

- *a) printer
- b) keyboard
- c) mouse
- d) scanner
- e) joystick

43. _____ uses a special scanning device to read carefully placed pencil marks on specially designed forms, such as those used in standardized tests.

- a) OCR
- *b) OMR
- c) MICR
- d) MIDI

44. A(n) _____ system uses a special ink that can be read by a special scanner. It is primarily used in the banking industry to print information on cheques for efficient processing.

- a) OCR
- b) OMR
- *c) MICR
- d) MIDI

45. Usually implemented as software, _____ converts scanned print documents directly to electronic text.

- *a) OCR
- b) OMR

- c) MICR
- d) MIDI

46. _____ devices include music keyboards, controllers, and other electronic music devices.

- a) OCR
- b) OMR
- c) MICR
- *d) MIDI

47. _____ refers to how precisely the device can pinpoint a location on a screen or the clarity and level of detail of an image rendered.

- a) Bandwidth
- *b) Resolution
- c) Accuracy
- d) Tracking

48. _____ refers to how close the screen cursor follows the movement of the device.

- a) Bandwidth
- b) Resolution
- c) Accuracy
- *d) Tracking

49. _____ continue to be, by far, the most common category of output device.

- a) Printers
- b) Keyboards
- c) Memory
- *d) Display devices

50. _____ are replacing _____ as the display of choice.

- a) CRTs; LCDs
- *b) LCDs; CRTs
- c) Both are correct
- d) Neither are correct

51. For LCDs, the rate at which the voltage to each pixel is refreshed is called the refresh rate, measured in:

- *a) hertz (Hz)
- b) megahertz (MHz)
- c) gigahertz (GHz)
- d) none of the above

52. Which of the following is not one of the four types of touch screen technology in use?

- *a) passive touch screen panel
- b) surface wave technology
- c) capacitive touch screen
- d) electromagnetic digitizer

53. A(n) _____ uses a specially coated resistive layer. Touching this layer sends an electrical charge to the controller for processing.

- *a) resistive touch screen panel
- b) surface wave technology
- c) capacitive touch screen
- d) electromagnetic digitizer

54. A(n) _____ uses ultrasonic waves that pass over the touch screen panel. Changes in the ultrasonic waves that result from touching the panel are registered and sent for processing.

- a) resistive touch screen panel
- *b) surface wave technology
- c) capacitive touch screen
- d) electromagnetic digitizer

55. A(n) _____ is coated with a material that stores electrical charges. Touching this panel draws a small amount of charge to the point of contact.

- a) resistive touch screen panel
- b) surface wave
- *c) capacitive touch screen
- d) electromagnetic digitizer

56. Newer tablet PCs use a(n) _____ that accepts input only from a special pen containing an electromagnetic coil.

- a) resistive touch screen panel
- b) surface wave
- c) capacitive touch screen
- *d) electromagnetic digitizer

57. A(n) _____ prints very high quality graphics, although at slow speed, by manipulating a pen over a page.

- a) printer
- b) multifunction machine
- *c) plotter
- d) scanner

58. The sharpness of text and images on paper is usually measured in:

- a) PPM
- b) BPS
- c) Hz
- *d) DPI

59. Printer speed is measured as the page rate in:

- *a) PPM
- b) BPS
- c) Hz
- d) DPI

60. Which of the following is an example of an optical storage technology?

- *a) DVD
- b) HDD
- c) tape
- d) USB flash drives

61. Which of the following is an example of a magnetic storage technology?

- a) DVD
- *b) HDD
- c) CD
- d) USB flash drives

62. Which of the following is an example of a chip-based storage technology?

- a) DVD
- b) HDD
- c) Tape
- *d) USB flash drives

63. The _____ handles requests from either application programs or hardware and then determines the processing order of the requests.

- *a) kernel
- b) colonel
- c) colony
- d) none of the above

64. The _____ is a specific process that allows the application program to make requests to the operating system or another application.

- *a) API
- b) DPI
- c) BPS
- d) PPM

65. This start-up procedure relies on the use of the ROM chip, which permanently stores the instructions. What is this procedure called?

- a) BPS
- b) BIOS
- *c) Boot
- d) Book

66. POST stands for:

- a) power-on system-test
- *b) power-on self-test
- c) power-on start-test
- d) power-on star-test

67. With_____, the CPU only handles a part of one task at a time.

- a) tasking
- *b) multitasking
- c) parallel processing

d) perpendicular processing

68. With _____, the multiple CPUs in the same computer handle either multiple different jobs or multiple parts of the same job at the same time.

- a) tasking
- b) multitasking
- *c) parallel processing
- d) perpendicular processing

69. The operating system must know the location of the word processor program files, as well as the location of a variety of utility files, known as _____ files.

- *a) .DLL
- b) .EXE
- c) .JPG
- d) .WIN

70. The OS handles this via a table of the various file parts and their locations on the disk, called the:

- a) NTFS
- b) DLL
- c) EXE
- *d) FAT

71. Virtually all operating systems now use a _____ (tree) structure that divides a long list of files into several shorter lists.

- a) vertical
- b) horizontal
- c) diagonal
- d) colonial
- *e) hierarchical

72. If a sales manager needed to automatically list the items according to item type in a spreadsheet, they would use the _____ tool.

- a) filter
- b) programming
- c) application
- *d) sort

73. _____ software refers to programs for which the authors allow anyone to view the source code the programming instructions—and make changes.

- *a) Open source
- b) Freeware
- c) Shareware
- d) Share-source
- e) Proprietary

74. _____ software requires a purchased licence and typically restricts access to the source code to the company employees.

- a) Open source
- b) Freeware
- c) Shareware
- d) Share-source
- *e) Proprietary

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Tech Guide C

1. Which type of server handles high-speed processing?
*a) application
b) database
c) web
d) file
e) mail
2. Which type of server provides both software and data files to users?
a) application
b) database
c) web
*d) file
e) mail
3. When each computer in the network is on the same level as other computers and each computer is equally responsible for overseeing the functions of the network it is a(n) _____ network.
a) client/server
*b) peer-to-peer
c) flat
d) computer
4. Which of the following is NOT a disadvantage of a client/server network?
a) There is a more complex programming relationship between clients and servers.
b) There are more complex computer and network security issues due to increased numbers of users.
c) System upgrades require upgrading of all clients and servers, regardless of location.
*d) The system can be upgraded in small steps.
5. Which of the following is NOT an advantage of a client/server network?
a) The computing burden is shared among servers and clients.
b) Specialized servers handle one particular type of task.
*c) System upgrades require upgrading of all clients and servers, regardless of location.
d) The system can be upgraded in small steps.
e) The loss of one client does not stop other clients from accessing the server.
6. The _____ created the original version of the network layer model.
a) OSI
b) OISE
*c) ISO

d) ICANN

7. The network connection divides the message into smaller digital units called _____ each of which contains a specific number of bytes.

- a) parcels
- b) packs
- *c) packets
- d) pings

8. At the network connection layer, each packet receives a sequence number and a(n) _____ address.

- *a) destination
- b) source
- c) intermediary
- d) temporary
- e) permanent

9. _____ switching routes individual packets through the network based on their destination addresses.

- a) Route
- b) Application
- *c) Packet
- d) Network

10. _____ switching is the key enabling technology that makes it possible to build large-scale, survivable networks like the Internet.

- a) Route
- b) Application
- *c) Packet
- d) Network

11. A(n) _____ is a type of computer with the sole purpose of accepting packets and determining the best way to send them to the destination computer.

- a) hub
- b) bridge
- c) switch
- *d) router

12. _____ cable, which transmits cable television signals into your home, is also widely used in networks.

- *a) Coaxial
- b) Fibre-optic
- c) Ethernet
- d) Twisted-pair

13. _____ cable is the newest medium and consists of glass strands that can transmit a large number of signals at extremely high speeds.

- a) Coaxial

- *b) Fibre-optic
- c) Ethernet
- d) Twisted-pair

14. _____ are high-frequency radio transmissions that can be sent between two Earth stations or between Earth stations and communications satellites.

- a) Radios
- b) Infrared
- c) Satellites
- *d) Microwaves

15. Because most telephone and cable systems are analog, _____ convert digital signals from the computer into analog signals for transmission over the communications link.

- a) modulators
- b) demodulators
- *c) modems
- d) routers

16. Data rate is measured in:

- *a) BPS
- b) DPI
- c) PPM
- d) MHz

17. _____ relates to how fast a single message can be transmitted between two nodes.

- a) Traffic
- *b) Latency
- c) Capacity
- d) Tenacity
- e) Bandwidth

18. The term _____ often used in relationship to data rate, measures how fast data flow on a transmission path.

- a) traffic
- b) latency
- c) capacity
- d) tenacity
- *e) bandwidth

19. A(n) _____ is a combination of hardware and software that connects two dissimilar computer networks.

- *a) gateway
- b) router
- c) hub
- d) firewall

20. Bluetooth is a form of _____ area network.

- a) local

- b) municipal
- c) wide
- d) campus
- *e) personal

21. A _____ provides the physical connection between a computer and a local network.

- a) motherboard
- b) hub
- *c) network interface card
- d) cable

22. An email address consists of two parts: the user name and the _____ address.

- a) domain
- b) Internet
- c) source
- d) destination
- *e) server

23. The rightmost part of an email address is known as the top-level:

- *a) domain
- b) Internet
- c) source
- d) destination
- e) server

24. _____ is a not-for-profit company set up over 10 years ago specifically to administer the domain name system.

- a) ISO
- *b) ICANN
- c) OSI
- d) W3C
- e) None of the above

25. _____ means that the sender and receiver are not communicating at the same time.

- a) Synchronous
- *b) Asynchronous
- c) Analog
- d) Digital

26. _____ means that the sender and receiver are communicating at the same time.

- *a) Synchronous
- b) Asynchronous
- c) Analog
- d) Digital

27. Postal mail is often referred to as _____ mail.

- a) small
- b) slow

- *c) snail
- d) snow

28. Distributing files to a large audience is done by placing them on a(n) _____ server and having the users download them over the Internet.

- a) NNTP
- b) ITP
- c) HTTP
- *d) FTP

29. _____, a computer scientist, developed the Web in 1989, at the European Laboratory for Particle Physics (CERN) in Geneva, Switzerland

- a) Bill Gates
- *b) Tim Berners-Lee
- c) Steve Jobs
- d) Al Gore

30. In web terminology, the address of a web page is referred to as its:

- *a) URL
- b) TCP/IP
- c) FTP
- d) HTTP
- e) HTTPS

31. A(n) _____ is not an application or virus, but simply a data file that will be accessed by the related website the next time you visit it.

- a) biscuit
- b) crumb
- *c) cookie
- d) link

32. How many characters long can an SMS message be?

- a) 140
- *b) 160
- c) 255
- d) 256

33. In 2009, approximately how many messages were sent on mobile?

- a) 2 million
- *b) 5 million
- c) 10 million
- d) 20 million

34. Sending a message on your mobile phone that contains a picture is referred to as a(n):

- a) SMS
- b) IM
- c) MMI
- *d) MMS

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Tech Guide D

1. A(n) _____ database is structured with tables that are related to one another so data can be stored and retrieved efficiently.
 - *a) relational
 - b) rational
 - c) informational
 - d) accessible
2. To query a database, it is common practice to use which language?
 - a) Java
 - b) C+
 - c) XML
 - *d) SQL
3. SQL stands for:
 - a) sequenced query language
 - *b) structured query language
 - c) simplified query language
 - d) simple query language
4. A _____ key is a field that holds a unique value for each record.
 - a) combination
 - b) foreign
 - *c) primary
 - d) private
 - e) public
5. A table is known more formally as a(n):
 - *a) entity
 - b) record
 - c) relationship
 - d) field
6. The _____ keyword designates which fields to display as a result of the query.
 - a) FROM
 - *b) SELECT
 - c) WHERE
 - d) AND
 - e) OR

7. The _____ keyword designates which tables to search when querying a database.

- *a) FROM
- b) SELECT
- c) WHERE
- d) AND
- e) OR

8. The _____ keyword specifies the search criteria, or query condition to use in finding records.

- a) FROM
- b) SELECT
- *c) WHERE
- d) AND
- e) OR

9. Is SQL case-sensitive?

- a) Yes
- *b) No
- c) For keywords only
- d) Sometimes

10. To designate a character or text constant as such, you must use which punctuation marks?

- a) Exclamation point
- b) Question mark
- *c) Quotation marks
- d) Ampersand

11. Which of the following SQL statements is correct?

- a) FROM Table SELECT Field WHERE Record = 'X' ORDER BY Field
- b) WHERE Record = 'X' SELECT Field FROM Table ORDER BY Field
- c) SELECT FROM Table Field WHERE Record = 'X' ORDER BY Field
- d) ORDER BY Field SELECT Field FROM Table WHERE Record = 'X'
- *e) None of the above is correct

12. Which comparison operators below is not used in conjunction with the WHERE keyword?

- a) greater than (>)
- b) less than (<)
- c) greater than or equal to (>=)
- *d) added to (+)
- e) not equal to (<>)

13. It is also possible to combine conditions in a query by using the AND or OR operators, known as _____ operators.

- a) comparison
- *b) compound

- c) arithmetic
- d) logical
- e) aggregate

14. The _____ operator uses the wildcard character as a replacement for unknown or non-existing characters in an attempt to find matches to a group of characters.

- a) AND
- b) OR
- c) SELECT
- *d) LIKE
- e) WHEN

15. To insert a new record for a book with an item code of KOB, a retail price of \$12.95, and an item cost of \$7.95 into the Product table of a database, the SQL statement is:

- *a) INSERT INTO Product Values('KOB', 'Book', 12.95, 7.95)
- b) INSERT INTO Product Values('KOB', 'Book', '\$12.95', '\$7.95')
- c) ADD INTO Product Values('KOB', 'Book', 12.95, 7.95)
- d) ADD INTO Product Values('KOB', 'Book', '\$12.95', '\$7.95')
- e) None of the above

16. Which of the following SQL statements will change all the records from the table Courses that begin with ITM and change it to BTM?

- a) CHANGE Course WHERE CourseCode = 'ITM' SET CourseCode = 'BTM'
- b) CHANGE Course SET CourseCode = 'BTM' WHERE CourseCode = 'ITM'
- c) UPDATE Course WHERE CourseCode = 'ITM' SET CourseCode = 'BTM'
- *d) UPDATE Course SET CourseCode = 'BTM' WHERE CourseCode = 'ITM'
- e) None of the above

17. Which of the following SQL statements will delete all the records from the table Students that have the last name "Sample"?

- a) REMOVE FROM Courses WHERE LastName = 'Sample'
- b) REMOVE WHERE LastName = 'Sample' FROM Courses
- *c) DELETE FROM Courses WHERE LastName = 'Sample'
- d) DELETE WHERE LastName = 'Sample' FROM Courses
- e) None of the above

18. In order to use an aggregate function, you must use a _____ field.

- a) numeric
- b) alpha-numeric
- c) string
- *d) dummy
- e) none of the above

19. The SQL operation used to calculate certain values in the table, such as COUNT are called _____ functions

- a) comparison

- b) compound
- c) arithmetic
- d) logical
- *e) aggregate

20. Which of the following is not an aggregate function?

- a) AVG
- *b) CNT
- c) MIN
- d) MAX
- e) SUM

21. Which of the following is not an advantage to using a relational database?

- *a) Increasing data redundancy
- b) Improving data access and sharing by using database standards
- c) Maintaining the integrity of the data by having security and controls to prevent errors, duplication, and unauthorized entry
- d) Allowing configurable views of the data to match the user needs

22. The first step in logical modelling is to create a(n):

- a) DRM
- b) RDM
- *c) ERD
- d) DRD

23. Businesses then build a(n) _____ that adds the attributes and helps to organize them to creating the database.

- a) DRM
- *b) RDM
- c) ERD
- d) DRD

24. It is not possible to create a primary key–foreign key relationship with a many-to-many relationship. As a result, you need to draw a new relational:

- a) diagram
- b) table
- c) record
- *d) entity
- e) database

25. The relational entity is connected to each original entity by a _____ relationship.

- a) many-to-one
- *b) one-to-many
- c) many-to-many
- d) one-to-one
- e) none of the above

26. A simple rule of thumb for determining foreign keys is that the primary key from the “_____” side of the relationship is used as a foreign key on the “_____” side of the relationship.

- a) many; one
- *b) one; many
- c) many; many
- d) one; one
- e) none of the above

27. The relational entity uses the _____ key of each of the tables and its own _____ key.

- *a) primary; primary
- b) primary; foreign
- c) foreign; primary
- d) foreign; foreign
- e) none of the above

28. _____ enforces consistency between linked tables.

- a) Referential locking
- b) Table locking
- c) Table integrity
- *d) Referential integrity

29. The _____ operation creates a single table from two (or more) tables.

- a) CONNECT
- b) COMBINE
- *c) JOIN
- d) ADJOIN
- e) MIX

30. Another name for a saved query is a:

- a) result
- b) report
- c) total
- *d) view

31. An XML schema file has the extension:

- a) XSL
- *b) XSD
- c) XMD
- d) XTML

32. an XML stylesheet file has the extension:

- *a) XSL
- b) XSD
- c) XMD
- d) XTML

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TEST BANK
Tech Guide E

1. Which of the following is NOT a benefit of using virtual teams?
 - a) people can work from any place at anytime
 - b) expenses are reduced
 - *c) less flexibility for workers
 - d) none of the above

2. Virtual teams can benefit an organization in all of the following ways EXCEPT:
 - a) people can work from anyplace and at any time
 - b) recruitment of the best people regardless of their physical location
 - *c) increased expenses due to travel and sometimes facilities
 - d) greater flexibility for workers

3. A virtual team is also known as a/an:
 - a) Internet group
 - *b) geographically dispersed team (GDT)
 - c) local area network (LAN)
 - d) flash mob
 - e) none of the above

4. A team of the right people working in an aligned fashion in the “right” direction will be _____ the sum of its parts.
 - a) less than
 - b) equal to
 - *c) greater than
 - d) multiples of

5. The Wisdom of Teams states: “a [relatively] small number of people with complementary skills who are committed to a common purpose, performance goals and approach for which they hold themselves mutually accountable)” Who was one of the authors?
 - a) Tim Berners-Lee
 - b) Henry Ford
 - c) Dr. Meredith Belbin
 - *d) Douglas K. Smith
 - e) None of the above

6. As Katzenbach and Smith point out, the entire workforce of any large and complex organization is _____ a team, despite how often that label is offered up.
 - a) always

- *b) never
- c) sometimes
- d) under the right circumstances

7. Team members operate _____ rather than independently, which is another important distinction between a team and a work group.

- a) remotely
- *b) interdependently
- c) alone
- d) together
- e) co-dependently

8. The team is composed of individuals who perform basically the same actions. This describes which type of team?

- *a) independent
- b) natural work group
- c) project
- d) functional
- e) none of the above

9. The work of one team member has little to no direct effect on the performance of the other team members. This describes which type of team?

- *a) independent
- b) natural work group
- c) project
- d) functional
- e) none of the above

10. The team reports to the same manager, works in the same department, or works together in the same area to contribute to group goals. This describes which type of team?

- a) independent
- *b) natural work group
- c) project
- d) functional
- e) none of the above

11. The team comes together temporarily for a specific assignment and when completed, disbands. This describes which type of team?

- a) independent
- b) natural work group
- *c) project
- d) functional
- e) none of the above

12. The team is composed of members from the same department, such as customer service) This describes which type of team?

- a) independent
- b) natural work group
- c) project
- *d) functional
- e) none of the above

13. The team is composed of members from varying disciplines, such as sales, parts, and manufacturing, responsible for supporting a unit or position, such as a field service engineer. This describes which type of team?

- a) independent
- b) natural work group
- c) project
- d) functional
- *e) none of the above

14. The team works in various facilities or locations, coming together “virtually” through technology (e.g., conference calling, video conferencing, VoIP), describes which type of team?

- a) independent
- b) natural work group
- c) project
- d) functional
- *e) none of the above

15. _____ is an ability to accomplish a task.

- *a) skill
- b) agility
- c) knowledge
- d) wisdom

16. _____ refers to producing an outcome with minimal waste or effort.

- *a) efficiency
- b) effectiveness
- c) economy
- d) ecological

17. _____ is more about having a definite or desired effect.

- a) efficiency
- *b) effectiveness
- c) economy
- d) ecological

18. _____ skills include expertise or functional knowledge, such as a chartered accountant’s accounting knowledge or an experienced programmer’s IS knowledge.

- *a) Technical
- b) Problem-solving
- c) Interpersonal

d) Complementary

19. _____ skills include investigating and analyzing, as well as decision making and implementing.

a) Technical

*b) Problem-solving

c) Interpersonal

d) Complementary

20. _____ skills are required for effective relationships between team members and include the ability to compromise and build consensus.

a) Technical

b) Problem-solving

*c) Interpersonal

d) Complementary

21. Listening and supporting are two other essential _____ skills.

a) technical

b) problem-solving

*c) interpersonal

d) complementary

22. It is best when a team is composed of members who have _____ skills from both areas. It is a matter of balance, which is a key contributor to solid team performance.

a) technical

b) problem-solving

c) interpersonal

*d) complementary

23. According to _____, a role is a “tendency to behave, contribute and interrelate with others in a particular way.”

a) Tim Berners-Lee

b) Henry Ford

c) Dr. Meredith Belbin

*d) Douglas K. Smith

e) None of the above

24. Which of the following is not one of Belbin’s Team Roles?

a) action-oriented roles

b) people-oriented roles

*c) actor roles

d) cerebral roles

25. Which of Belbin’s Team Roles is described as: “Extroverted, enthusiastic, communicative; explores opportunities and develops contacts”?

a) action-oriented roles

- *b) people-oriented roles
- c) actor roles
- d) cerebral roles

26. Which of Belbin's Team Roles is described as: "Creative, imaginative, unorthodox; solves difficult problems"?

- a) action-oriented roles
- b) people-oriented roles
- c) actor roles
- *d) cerebral roles

27. Which of Belbin's Team Roles is described as: "Painstaking, conscientious, anxious; searches out errors and omissions and delivers on time"?

- *a) action-oriented roles
- b) people-oriented roles
- c) actor roles
- d) cerebral roles

28. Elaborator is what type of team role?

- a) process (relating)
- b) process (doing)
- *c) task (doing)
- d) task (relating)

29. Clarifier is what type of team role?

- a) process (relating)
- b) process (doing)
- *c) task (doing)
- d) task (relating)

30. Which team role uses humour or suggests breaks?

- *a) tension reliever
- b) compromiser
- c) harmonizer
- d) encourager
- e) gatekeeper

31. Which team role is willing to yield a point of view?

- a) tension reliever
- *b) compromiser
- c) harmonizer
- d) encourager
- e) gatekeeper

32. Which team role mediates/reconciles?

- a) tension reliever

- b) compromiser
- *c) harmonizer
- d) encourager
- e) gatekeeper

33. Which team role uses praise and support?

- a) tension reliever
- b) compromiser
- c) harmonizer
- *d) encourager
- e) gatekeeper

34. Which team role keeps communication open?

- a) tension reliever
- b) compromiser
- c) harmonizer
- d) encourager
- *e) gatekeeper

35. Which dysfunctional role deflates others' status or disagrees aggressively?

- *a) aggressor
- b) joker
- c) blocker
- d) withdrawer
- e) none of the above

36. Which dysfunctional role criticizes or attacks others?

- a) aggressor
- b) joker
- c) blocker
- d) withdrawer
- *e) none of the above

37. Which dysfunctional role holds onto attitudes, mentions unrelated experiences, or returns to already resolved topics?

- a) aggressor
- b) joker
- *c) blocker
- d) withdrawer
- e) none of the above

38. Which dysfunctional role refuses to participate?

- a) aggressor
- b) joker
- c) blocker
- *d) withdrawer

e) none of the above

39. Which dysfunctional role boasts or talks excessively?

- a) aggressor
- b) topic jumper
- c) blocker
- d) withdrawer
- *e) none of the above

40. Which dysfunctional role changes the subject, sometimes frequently or randomly?

- a) aggressor
- *b) topic jumper
- c) blocker
- d) withdrawer
- e) none of the above

41. Which dysfunctional role diffuses the energy by telling ill-timed or off-topic jokes?

- a) aggressor
- b) topic jumper
- c) blocker
- d) withdrawer
- *e) none of the above

42. According to _____, "Coming together is a beginning, staying together is progress, and working together is success."

- a) Tim Berners-Lee
- *b) Henry Ford
- c) Dr. Meredith Belbin
- d) Douglas K. Smith
- e) None of the above

43. Perhaps the most widely accepted model of team development is Tuckman's Stage Model. Which of the following isn't one of the stages?

- a) forming
- b) storming
- *c) abnorming
- d) performing
- e) adjourning

44. Wherever possible, every team should aim to reach the _____ stage, the ideal state where a team is fully developed, deployed, and productive)

- a) forming
- b) storming
- c) norming
- *d) performing
- e) adjourning

45. The sooner the team can come to know one another's skills and expectations and begin to define their tasks and roles, the sooner members will experience the possibility of becoming a productive unit. Which stage is this?

- *a) forming
- b) storming
- c) norming
- d) performing
- e) adjourning

46. Some testing of one another's commitment and attitude is normal at which stage of Tuckman's Stage Model?

- *a) forming
- b) storming
- c) norming
- d) performing
- e) adjourning

47. The _____ stage can bring a real sense of spinning their wheels, or even going backward.

- a) forming
- *b) storming
- c) norming
- d) performing
- e) adjourning

48. Little progress is being made as certain members compete for control at this stage. Which is it?

- a) forming
- *b) storming
- c) norming
- d) performing
- e) adjourning

49. By the time the team reaches the _____ stage, members have gotten to know one another and find they are now able to work effectively together.

- a) forming
- b) storming
- *c) norming
- d) performing
- e) adjourning

50. At the _____ stage, the team is making progress toward its goal with efficiency and effectiveness.

- a) forming
- b) storming
- c) norming

- *d) performing
- e) adjourning

51. Members are legitimately excited about their accomplishments, as they use everyone's strengths to analyze and overcome obstacles. Which stage is this?

- a) forming
- b) storming
- c) norming
- *d) performing
- e) adjourning

52. In this case, a new situation is the happy completion of the team's mandate, as well as the need to disband this particular team configuration. Which stage is this?

- a) forming
- b) storming
- c) norming
- d) performing
- *e) adjourning

53. The process of _____ must be properly marked, offering room for both the sadness of closure and the rightful celebration of a job well done)

- a) forming
- b) storming
- c) norming
- d) performing
- *e) adjourning

54. Organizational agility = _____ of insight + _____ of execution

- a) speed; quantity
- b) speed; quality
- *c) quality; speed
- d) quantity; speed
- e) none of the above

55. All six critical success factors for a team _____ be present in order for a team to advance to higher levels of development.

- a) may
- b) cannot
- *c) must
- d) will
- e) should

56. Team members see themselves as belonging to a team rather than as individuals who operate autonomously. This describes:

- *a) commitment
- b) purpose

- c) communication
- d) involvement
- e) process

57. The team understands how it fits into the overall business or the organization. This describes:

- a) commitment
- *b) purpose
- c) communication
- d) involvement
- e) process

58. _____ refers to the way that members handle conflict, decision making, and day-to-day interactions. This describes:

- a) commitment
- b) purpose
- *c) communication
- d) involvement
- e) process

59. Contributions are respected and solicited, and a real consensus is established before committing the team to action. This describes:

- a) commitment
- b) purpose
- c) communication
- *d) involvement
- e) process

60. The _____ should include problem-solving tools, planning techniques, regular meetings, meeting agendas and minutes, and accepted ways of dealing with problems. This describes:

- a) commitment
- b) purpose
- c) communication
- d) involvement
- *e) process

61. Solid _____ allow a team to uncover hidden agendas, because the team has agreed to give everyone a voice in how they arrive at decisions and solutions.

- a) commitments
- b) purposes
- c) communications
- d) involvements
- *e) processes

62. As _____ builds, teams feel more comfortable to take risks and try new ideas.

- a) commitment

- b) purpose
- c) involvement
- *d) trust
- e) none of the above

63. In effect, the code of _____ that results from this commitment-building process becomes like a social contract that obliges team players to follow it.

- a) ethics
- *b) conduct
- c) order
- d) commitment
- e) none of the above

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