

Question 9 (1 point)

Psychologists study information systems with an eye to understanding:

- 1) how systems affect individuals, groups, and organizations
- 2) how human decision makers perceive and use formal information
- 3) how new information systems change the control and cost structures within the firm
- 4) the production of digital goods

Question 10 (1 point)

The Great Wok of China restaurant uses its computer system to keep track of guests' preferences. This is an example of which of the following?

- 1) Improved flexibility
- 2) Improved decision making
- 3) Improved efficiency
- 4) Customer intimacy

Question 11 (1 point)

After investing in a new information system ABC Corporation has seen vast improvements in its operation. It is now doing this better than it's competitors, responding to customers and suppliers in real time and is charging less for better products. ABC had six strategic business objectives for investing in the information system? Which of the following was NOT one of those objectives?

- 1) New products and services
- 2) Customer and supplier intimacy
- 3) Improved employee morale
- 4) Operational excellence

Question 12 (1 point)

What is the physical equipment used for input, processing, and output activities in an information system called?

- The world Wide Web
- Computer hardware
- Data management technology
- Networking and telecommunications technology

Question 13 (1 point)

Skype, Google Hangout and GotoMeeting are examples of _____ systems.

- 1) Enterprise
- 2) Personal Productivity
- 3) Knowledge Management
- 4) Collaboration

Question 13 (1 point)

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Question 14 (1 point)

Recently Salmeah Whole Foods has been having trouble with its inventory because several of its suppliers have had problems delivering goods on time. Which type of system should Salmeah Whole Foods use to determine who are the top four suppliers with the worst record of delivering goods on time?

- 1) TPS
- 2) ESS
- 3) DSS
- 4) MIS

Question 15 (1 point)

Hayden has been asked to determine what industry trends will affect his firm the most over the next five years? Which type of system would he use?

- 1) TPS
- 2) ESS
- 3) DSS
- 4) MIS

Question 16 (1 point)

Umaim is working in a company where there is one employee who keeps its network and applications running. Whenever that employee goes on vacation the company hires an outside consultant to do these services? What size of company is Umaim working in?

- 1) A medium sized centralized company
- 2) A very small company
- 3) A company with IS units within each of its major division
- 4) A conglomerate with IS departments within each functional area

Question 18 (1 point)

You have been hired by a non-profit agency to implement a system to handle their donations. Event fundraisers need to be able to quickly access a donor's information and history. The marketing department needs to be able to create customized mailing lists, in order to send messages to female donors. What system(s) will best meet these needs?

- 1) ESS
- 2) DSS
- 3) TPS
- 4) MIS

Question 17 (1 point) 

The company for which Keng works is having all sorts of problems. Overproduction of goods, misallocation of resources, and poor response times to customer inquiries are just a few of the issues that the company has to deal with. What would be the biggest cause of these problems?

- 1) poor relationships with customers
- 2) inadequate information
- 3) bad suppliers
- 4) inefficient workers

Question 19 (1 point) 

Samuel was pulled over by the police and given a speeding ticket for doing 140km on the Don Valley Parkway here in Toronto where the speed limit is 90km. What type of system would allow Samuel to pay his ticket online at 2 AM in the morning after he was done studying for this exam?

- 1) E-Government
- 2) MIS
- 3) Business Intelligence
- 4) Customer Relationship Management

Question 20 (1 point) 

You manage the Information Systems department at a small startup Internet advertising company. You need to set up an inexpensive system that allows customers to see real-time statistics such as views and click-throughs about their current banner ads. Which type of system will most efficiently provide a solution?

- 1) Extranet
- 2) Intranet
- 3) CRM
- 4) Enterprise system

Question 21 (1 point) 

Katrina is using an Executive Support Systems. What is she most likely doing?

- 1) long-range planning activities
- 2) decision-making and administrative activities
- 3) knowledge and data work
- 4) day-to-day processes of production

Question 22 (1 point) 

These type of systems help suppliers, distributors and logistics companies share information about orders, inventory levels, delivery of products and logistics.

- Collaboration systems
- CRM systems
- SCM systems
- Knowledge Management systems

Question 23 (1 point) 

Facebook, Twitter, Snapchat, and Pinterest are all examples of:

- Blogs
- Wikis
- Mobile communications
- Social media

Question 24 (1 point) 

A typical business is structured like a _____.

- 1) Parallelogram
- 2) Pyramid
- 3) Circle
- 4) Trapezoid

Question 25 (1 point) 

This type of computing can process bits either as 0, 1 or both simultaneously.

- 1) grid computing
- 2) cloud computing
- 3) quantum computing
- 4) green computing

Question 26 (1 point) 

Place the following eras of IT infrastructure evolution in order, from the earliest to the most recent:(1) Mainframe and Minicomputer; (2) Client/Server; (3) Internet; (4) Personal Computer; and (5) Cloud Computing

- 1) 1, 4, 2, 3, 5
- 2) 1, 3, 4, 2, 5
- 3) 1, 2, 3, 4, 5
- 4) 5, 1, 2, 3, 4

Question 27 (1 point) 

Fan is employed with an organization that provides voice and video connectivity services to other companies' inhouse staff, customers, and suppliers? What type of organization is Fan employed with?

- 1) Database
- 2) ERP
- 3) Telephone
- 4) Telecommunications

Question 28 (1 point) 

ABC Limited buys computing power from XYZ Technologies. ABC Limited is in Canada and XYZ Technologies is in the US. ABC Limited only pays XYZ Technologies for the amount of computing power it uses. This is commonly referred to as:

- 1) grid computing
- 2) autonomic computing
- 3) cloud computing
- 4) edge computing

Question 29 (1 point) 

What is the name of the server that is used to communicate between an end user and an organization's back-end systems?

- 1) private server
- 2) internet server
- 3) blade server
- 4) application server

Question 30 (1 point) 

Mary is the purchasing agent for her university. She purchased state-of-the-art computers two years ago for the entire university. Mary is looking to purchase computers next year to replace the existing computers. She is astonished that she now can get twice the computing power on each computer for the same price she bought the old slower computers for just 19 months ago. This is an illustration of _____.

- 1) network economics
- 2) Clark's Law
- 3) Moore's Law
- 4) the Law of Mass Digital Storage

Question 31 (1 point) 

Which of the following is a multitasking, multi-user, operating system developed by Bell Laboratories that operates on a wide variety of computing platforms?

- 1) Unix
- 2) Linux
- 3) DOS
- 4) COBOL

Question 32 (1 point) 

The internet is said to be ubiquitous. What does this mean?

- It is cheap
- It is everywhere
- It uses universal standards like TCP/IP
- It has a lot of information

Question 33 (1 point) 

James has an Apple MacBook and he wishes to enable this a single physical computer to run multiple operating systems so that it appears as multiple logical computers? What type of activity does James wishes to embark on with his MacBook?

- 1) Virtualization
- 2) Autonomic computing
- 3) Multicore processing
- 4) Cloud computing

Question 34 (1 point) 

What moved computer processing power from the computer room to the desktop of users?

- 1) PCs
- 2) Client Server computers
- 3) Mainframe computers
- 4) Minicomputers

Question 35 (1 point) 

A client computer networked to a server computer, with processing split between the two types of machines, is called a(n):

- 1) on-demand architecture
- 2) two-tiered client/server architecture
- 3) multi-tiered client/server architecture
- 4) service-oriented architecture

Question 36 (1 point) 

Omar is using a computer application which is hosted by an external vendor on that vendor's cloud infrastructure. The computer application is delivered over the Internet. What type of service is Omar using?

- 1) infrastructure as a service
- 2) platform as a service
- 3) software as a service
- 4) on demand services

Question 37 (1 point) 

Non Obvious Relationship Awareness is:

- 1) sentencing guidelines adopted in 2002 mandating stiff sentences on business executives who put out false financial records to their shareholders
- 2) federal privacy law protecting networked data
- 3) profiling technology used in China
- 4) a data analysis technology that finds hidden connections between data in non-obvious sources

Question 38 (1 point) 

As favoured by privacy advocates, Pauline must explicitly give her consent before any personal information about her can be collected. What model of informed consent applies in this case?

- 1) safe harbor
- 2) P3P
- 3) opt-in
- 4) opt-out

Question 39 (1 point) 

What are the technology trends that have raised ethical issues related to how information technology have been used?

- 1) doubling of computer power every 18 months, data analysis advances, networking advances, the Internet
- 2) doubling of computer power every 18 months, declining data storage costs, data analysis advances, networking advances and the Internet
- 3) doubling of computer power every 18 months, declining data storage costs, data analysis advances, lack of international standards for data protection
- 4) doubling of computer power every 18 months, declining data storage costs, data analysis advances, ease in file sharing and copying

Question 40 (1 point) 

Stanley has found a way to access the Gradebook on Ryerson's Brightspace. He determines that he can change his own grades to a higher level but there is a very good chance that he might get caught. He decides not to change his grade because if he gets caught he will get kicked out of the University and not be able to go on to his career. What is the ethical principle best describes this scenario?

- 1) the golden rule
- 2) the Immanuel Kant's categorical imperative
- 3) the risk aversion principle
- 4) the utilitarian principle

Question 42 (1 point) 

The introduction of new information technology has a:

- 1) waterfall effect in raising ever more complex ethical issues
- 2) dampening effect on the discourse of business ethics
- 3) beneficial effect for society as a whole, while raising dilemmas for consumers
- 4) ripple effect raising new ethical, social, and political issues

Question 43 (1 point) 

Which information privacy protection law applies in Canada?

- 1) PIPEDA
- 2) The Safe harbor framework
- 3) The Directive on Data Protection
- 4) The Fair Information Practices

Question 44 (1 point) 

Shyamanta has been given a laptop by employers so that she can work from home after working hours. What kind of quality of life issues does this raise?

- 1) Balancing of power between work and home
- 2) Family, work and leisure
- 3) Computer crime and abuse
- 4) Dependency and vulnerability

Question 45 (1 point) 

What is the ethical principle that suggests that everything is owned by someone else, and that the person wants to be compensated for his/her work?

- 1) The Utilitarian Principle
- 2) Kant's Categorical Imperative
- 3) PIPEDA
- 4) No free lunch

Question 46 (1 point) 

Heidi insists that she has the right to be left alone, free from surveillance or interference from other individuals or organizations, including the state. Heidi is asserting her right to:

- 1) Copyright
- 2) Privacy
- 3) Intellectual property
- 4) Trademark

Question 47 (1 point) 

Meghesik has been a data entry operator for the last 25 years. He now has tremendous pain in his right hand because of the constant repetition of keystrokes on his keyboard. What kind of health problem does Meghesik have?

- 1) Repetitive Stress Injury
- 2) Techno-Stress
- 3) Computer Hand Syndrome (CHS)
- 4) Carpel Tunnel Syndrome

Question 8 (1 point)

This approach to information systems seeks answers to questions like "Why do people text and drive?".

- Sociological approach
- Legal approach
- Technical approach
- Behavioural approach

Question 7 (1 point)

Strong management support for change, an emphasis on teamwork and collaboration and a culture that values flexibility and knowledge are examples of what type of assets.

- 1) Fixed assets
- 2) Managerial complementary assets
- 3) Organizational primary assets
- 4) Tangible assets

Question 6 (1 point)

Stephanie is using hardware and software to transfer data in and around the organization in which she works. What type of technology is Stephanie using?

- 1) Data management technology
- 2) Wireless radio technology
- 3) Data transfer technology
- 4) Information and communications technology

Question 5 (1 point)

All of Ryerson's networking and telecommunications technologies, along with all of its computer hardware, software programs and apps, its data management technologies, and the employees that are required to run and manage them, constitute the university's:

- 1) data management environment
- 2) information technology (IT) infrastructure
- 3) networked environment
- 4) information system

Question 4 (1 point)

Converting the following data:
after from Lafond 5 earn Ryerson 3,875,200 Eden graduating Marie \$ years in can
into:
Marie Eden Lafond can earn \$3,875,200 in 5 years after graduating from Ryerson
is called:

- 1) processing
- 2) organizing
- 3) feedback
- 4) capturing

Question 3 (1 point)

Converting raw data into a more meaningful form is called:

- 1) processing
- 2) organizing
- 3) capturing
- 4) feedback

Question 2 (1 point)

Sociologists study information systems with an eye to understanding:

- 1) how systems affect individuals, groups, and organizations
- 2) how human decision makers perceive and use formal information
- 3) how new information systems change the control and cost structures within the firm
- 4) the production of digital goods

Question 1 (1 point)

Many people have access to Information Technology (especially the Internet) but many others who do not are often at a disadvantage. This phenomenon is often referred to as:

- The Digital Divide
- Information poverty
- The Knowledge Society
- Digital immigrants