



Itm100 Ch1 - 12 Test Bank

Business Information Systems I (Ryerson University)

Practice Test

Student: _____

The actual course exam will be 50 questions extracted from the 120 questions that you see here.

1. What is a general name for the business function and academic discipline covering the application of people, technologies, and procedures to solve business problems?
 - A. Information technology
 - B. Management information systems
 - C. Data
 - D. Information
2. What can IT enable an organization to accomplish?
 - A. Reduce costs
 - B. Improve productivity
 - C. Generate growth
 - D. All of the above
3. What must an individual anticipating a successful career in business, whether it is in accounting, finance, human resources, or operations management, understand?
 - A. Information technology basics
 - B. Roles and responsibilities in information technology
 - C. Measuring information technology's success
 - D. All of the above
4. Which of the following displays the order of how business intelligence is acquired?
 - A. Data, information, business intelligence
 - B. Information, data, business intelligence
 - C. Excel, information, business intelligence
 - D. Impossible to determine without understanding the tool being used, such as a Pivot table
5. Which of the following represents the relationship between functional areas in a business?
 - A. Independent
 - B. Autonomous
 - C. Interdependent
 - D. Self-sufficient

6. Which of the following statements is true?
 - A. IT equals business success
 - B. IT equals business innovation
 - C. IT represents business success and innovation
 - D. IT enables business success and innovation

7. What are raw facts that describe the characteristics of an event?
 - A. Information
 - B. Information technology
 - C. Data
 - D. Business intelligence

8. What refers to applications and technologies that are used to gather, provide access to, and analyze data and information to support decision-making efforts?
 - A. Data
 - B. Information
 - C. Information technology
 - D. Business intelligence

9. What is data that has been converted into meaningful and useful context?
 - A. Information
 - B. Information technology
 - C. Information systems
 - D. All of the above

10. Which of the following is considered information?
 - A. Quantity sold
 - B. Date sold
 - C. Best selling item by month
 - D. All of the above

11. Which information culture encourages employees across departments to be open to new insights about crisis and radical changes and seek ways to create competitive advantages?
 - A. Information-functional culture
 - B. Information-sharing culture
 - C. Information-inquiring culture
 - D. Information-discovery culture

12. What is a competitive advantage?
- A. A product that an organization's customers place a lesser value on than similar offerings from a competitor
 - B. A product or service that an organization's customers value more highly than similar offerings from a supplier
 - C. A service that an organization's customers place a lesser value on than similar offerings from a supplier
 - D. A product or service that an organization's customers place a greater value on than similar offerings from a competitor
13. What does the Five Forces Model help determine the relative attractiveness of?
- A. An organization
 - B. A company
 - C. An industry
 - D. An investment
14. Which of the following is not one of Porter's Five Forces?
- A. Buyer power
 - B. Supplier power
 - C. Threat of substitute buyers
 - D. Rivalry among existing competitors
15. What is an entry barrier?
- A. A product feature that customers have come to expect from organizations in a particular industry and must be offered by an entering organization to compete and survive
 - B. A service feature that customers have come to expect from organizations in a particular industry and must be offered by an entering organization to compete and survive
 - C. A product or service feature that customers have come to expect from organizations in a particular industry and must be offered by an entering organization to compete and survive
 - D. A product or service feature that customers no longer expect from organizations in a particular industry and do not need to be offered by an entering organization to compete and survive
16. Which approach views an organization as a series of process, each of which adds value to the product or service for each customer?
- A. Low cost strategy
 - B. Business process
 - C. Value chain
 - D. First-mover advantage

17. How do decision-making information systems work?
- A. By building models out of organizational information to lend insight into important business issues and opportunities
 - B. By building models out of transactional information only to lend insight into important business issues and opportunities
 - C. By building models out of analytical information only to lend insight into important business issues and opportunities
 - D. None of the above
18. Which of the following is a not a type of organizational information system?
- A. Executive information system
 - B. Decisions support system
 - C. Analysis processing system
 - D. Transactional processing system
19. What can a model accomplish?
- A. Calculate risks
 - B. Understand uncertainty
 - C. Manipulate time
 - D. All of the above
20. What is drill-down capability?
- A. Involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information.
 - B. The ability to look at information from different perspectives.
 - C. Enables users to get details, and details of details, of information.
 - D. Finds the inputs necessary to achieve a goal such as a desired level of output.
21. Which of the following is the most commonly used form of AI in the business arena?
- A. Intelligent system
 - B. Artificial intelligence
 - C. Expert system
 - D. Neural network
22. Which of the following should a business follow for success?
- A. Technology choices should drive business processes
 - B. Business processes should drive technology choices
 - C. Technology choices should drive business strategies and goals
 - D. All of the above depending on the industry

23. Which of the following is an example of a business process?
- A. Ordering clothes from mail-order companies
 - B. Developing new products
 - C. Building a new home
 - D. All of the above
24. What encompasses all of the information contained within a single business process or unit of work and its primary purpose is to support the performing of daily operational tasks?
- A. Transactional information
 - B. Analytical information
 - C. Timeliness
 - D. Quality
25. Which of the following is an example of transactional information?
- A. Trend projection
 - B. Sales projection
 - C. Purchasing stock
 - D. All of the above
26. Which of the following is an example of analytical information?
- A. Trend projection
 - B. Sales projection
 - C. Product statistics
 - D. All of the above
27. What is a business process?
- A. The analysis and redesign of workflow within and between enterprises
 - B. A standardized set of activities that accomplish a specific task, such as processing a customer's order
 - C. Integrates all departments and functions throughout an organization into a single TI system so that employees can make decisions by viewing enterprise wide information on all business operations
 - D. None of the above
28. What is the activity of creating a detailed flow chart or process map of a work process showing its inputs, tasks, and activities, in a structured sequence?
- A. Business process modeling
 - B. Business process model
 - C. Business process management
 - D. Business process reengineering

29. What is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint?
- A. Business process modeling
 - B. Business process model
 - C. Business process management
 - D. Business process reengineering
30. What is a global public network of computer networks that pass information from one to another using common computer protocols?
- A. Protocol
 - B. Internet
 - C. World Wide Web
 - D. Hypertext transport protocol
31. What is a global hypertext system that uses the Internet as its transport mechanism?
- A. Protocol
 - B. Internet
 - C. World Wide Web
 - D. Hypertext transport protocol
32. What are the standards that specify the format of data as well as the rules to be followed during transmission?
- A. Protocol
 - B. Internet
 - C. World Wide Web
 - D. Hypertext transport protocol
33. What is the digital divide?
- A. A global public network of computer networks that pass information from one to another using common computer protocols
 - B. Refers to the depth and breadth of information transferred between customers and businesses
 - C. Refers to the number of people a business can communicate with, on a global basis
 - D. Occurs when those with access to technology have great advantages over those without access to technology
34. What is a business that operates on the Internet only without a physical store?
- A. Pure play
 - B. Intermediaries
 - C. Content provider
 - D. Reintermediation

35. What are companies that use the Internet to distribute copyrighted content, including news, music, games, books, movies, and many other types of information?
- A. Pure plays
 - B. Intermediaries
 - C. Content providers
 - D. Reintermediation
36. What allows subscribers to connect to a server at designated hotspots or access points using a wireless connection?
- A. Internet service provider (ISP)
 - B. Online service provider (OSP)
 - C. Application service provider (ASP)
 - D. Wireless Internet service provider (WISP)
37. What is a company that offers an organization access over the Internet to systems and related services that would otherwise have to be located in personal or organizational computers?
- A. Internet service provider (ISP)
 - B. Online service provider (OSP)
 - C. Application service provider (ASP)
 - D. Wireless Internet service provider (WISP)
38. What defines the specific responsibilities of the service provider and sets the customer expectations?
- A. Service level agreement
 - B. Spamdexing
 - C. Real simple syndication
 - D. Eprocurement
39. What is a pop-up ad?
- A. A small web page containing an advertisement that appears on the web page outside of the current website loaded in the web browser
 - B. A form of ad that users do not see until they close the current web browser screen
 - C. Allows businesses to generate commissions or royalties from an Internet site
 - D. Provides products that are specific to trading partners in a given industry
40. What is a website in which items are posted on a regular basis and displayed in reverse chronological order?
- A. RSS
 - B. Podcasting
 - C. SEO
 - D. Blog

41. What is the distribution of audio or video files over the Internet to play on mobile devices and personal computers?
- A. RSS
 - B. Podcasting
 - C. SEO
 - D. Blog
42. What is a set of methods aimed at improving the ranking of a website in search engine listings?
- A. RSS
 - B. Podcasting
 - C. SEO
 - D. Blog
43. What is mass customization?
- A. A box running across a web page that is often used to contain advertisements
 - B. Allows businesses to generate commissions or royalties from an Internet site
 - C. A technique that induces websites or users to pass on a marketing message to other websites or users
 - D. The ability of an organization to give its customers the opportunity to tailor products or services to customer's specifications
44. Which of the following is not an ebusiness security technology?
- A. Encryption
 - B. SEO
 - C. SET
 - D. SSL
45. What is a count of the number of people who visit one site and click on an advertisement that takes them to the site of the advertiser?
- A. Interactivity
 - B. Clickstream data
 - C. Mobile commerce
 - D. Click-through
46. What is the ability to purchase goods and services through a wireless Internet-enabled device?
- A. Interactivity
 - B. Clickstream data
 - C. Mobile commerce
 - D. Click-through

47. What is the buying and selling of goods and services over the Internet?
- A. Ebusiness
 - B. Ecommerce
 - C. Emarket
 - D. Email
48. What is the conducting of business on the Internet, not only buying and selling, but also serving customers and collaborating with business partners?
- A. Ebusiness
 - B. Ecommerce
 - C. Emarket
 - D. Email
49. Which of the following are the primary challenges to ebusiness models?
- A. Providing security
 - B. Adhering to taxation rules
 - C. Protecting customers
 - D. All of the above
50. What is the recommended way to implement information security lines of defense?
- A. People first, technology second
 - B. Technology first, people second
 - C. None of the above
 - D. All of the above
51. What identifies the rules required to maintain information security?
- A. Information security plan
 - B. Information security policies
 - C. Authentication
 - D. Biometrics
52. What is social engineering?
- A. Using one's social skills to trick people into revealing access credentials or other information valuable to the attacker
 - B. Legitimate users who purposely or accidentally misuse their access to the environment and cause some kind of business-affecting incident
 - C. Small electronic devices that change user passwords automatically
 - D. A method for confirming user's identities

53. What is a method for confirming users' identities?
- A. Authentication
 - B. Prevention
 - C. Detection
 - D. Response
54. What is the identification of a user based on a physical characteristic, such as a fingerprint, iris, face, voice, or handwriting?
- A. Smart card
 - B. Token
 - C. Biometrics
 - D. Content filtering
55. Which of the following authentication methods is 100 percent accurate?
- A. Smart card
 - B. Fingerprint authentication
 - C. User ID
 - D. None of the above
56. What is spam?
- A. A type of encryption
 - B. A type of content filtering
 - C. A form of unsolicited email
 - D. None of the above
57. What is encryption?
- A. Occurs when an organization uses software that filters content to prevent the transmission of unauthorized information
 - B. Scrambles information into an alternative form that requires a key or password to decrypt the information
 - C. Hardware and/or software that guards a private network by analyzing the information leaving and entering the network
 - D. A form of unsolicited email
58. Which of the following can be completed by encryption?
- A. Switch the order of characters
 - B. Replace characters with other characters
 - C. Use a mathematical formula to convert the information into some sort of code
 - D. All of the above

59. Which of the following does a firewall perform?
- A. Examines each message that wants entrance to the network
 - B. Blocks messages without the correct markings from entering the network
 - C. Detects computers communicating with the Internet without approval
 - D. All of the above
60. Which of the following is a program or device that can monitor data traveling over a network?
- A. Malicious code
 - B. Hoaxes
 - C. Spoofing
 - D. Sniffer
61. What is the most common type of defense within detection and response technologies?
- A. Malicious code
 - B. Token
 - C. User ID
 - D. Antivirus software
62. Who works at the request of the system owners to find system vulnerabilities and plug the holes?
- A. White-hat hackers
 - B. Black-hat hackers
 - C. Hactivists
 - D. Script kiddies
63. Who breaks into other people's computer systems and just looks around or steals and destroys information?
- A. White-hat hacker
 - B. Black-hat hacker
 - C. Hactivists
 - D. Script kiddies
64. Who are hackers with criminal intent?
- A. White-hat hacker
 - B. Black-hat hacker
 - C. Crackers
 - D. Cyberterrorists

65. Who are those who seek to cause harm to people or to destroy critical systems or information and use the Internet as a weapon of mass destruction?
- A. White-hat hacker
 - B. Black-hat hacker
 - C. Crackers
 - D. Cyberterrorists
66. What is a type of virus that spreads itself, not just from file to file, but also from computer to computer?
- A. Computer virus
 - B. Worm
 - C. Denial-of-service attack
 - D. None of the above
67. What floods a website with so many requests for service that it slows down or crashes the site?
- A. Computer virus
 - B. Worm
 - C. Denial-of-service attack
 - D. None of the above
68. What are the principles and standards that guide our behavior toward other people?
- A. Ethics
 - B. Intellectual property
 - C. Copyright
 - D. Fair Use Doctrine
69. What is intangible creative work that is embodied in physical form?
- A. Ethics
 - B. Intellectual property
 - C. Copyright
 - D. Fair Use Doctrine
70. What is the unauthorized use, duplication, distribution, or sale of copyrighted software?
- A. Fair Use Doctrine
 - B. Pirated software
 - C. Counterfeit software
 - D. Privacy

71. Which of the following describes confidentiality?
- A. The assurance that messages and information are available only to those who are authorized to view them
 - B. Policies and procedures that address the ethical use of computers and Internet usage in the business environment
 - C. The right to be left alone when you want to be, to have control over your own personal possessions, and not to be observed without your consent
 - D. The principles and standards that guide our behavior toward other people
72. Which of the following describes privacy?
- A. The assurance that messages and data are available only to those who are authorized to view them
 - B. Policies and procedures that address the ethical use of computers and Internet usage in the business environment
 - C. The right to be left alone when you want to be, to have control over your own personal possessions, and to not be observed without your consent
 - D. The principles and standards that guide our behavior toward other people
73. Which act protects investors by improving the accuracy and reliability of corporate disclosures?
- A. Sarbanes-Oxley Act
 - B. Identity Theft and Assumption Deterrence Act
 - C. CAN-Spam Act
 - D. None of the above
74. What includes the plans for how an organization will build, deploy, use, and share its data, processes, and IT assets?
- A. Enterprise architect
 - B. Information architecture
 - C. Enterprise architecture
 - D. Infrastructure architecture
75. What determines how applications integrate and relate to each other?
- A. Application architecture
 - B. Information architecture
 - C. Enterprise architecture
 - D. Infrastructure architecture
76. What includes the hardware, software, and telecommunications equipment that, when combined, provide the underlying foundation to support the organization's goals?
- A. Application architecture
 - B. Information architecture
 - C. Enterprise architecture
 - D. Infrastructure architecture

77. How frequently should a large organization that deals with large volumes of critical information backup?
- A. Daily
 - B. Weekly
 - C. Bi-Weekly
 - D. Monthly
78. What is a plan for how an organization will recover and restore partially or completely interrupted critical functions within a predetermined time after a disaster or extended disruption?
- A. Disaster recovery plan
 - B. Hot site
 - C. Disaster recovery cost curve
 - D. Business continuity planning
79. What is failover?
- A. An exact copy of a system's information
 - B. The ability to get a system up and running in the event of a system crash or failure and includes restoring the information backup
 - C. A computer system designed that in the event a component fails, a backup component or procedure can immediately take its place with no loss of service
 - D. A backup operational mode in which the functions of a computer component (such as a processor, server, network, or database) is assumed by secondary system components when the primary component becomes unavailable through either failure or scheduled down time
80. What is fault tolerance?
- A. An exact copy of a system's information
 - B. The ability to get a system up and running in the event of a system crash or failure and includes restoring the information backup
 - C. A computer system designed that in the event a component fails, a backup component or procedure can immediately take its place with no loss of service
 - D. A backup operational mode in which the functions of a computer component (such as a processor, server, network, or database) is assumed by secondary system components when the primary component becomes unavailable through either failure or scheduled down time
81. What is a detailed process for recovering information or an IT system in the event of a catastrophic disaster such as a fire or flood?
- A. Cold site
 - B. Hot site
 - C. Disaster recovery cost curve chart
 - D. Disaster recovery plan

82. What refers to how well a system can adapt to increased demands?
- A. Scalability
 - B. Capacity planning
 - C. Reliability
 - D. Availability
83. What is one of the biggest pitfalls associated with real-time information?
- A. It is only available to high-level executives due to the expense
 - B. It is only available in aggregate levels of granularity
 - C. It continually changes
 - D. It rarely changes
84. Why do relational databases use primary keys and foreign keys?
- A. To create a database
 - B. To create physical relationships
 - C. To create logical relationships
 - D. All of the above
85. All of the following are advantages of database-stored information, except:
- A. Increased flexibility
 - B. Increased performance
 - C. Increased information redundancy
 - D. Increased information integrity
86. What are the rules that help ensure the quality of information?
- A. Information integrity
 - B. Integrity constraints
 - C. Relational integrity constraints
 - D. Business-critical integrity constraints
87. What directly accesses a database?
- A. Accounting system users
 - B. DBMS
 - C. Finance system users
 - D. All of the above
88. What is an integration?
- A. Allows separate systems to communicate directly with each other
 - B. Takes information entered into a given system and sends it to the database
 - C. Takes information entered into a given system and sends it to other processes
 - D. Takes information entered into a given system and sends it to the DBMS

89. What is data mining?
- A. The common term for the representation of multidimensional information
 - B. A particular attribute of information
 - C. Uses a variety of techniques to find patterns and relationships in large volumes of information and infer rules from them that predict future behavior and guide decision making
 - D. Process of analyzing data to extract information not offered by the raw data alone
90. What is a network?
- A. Enables the transmission of data over public or private networks
 - B. A communications, data exchange, and resource-sharing system created by linking two or more computers and establishing standards, or protocols, so that they can work together
 - C. Any network without a central file server and in which all computers in the network have access to the public files located on all other workstations
 - D. A computer that is designed to request information from a server
91. What is a telecommunications system?
- A. Enables the transmission of data over public or private networks
 - B. A communications, data exchange, and resource-sharing system created by linking two or more computers and establishing standards, or protocols, so that they can work together
 - C. Any network without a central file server and in which all computers in the network have access to the public files located on all other workstations
 - D. A computer that is designed to request information from a server
92. What is designed to connect a group of computers in close proximity to each other such as in an office building, a school, or a home?
- A. Local area network
 - B. Wide area network
 - C. Metropolitan area network
 - D. Peer-to-peer network
93. What spans a large geographic area, such as a state, province, or country?
- A. Local area network
 - B. Wide area network
 - C. Metropolitan area network
 - D. Peer-to-peer network

94. What is a virtual private network?
- A. Are natural parts of the Earth's environment that can be used as physical paths to carry electrical signals.
 - B. A way to use the public telecommunication infrastructure (e.g., Internet) to provide secure access to an organization's network.
 - C. A private network, provided by a third party, for exchanging information through a high capacity connection.
 - D. Refers to a type of cable composed of four (or more) copper wires twisted around each other within a plastic sheath.
95. What refers to high-speed Internet connections transmitting data at speeds greater than 200 Kbps, compared to the 56 Kbps maximum speed offered by traditional dial-up connections?
- A. Broadband
 - B. Bluetooth
 - C. GIS
 - D. RFID
96. What combines the functions of a cellular phone and a PDA in a single device?
- A. GPS
 - B. RFID
 - C. Smartphone
 - D. VoIP
97. What is the management of systems or processes that convert or transform resources into goods and services?
- A. Operations Management
 - B. Productions Management
 - C. Transformation process
 - D. Production
98. What focuses on long range planning such as plant size, location, and type of process to be used?
- A. Strategic planning
 - B. Tactical planning
 - C. Operational planning and control
 - D. None of the above

99. What does supply chain management involve?
- A. The management of production material flows between and among stages in a supply chain to maximize total supply chain efficiency
 - B. The management of information flows between and among stages in a supply chain to maximize total supply chain costs
 - C. The management of information flows between and among stages in a supply chain to maximize total supply chain effectiveness and profitability
 - D. None of the above
100. What is CRM?
- A. A strategy
 - B. A technology
 - C. Both a technology and a strategy
 - D. Neither a technology nor a strategy
101. What is McDonald's performing when it asks its customers if they would like to super-size their meals?
- A. Campaign management
 - B. Cross-selling
 - C. Up-selling
 - D. Down-selling
102. What is automatic call distribution?
- A. Automatically dials outbound calls and when someone answers, the call is forwarded to an available agent
 - B. Directs customers to use touch-tone phones or keywords to navigate or provide information
 - C. A phone switch routes inbound calls to available agents
 - D. None of the above
103. What is predictive dialing?
- A. Automatically dials outbound calls and when someone answers, the call is forwarded to an available agent
 - B. Directs customers to use touch-tone phones or keywords to navigate or provide information
 - C. A phone switch routes inbound calls to available agents
 - D. None of the above
104. What is the key word in ERP?
- A. Enterprise
 - B. Resource
 - C. Planning
 - D. All of the above

105. What is enterprise resource planning?

- A. The analysis and redesign of workflow within and between enterprises
- B. A standardized set of activities that accomplish a specific task, such as processing a customer's order
- C. Integrates all departments and functions throughout an organization into a single TI system so that employees can make decisions by viewing enterprisewide information on all business operations
- D. Involves managing all aspects of a customer's relationship with an organization to increase customer loyalty and retention and an organization's profitability

106. What is the systems development life cycle?

- A. Involves establishing a high-level plan of the intended project and determining project goals
- B. Involves analyzing end-user business requirements and refining project goals into defined functions and operations of the intended system
- C. Involves describing the desired features and operations of the system
- D. The overall process for developing information systems from planning and analysis through implementation and maintenance

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

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

108. What is an arrangement by which one organization provides a service or services for another organization that chooses not to perform them in-house?

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

109. What is it called when a company uses organizations from developing countries to write code and develop systems?

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

110. Which of the following is the most common function outsourced?

- A. IT
- B. HR
- C. Finance
- D. Marketing/sales

111. What is the application of knowledge, skills, tools, and techniques to project activities to meet project requirements?
- A. Project management
 - B. Project management software
 - C. Scope
 - D. None of the above
112. Which of the following is a question a company should ask when creating a global website?
- A. Will the site require new navigational logic to accommodate cultural preferences?
 - B. Will content be translated?
 - C. Which country will the server be located in to support local user needs?
 - D. All of the above
113. Which of the following industries has technology changed the way business is performed?
- A. Travel
 - B. Education
 - C. Training
 - D. All of the above
114. What is enterprise architecture?
- A. A process improvement approach that contains 22 process areas created by a group from government, industry, and Carnegie Mellon's Software Engineering Institute.
 - B. Key for evaluating internal controls such as human resources, logistics, information technology, risk, legal, marketing and sales, operations, financial functions, procurement, and reporting
 - C. Includes the plans for how an organization will build, deploy, use, and share its data, processes, and IT assets.
 - D. None of the above
115. Managing global enterprise architectures is a key global IT challenge for the 21st century. What is included in the term global enterprise architectures?
- A. Internet, intranet, economics, and politics
 - B. Internet, intranet, extranet, and other telecommunication networks
 - C. Internet, extranet, regulatory, and compliance
 - D. All of the above
116. What is deperimeterization?
- A. Occurs when an organization moves employees outside its network
 - B. Occurs when an organization moves partners and suppliers outside its firewall
 - C. Occurs when an organization moves partners and suppliers outside its network
 - D. Occurs when an organization moves employees outside its firewall

117. What are transborder data flows?

- A. Occurs when an organization moves partners and suppliers outside its firewall
- B. Occurs when business data flows across international boundaries over the telecommunications networks for global information systems
- C. Occurs when an organization moves employees outside its firewall
- D. Occurs when business data flows through separate company business systems over the telecommunications networks for internal information processing

118. What concerns the legal right or general expectation of individuals, groups, or institutions to determine for themselves when and to what extent information about them is communicated to others?

- A. Transborder data flows
- B. Deperimeterization
- C. Information privacy
- D. Information security

119. Which of the following is true in regards to the United States?

- A. Information privacy is not highly legislated nor regulated
- B. Information privacy is highly legislated and regulated
- C. Information privacy is highly legislated, but not regulated
- D. All of the above depending on the type of information

120. Which act protects health insurance information?

- A. HIPAA
- B. COPPA
- C. CIPPA
- D. All of the above

Practice Test **Key**

The actual course exam will be 50 questions extracted from the 120 questions that you see here.

1. What is a general name for the business function and academic discipline covering the application of people, technologies, and procedures to solve business problems?
 - A. Information technology
 - B. Management information systems**
 - C. Data
 - D. Information

This is the definition of management information systems.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #4
Learning Outcome: 1.3
Level: Easy
Taxonomy: Knowledge & Understanding

2. What can IT enable an organization to accomplish?
 - A. Reduce costs
 - B. Improve productivity
 - C. Generate growth
 - D. All of the above**

IT can enable an organization to accomplish all of the above as displayed in the figure Business Benefits and Information Technology Project Goals.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #8
Learning Outcome: 1.2
Level: Medium
Taxonomy: Knowledge & Understanding

3. What must an individual anticipating a successful career in business, whether it is in accounting, finance, human resources, or operations management, understand?
- A. Information technology basics
 - B. Roles and responsibilities in information technology
 - C. Measuring information technology's success
 - D. All of the above**

All of the above are critical for understanding when entering into business.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #10
Learning Outcome: 1.2
Level: Medium
Taxonomy: Knowledge & Understanding

4. Which of the following displays the order of how business intelligence is acquired?
- A. Data, information, business intelligence**
 - B. Information, data, business intelligence
 - C. Excel, information, business intelligence
 - D. Impossible to determine without understanding the tool being used, such as a Pivot table

Data turns into information, which turns into business intelligence as displayed in the Excel figures in the text.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #12
Learning Outcome: 1.2
Level: Hard
Taxonomy: Knowledge & Understanding

5. Which of the following represents the relationship between functional areas in a business?
- A. Independent
 - B. Autonomous
 - C. Interdependent**
 - D. Self-sufficient

Functional areas are interdependent.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #13
Learning Outcome: 1.1
Level: Easy
Taxonomy: Knowledge & Understanding

6. Which of the following statements is true?
- A. IT equals business success
 - B. IT equals business innovation
 - C. IT represents business success and innovation
 - D.** IT enables business success and innovation

IT is an important enabler of business success and innovation.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #14
Learning Outcome: 1.2
Level: Easy
Taxonomy: Knowledge & Understanding

7. What are raw facts that describe the characteristics of an event?
- A. Information
 - B. Information technology
 - C.** Data
 - D. Business intelligence

This is the definition of data.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #17
Learning Outcome: 1.3
Level: Easy
Taxonomy: Knowledge & Understanding

8. What refers to applications and technologies that are used to gather, provide access to, and analyze data and information to support decision-making efforts?
- A. Data
 - B. Information
 - C. Information technology
 - D.** Business intelligence

This is the definition of business intelligence.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #18
Learning Outcome: 1.2
Level: Easy
Taxonomy: Knowledge & Understanding

9. What is data that has been converted into meaningful and useful context?

- A. Information
- B. Information technology
- C. Information systems
- D. All of the above

This is the definition of information.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #21
Learning Outcome: 1.3
Level: Easy
Taxonomy: Knowledge & Understanding

10. Which of the following is considered information?

- A. Quantity sold
- B. Date sold
- C. Best selling item by month
- D. All of the above

Best selling item by month is information.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #22
Learning Outcome: 1.3
Level: Medium
Taxonomy: Knowledge & Understanding

11. Which information culture encourages employees across departments to be open to new insights about crisis and radical changes and seek ways to create competitive advantages?

- A. Information-functional culture
- B. Information-sharing culture
- C. Information-inquiring culture
- D. Information-discovery culture

An information-discovery culture will allow an organization to get products to market quickly and easily see a 360-degree view of its entire organization.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #25
Learning Outcome: 1.3
Level: Easy
Taxonomy: Knowledge & Understanding

12. What is a competitive advantage?
- A. A product that an organization's customers place a lesser value on than similar offerings from a competitor
 - B. A product or service that an organization's customers value more highly than similar offerings from a supplier
 - C. A service that an organization's customers place a lesser value on than similar offerings from a supplier
 - D.** A product or service that an organization's customers place a greater value on than similar offerings from a competitor

This is the definition of competitive advantage.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #31
Learning Outcome: 1.6
Level: Easy
Taxonomy: Knowledge & Understanding

13. What does the Five Forces Model help determine the relative attractiveness of?
- A. An organization
 - B. A company
 - C.** An industry
 - D. An investment

This is the definition of Porter's Five Forces Model.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #36
Learning Outcome: 1.7
Level: Easy
Taxonomy: Knowledge & Understanding

14. Which of the following is not one of Porter's Five Forces?
- A. Buyer power
 - B. Supplier power
 - C.** Threat of substitute buyers
 - D. Rivalry among existing competitors

The answer should be the threat of substitute products or services, not substitute buyers.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #37
Learning Outcome: 1.7
Level: Medium
Taxonomy: Knowledge & Understanding

15. What is an entry barrier?
- A. A product feature that customers have come to expect from organizations in a particular industry and must be offered by an entering organization to compete and survive
 - B. A service feature that customers have come to expect from organizations in a particular industry and must be offered by an entering organization to compete and survive
 - C.** A product or service feature that customers have come to expect from organizations in a particular industry and must be offered by an entering organization to compete and survive
 - D. A product or service feature that customers no longer expect from organizations in a particular industry and do not need to be offered by an entering organization to compete and survive

This is the definition of entry barrier.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #46
Learning Outcome: 1.7
Level: Medium
Taxonomy: Knowledge & Understanding

16. Which approach views an organization as a series of process, each of which adds value to the product or service for each customer?
- A. Low cost strategy
 - B. Business process
 - C.** Value chain
 - D. First-mover advantage

This is the definition of value chain.

AACSB: Use of Information Technology
Baltzan - Chapter 01 #53
Learning Outcome: 1.9
Level: Easy
Taxonomy: Knowledge & Understanding

17. How do decision-making information systems work?
- A. By building models out of organizational information to lend insight into important business issues and opportunities
 - B. By building models out of transactional information only to lend insight into important business issues and opportunities
 - C. By building models out of analytical information only to lend insight into important business issues and opportunities
 - D. None of the above

Decision-making information systems work by building models out of organizational information to lend insight into important business issues and opportunities.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #4
Learning Outcome: 2.1
Level: Medium
Taxonomy: Knowledge & Understanding

18. Which of the following is a not a type of organizational information system?
- A. Executive information system
 - B. Decisions support system
 - C. Analysis processing system
 - D. Transactional processing system

Analysis processing system is not a type of organizational IS.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #5
Learning Outcome: 2.2
Level: Medium
Taxonomy: Knowledge & Understanding

19. What can a model accomplish?
- A. Calculate risks
 - B. Understand uncertainty
 - C. Manipulate time
 - D. All of the above

A model can do all of the above.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #6
Learning Outcome: 2.2
Level: Medium
Taxonomy: Knowledge & Understanding

20. What is drill-down capability?
- A. Involves the aggregation of information and features simple roll-ups to complex groupings of interrelated information.
 - B. The ability to look at information from different perspectives.
 - C.** Enables users to get details, and details of details, of information.
 - D. Finds the inputs necessary to achieve a goal such as a desired level of output.

This is the definition of drill-down.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #11
Learning Outcome: 2.2
Level: Easy
Taxonomy: Knowledge & Understanding

21. Which of the following is the most commonly used form of AI in the business arena?
- A. Intelligent system
 - B. Artificial intelligence
 - C.** Expert system
 - D. Neural network

Expert systems are the most common.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #16
Learning Outcome: 2.5
Level: Medium
Taxonomy: Knowledge & Understanding

22. Which of the following should a business follow for success?
- A. Technology choices should drive business processes
 - B.** Business processes should drive technology choices
 - C. Technology choices should drive business strategies and goals
 - D. All of the above depending on the industry

Business processes should drive technology choices.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #36
Learning Outcome: 2.5
Level: Medium
Taxonomy: Knowledge & Understanding

23. Which of the following is an example of a business process?

- A. Ordering clothes from mail-order companies
- B. Developing new products
- C. Building a new home
- D.** All of the above

All of the above are examples of business processes.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #38
Learning Outcome: 2.5
Level: Easy
Taxonomy: Knowledge & Understanding

24. What encompasses all of the information contained within a single business process or unit of work and its primary purpose is to support the performing of daily operational tasks?

- A.** Transactional information
- B. Analytical information
- C. Timeliness
- D. Quality

This is the definition of transactional information.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #42
Learning Outcome: 2.1
Level: Easy
Taxonomy: Knowledge & Understanding

25. Which of the following is an example of transactional information?

- A. Trend projection
- B. Sales projection
- C.** Purchasing stock
- D. All of the above

Purchasing stock is an example of transactional information.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #45
Learning Outcome: 2.1
Level: Medium
Taxonomy: Knowledge & Understanding

26. Which of the following is an example of analytical information?

- A. Trend projection
- B. Sales projection
- C. Product statistics
- D. All of the above**

All of the above are examples of analytical information.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #46
Learning Outcome: 2.1
Level: Medium
Taxonomy: Knowledge & Understanding

27. What is a business process?

- A. The analysis and redesign of workflow within and between enterprises
- B. A standardized set of activities that accomplish a specific task, such as processing a customer's order**
- C. Integrates all departments and functions throughout an organization into a single TI system so that employees can make decisions by viewing enterprise wide information on all business operations
- D. None of the above

This is the definition of business process.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #47
Learning Outcome: 2.6
Level: Easy
Taxonomy: Knowledge & Understanding

28. What is the activity of creating a detailed flow chart or process map of a work process showing its inputs, tasks, and activities, in a structured sequence?

- A. Business process modeling**
- B. Business process model
- C. Business process management
- D. Business process reengineering

This is the definition of business process modeling.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #60
Learning Outcome: 2.9
Level: Easy
Taxonomy: Knowledge & Understanding

29. What is a graphic description of a process, showing the sequence of process tasks, which is developed for a specific purpose and from a selected viewpoint?
- A. Business process modeling
 - B. Business process model**
 - C. Business process management
 - D. Business process reengineering

This is the definition of business process model.

AACSB: Use of Information Technology
Baltzan - Chapter 02 #61
Learning Outcome: 2.9
Level: Easy
Taxonomy: Knowledge & Understanding

30. What is a global public network of computer networks that pass information from one to another using common computer protocols?
- A. Protocol
 - B. Internet**
 - C. World Wide Web
 - D. Hypertext transport protocol

This is the definition of the Internet.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #6
Learning Outcome: 3.2
Level: Easy
Taxonomy: Knowledge & Understanding

31. What is a global hypertext system that uses the Internet as its transport mechanism?
- A. Protocol
 - B. Internet
 - C. World Wide Web**
 - D. Hypertext transport protocol

This is the definition of the WWW.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #7
Learning Outcome: 3.3
Level: Easy
Taxonomy: Knowledge & Understanding

32. What are the standards that specify the format of data as well as the rules to be followed during transmission?

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

This is the definition of protocol.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #8
Learning Outcome: 3.3
Level: Easy
Taxonomy: Knowledge & Understanding

33. What is the digital divide?

- A. A global public network of computer networks that pass information from one to another using common computer protocols
- B. Refers to the depth and breadth of information transferred between customers and businesses
- C. Refers to the number of people a business can communicate with, on a global basis
- D. Occurs when those with access to technology have great advantages over those without access to technology

This is the definition of digital divide.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #13
Learning Outcome: 3.3
Level: Easy
Taxonomy: Knowledge & Understanding

34. What is a business that operates on the Internet only without a physical store?

- A. Pure play
- B. Intermediaries
- C. Content provider
- D. Reintermediation

This is the definition of pure play.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #24
Learning Outcome: 3.6
Level: Easy
Taxonomy: Knowledge & Understanding

35. What are companies that use the Internet to distribute copyrighted content, including news, music, games, books, movies, and many other types of information?
- A. Pure plays
 - B. Intermediaries
 - C. Content providers**
 - D. Reintermediation

This is the definition of content provider.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #26
Learning Outcome: 3.6
Level: Easy
Taxonomy: Knowledge & Understanding

36. What allows subscribers to connect to a server at designated hotspots or access points using a wireless connection?
- A. Internet service provider (ISP)
 - B. Online service provider (OSP)
 - C. Application service provider (ASP)
 - D. Wireless Internet service provider (WISP)**

This is the definition of WISP.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #35
Learning Outcome: 3.5
Level: Easy
Taxonomy: Knowledge & Understanding

37. What is a company that offers an organization access over the Internet to systems and related services that would otherwise have to be located in personal or organizational computers?
- A. Internet service provider (ISP)
 - B. Online service provider (OSP)
 - C. Application service provider (ASP)**
 - D. Wireless Internet service provider (WISP)

This is the definition of ASP.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #36
Learning Outcome: 3.5
Level: Easy
Taxonomy: Knowledge & Understanding

38. What defines the specific responsibilities of the service provider and sets the customer expectations?
- A.** Service level agreement
 - B. Spamdexing
 - C. Real simple syndication
 - D. Eprocurement

This is the definition of service level agreement.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #37
Learning Outcome: 3.5
Level: Easy
Taxonomy: Knowledge & Understanding

39. What is a pop-up ad?
- A.** A small web page containing an advertisement that appears on the web page outside of the current website loaded in the web browser
 - B. A form of ad that users do not see until they close the current web browser screen
 - C. Allows businesses to generate commissions or royalties from an Internet site
 - D. Provides products that are specific to trading partners in a given industry

This is the definition of pop-up ad.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #38
Learning Outcome: 3.7
Level: Easy
Taxonomy: Knowledge & Understanding

40. What is a website in which items are posted on a regular basis and displayed in reverse chronological order?
- A. RSS
 - B. Podcasting
 - C. SEO
 - D.** Blog

This is the definition of blog.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #44
Learning Outcome: 3.7
Level: Easy
Taxonomy: Knowledge & Understanding

41. What is the distribution of audio or video files over the Internet to play on mobile devices and personal computers?

- A. RSS
- B. Podcasting**
- C. SEO
- D. Blog

This is the definition of podcasting.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #46
Learning Outcome: 3.7
Level: Easy
Taxonomy: Knowledge & Understanding

42. What is a set of methods aimed at improving the ranking of a website in search engine listings?

- A. RSS
- B. Podcasting
- C. SEO**
- D. Blog

This is the definition of search engine optimization.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #47
Learning Outcome: 3.7
Level: Easy
Taxonomy: Knowledge & Understanding

43. What is mass customization?

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

This is the definition of mass customization.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #51
Learning Outcome: 3.7
Level: Easy
Taxonomy: Knowledge & Understanding

44. Which of the following is not an ebusiness security technology?

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

SEO is search engine optimization and is not an ebusiness security technology.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #61
Learning Outcome: 3.7
Level: Medium
Taxonomy: Knowledge & Understanding

45. What is a count of the number of people who visit one site and click on an advertisement that takes them to the site of the advertiser?

- A. Interactivity
- B. Clickstream data
- C. Mobile commerce
- D. Click-through**

This is the definition of click-through.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #62
Learning Outcome: 3.8
Level: Easy
Taxonomy: Knowledge & Understanding

46. What is the ability to purchase goods and services through a wireless Internet-enabled device?

- A. Interactivity
- B. Clickstream data
- C. Mobile commerce**
- D. Click-through

This is the definition of mobile commerce.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #65
Learning Outcome: 3.10
Level: Easy
Taxonomy: Knowledge & Understanding

47. What is the buying and selling of goods and services over the Internet?
- A. Ebusiness
 - B. Ecommerce**
 - C. Emarket
 - D. Email

This is the definition of ecommerce.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #69
Learning Outcome: 3.6
Level: Easy
Taxonomy: Knowledge & Understanding

48. What is the conducting of business on the Internet, not only buying and selling, but also serving customers and collaborating with business partners?
- A. Ebusiness**
 - B. Ecommerce
 - C. Emarket
 - D. Email

This is the definition of ebusiness.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #70
Learning Outcome: 3.6
Level: Easy
Taxonomy: Knowledge & Understanding

49. Which of the following are the primary challenges to ebusiness models?
- A. Providing security
 - B. Adhering to taxation rules
 - C. Protecting customers
 - D. All of the above**

All of the above are challenges to the ebusiness models.

AACSB: Use of Information Technology
Baltzan - Chapter 03 #77
Learning Outcome: 3.6
Level: Medium
Taxonomy: Knowledge & Understanding

50. What is the recommended way to implement information security lines of defense?

- A.** People first, technology second
- B. Technology first, people second
- C. None of the above
- D. All of the above

An organization should implement information security lines of defense through people first and technology second.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #1
Learning Outcome: 4.6
Level: Easy
Taxonomy: Knowledge & Understanding

51. What identifies the rules required to maintain information security?

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

This is the definition of information security policies.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #3
Learning Outcome: 4.6
Level: Easy
Taxonomy: Knowledge & Understanding

52. What is social engineering?

- A.** Using one's social skills to trick people into revealing access credentials or other information valuable to the attacker
- B. Legitimate users who purposely or accidentally misuse their access to the environment and cause some kind of business-affecting incident
- C. Small electronic devices that change user passwords automatically
- D. A method for confirming user's identities

This is the definition of social engineering.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #5
Learning Outcome: 4.7
Level: Easy
Taxonomy: Knowledge & Understanding

53. What is a method for confirming users' identities?

- A. Authentication
- B. Prevention
- C. Detection
- D. Response

This is the definition of authentication.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #8
Learning Outcome: 4.8
Level: Easy
Taxonomy: Knowledge & Understanding

54. What is the identification of a user based on a physical characteristic, such as a fingerprint, iris, face, voice, or handwriting?

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

This is the definition of biometrics.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #11
Learning Outcome: 4.8
Level: Easy
Taxonomy: Knowledge & Understanding

55. Which of the following authentication methods is 100 percent accurate?

- A. Smart card
- B. Fingerprint authentication
- C. User ID
- D. None of the above

None of the above authentication methods are 100 percent accurate.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #14
Learning Outcome: 4.8
Level: Medium
Taxonomy: Knowledge & Understanding

56. What is spam?
- A. A type of encryption
 - B. A type of content filtering
 - C.** A form of unsolicited email
 - D. None of the above

This is the definition of spam.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #17
Learning Outcome: 4.8
Level: Easy
Taxonomy: Knowledge & Understanding

57. What is encryption?
- A. Occurs when an organization uses software that filters content to prevent the transmission of unauthorized information
 - B.** Scrambles information into an alternative form that requires a key or password to decrypt the information
 - C. Hardware and/or software that guards a private network by analyzing the information leaving and entering the network
 - D. A form of unsolicited email

This is the definition of encryption.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #18
Learning Outcome: 4.8
Level: Easy
Taxonomy: Knowledge & Understanding

58. Which of the following can be completed by encryption?
- A. Switch the order of characters
 - B. Replace characters with other characters
 - C. Use a mathematical formula to convert the information into some sort of code
 - D.** All of the above

All of the above can be completed by encryption.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #19
Learning Outcome: 4.8
Level: Easy
Taxonomy: Knowledge & Understanding

59. Which of the following does a firewall perform?
- A. Examines each message that wants entrance to the network
 - B. Blocks messages without the correct markings from entering the network
 - C. Detects computers communicating with the Internet without approval
 - D.** All of the above

A firewall can perform all of the above.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #21
Learning Outcome: 4.8
Level: Medium
Taxonomy: Knowledge & Understanding

60. Which of the following is a program or device that can monitor data traveling over a network?
- A. Malicious code
 - B. Hoaxes
 - C. Spoofing
 - D.** Sniffer

This is the definition of sniffer.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #24
Learning Outcome: 4.9
Level: Easy
Taxonomy: Knowledge & Understanding

61. What is the most common type of defense within detection and response technologies?
- A. Malicious code
 - B. Token
 - C. User ID
 - D.** Antivirus software

Antivirus software is the most common type of defense within detection and response technologies.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #26
Learning Outcome: 4.9
Level: Medium
Taxonomy: Knowledge & Understanding

62. Who works at the request of the system owners to find system vulnerabilities and plug the holes?
- A. White-hat hackers
 - B. Black-hat hackers
 - C. Hactivists
 - D. Script kiddies

This is the definition of white-hat hackers.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #27
Learning Outcome: 4.9
Level: Easy
Taxonomy: Knowledge & Understanding

63. Who breaks into other people's computer systems and just looks around or steals and destroys information?
- A. White-hat hacker
 - B. Black-hat hacker
 - C. Hactivists
 - D. Script kiddies

This is the definition of black-hat hackers.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #28
Learning Outcome: 4.9
Level: Easy
Taxonomy: Knowledge & Understanding

64. Who are hackers with criminal intent?
- A. White-hat hacker
 - B. Black-hat hacker
 - C. Crackers
 - D. Cyberterrorists

This is the definition of crackers.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #30
Learning Outcome: 4.9
Level: Easy
Taxonomy: Knowledge & Understanding

65. Who are those who seek to cause harm to people or to destroy critical systems or information and use the Internet as a weapon of mass destruction?
- A. White-hat hacker
 - B. Black-hat hacker
 - C. Crackers
 - D. Cyberterrorists**

This is the definition of cyberterrorists.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #31
Learning Outcome: 4.9
Level: Easy
Taxonomy: Knowledge & Understanding

66. What is a type of virus that spreads itself, not just from file to file, but also from computer to computer?
- A. Computer virus
 - B. Worm**
 - C. Denial-of-service attack
 - D. None of the above

This is the definition of worm.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #32
Learning Outcome: 4.9
Level: Easy
Taxonomy: Knowledge & Understanding

67. What floods a website with so many requests for service that it slows down or crashes the site?
- A. Computer virus
 - B. Worm
 - C. Denial-of-service attack**
 - D. None of the above

This is the definition of denial-of-service attack.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #33
Learning Outcome: 4.9
Level: Easy
Taxonomy: Knowledge & Understanding

68. What are the principles and standards that guide our behavior toward other people?

- A.** Ethics
- B. Intellectual property
- C. Copyright
- D. Fair Use Doctrine

This is the definition of ethics.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #36
Learning Outcome: 4.1
Level: Easy
Taxonomy: Knowledge & Understanding

69. What is intangible creative work that is embodied in physical form?

- A. Ethics
- B.** Intellectual property
- C. Copyright
- D. Fair Use Doctrine

This is the definition of intellectual property.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #37
Learning Outcome: 4.1
Level: Medium
Taxonomy: Knowledge & Understanding

70. What is the unauthorized use, duplication, distribution, or sale of copyrighted software?

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

This is the definition of pirated software.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #42
Learning Outcome: 4.1
Level: Easy
Taxonomy: Knowledge & Understanding

71. Which of the following describes confidentiality?

- A. The assurance that messages and information are available only to those who are authorized to view them
- B. Policies and procedures that address the ethical use of computers and Internet usage in the business environment
- C. The right to be left alone when you want to be, to have control over your own personal possessions, and not to be observed without your consent
- D. The principles and standards that guide our behavior toward other people

This is the definition of confidentiality.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #45
Learning Outcome: 4.1
Level: Easy
Taxonomy: Knowledge & Understanding

72. Which of the following describes privacy?

- A. The assurance that messages and data are available only to those who are authorized to view them
- B. Policies and procedures that address the ethical use of computers and Internet usage in the business environment
- C. The right to be left alone when you want to be, to have control over your own personal possessions, and to not be observed without your consent
- D. The principles and standards that guide our behavior toward other people

This is the definition of privacy.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #44
Learning Outcome: 4.1
Level: Easy
Taxonomy: Knowledge & Understanding

73. Which act protects investors by improving the accuracy and reliability of corporate disclosures?

- A. Sarbanes-Oxley Act
- B. Identity Theft and Assumption Deterrence Act
- C. CAN-Spam Act
- D. None of the above

Sarbanes-Oxley Act protects investors by improving the accuracy and reliability of corporate disclosures.

AACSB: Use of Information Technology
Baltzan - Chapter 04 #55
Learning Outcome: 4.1
Level: Hard
Taxonomy: Knowledge & Understanding

74. What includes the plans for how an organization will build, deploy, use, and share its data, processes, and IT assets?
- A. Enterprise architect
 - B. Information architecture
 - C. Enterprise architecture**
 - D. Infrastructure architecture

This is the definition of enterprise architecture.

AACSB: Use of Information Technology
Baltzan - Chapter 05 #1
Learning Outcome: 5.1
Level: Easy
Taxonomy: Knowledge & Understanding

75. What determines how applications integrate and relate to each other?
- A. Application architecture**
 - B. Information architecture
 - C. Enterprise architecture
 - D. Infrastructure architecture

This is the definition of application architecture.

AACSB: Use of Information Technology
Baltzan - Chapter 05 #7
Learning Outcome: 5.1
Level: Easy
Taxonomy: Knowledge & Understanding

76. What includes the hardware, software, and telecommunications equipment that, when combined, provide the underlying foundation to support the organization's goals?
- A. Application architecture
 - B. Information architecture
 - C. Enterprise architecture
 - D. Infrastructure architecture**

This is the definition of infrastructure architecture.

AACSB: Use of Information Technology
Baltzan - Chapter 05 #8
Learning Outcome: 5.1
Level: Easy
Taxonomy: Knowledge & Understanding

77. How frequently should a large organization that deals with large volumes of critical information backup?

- A.** Daily
- B. Weekly
- C. Bi-Weekly
- D. Monthly

If the organization deals with large volumes of critical information, it will require daily backups, perhaps even hourly backups.

AACSB: Use of Information Technology
Baltzan - Chapter 05 #15
Learning Outcome: 5.2
Level: Easy
Taxonomy: Knowledge & Understanding

78. What is a plan for how an organization will recover and restore partially or completely interrupted critical functions within a predetermined time after a disaster or extended disruption?

- A. Disaster recovery plan
- B. Hot site
- C. Disaster recovery cost curve
- D.** Business continuity planning

This is the definition of business continuity planning.

AACSB: Use of Information Technology
Baltzan - Chapter 05 #17
Learning Outcome: 5.2
Level: Easy
Taxonomy: Knowledge & Understanding

79. What is failover?

- A. An exact copy of a system's information
- B. The ability to get a system up and running in the event of a system crash or failure and includes restoring the information backup
- C. A computer system designed that in the event a component fails, a backup component or procedure can immediately take its place with no loss of service
- D.** A backup operational mode in which the functions of a computer component (such as a processor, server, network, or database) is assumed by secondary system components when the primary component becomes unavailable through either failure or scheduled down time

This is the definition of failover.

AACSB: Use of Information Technology
Baltzan - Chapter 05 #20
Learning Outcome: 5.2
Level: Easy
Taxonomy: Knowledge & Understanding

80. What is fault tolerance?
- A. An exact copy of a system's information
 - B. The ability to get a system up and running in the event of a system crash or failure and includes restoring the information backup
 - C.** A computer system designed that in the event a component fails, a backup component or procedure can immediately take its place with no loss of service
 - D. A backup operational mode in which the functions of a computer component (such as a processor, server, network, or database) is assumed by secondary system components when the primary component becomes unavailable through either failure or scheduled down time

This is the definition of fault tolerance.

AACSB: Use of Information Technology
Baltzan - Chapter 05 #22
Learning Outcome: 5.2
Level: Easy
Taxonomy: Knowledge & Understanding

81. What is a detailed process for recovering information or an IT system in the event of a catastrophic disaster such as a fire or flood?
- A. Cold site
 - B. Hot site
 - C. Disaster recovery cost curve chart
 - D.** Disaster recovery plan

This is the definition of disaster recovery plan.

AACSB: Use of Information Technology
Baltzan - Chapter 05 #24
Learning Outcome: 5.2
Level: Easy
Taxonomy: Knowledge & Understanding

82. What refers to how well a system can adapt to increased demands?
- A.** Scalability
 - B. Capacity planning
 - C. Reliability
 - D. Availability

This is the definition of scalability.

AACSB: Use of Information Technology
Baltzan - Chapter 05 #25
Learning Outcome: 5.3
Level: Easy
Taxonomy: Knowledge & Understanding

83. What is one of the biggest pitfalls associated with real-time information?
- A. It is only available to high-level executives due to the expense
 - B. It is only available in aggregate levels of granularity
 - C. It continually changes
 - D. It rarely changes

Information continually changes and this can cause issues with real-time information.

AACSB: Use of Information Technology
Baltzan - Chapter 06 #10
Learning Outcome: 6.3
Level: Medium
Taxonomy: Knowledge & Understanding

84. Why do relational databases use primary keys and foreign keys?
- A. To create a database
 - B. To create physical relationships
 - C. To create logical relationships
 - D. All of the above

Keys are used to create logical relationships.

AACSB: Use of Information Technology
Baltzan - Chapter 06 #21
Learning Outcome: 6.3
Level: Medium
Taxonomy: Knowledge & Understanding

85. All of the following are advantages of database-stored information, except:
- A. Increased flexibility
 - B. Increased performance
 - C. Increased information redundancy
 - D. Increased information integrity

Database-stored information reduces information redundancy.

AACSB: Use of Information Technology
Baltzan - Chapter 06 #24
Learning Outcome: 6.3
Level: Medium
Taxonomy: Knowledge & Understanding

86. What are the rules that help ensure the quality of information?
- A. Information integrity
 - B. Integrity constraints**
 - C. Relational integrity constraints
 - D. Business-critical integrity constraints

This is the definition of integrity constraints.

AACSB: Use of Information Technology
Baltzan - Chapter 06 #33
Learning Outcome: 6.6
Level: Easy
Taxonomy: Knowledge & Understanding

87. What directly accesses a database?
- A. Accounting system users
 - B. DBMS**
 - C. Finance system users
 - D. All of the above

Only the DBMS can directly access a database, users access the DBMS based on the figure in the text.

AACSB: Use of Information Technology
Baltzan - Chapter 06 #39
Learning Outcome: 6.4
Level: Hard
Taxonomy: Knowledge & Understanding

88. What is an integration?
- A. Allows separate systems to communicate directly with each other**
 - B. Takes information entered into a given system and sends it to the database
 - C. Takes information entered into a given system and sends it to other processes
 - D. Takes information entered into a given system and sends it to the DBMS

This is the definition of integration.

AACSB: Use of Information Technology
Baltzan - Chapter 06 #45
Learning Outcome: 6.5
Level: Easy
Taxonomy: Knowledge & Understanding

89. What is data mining?
- A. The common term for the representation of multidimensional information
 - B. A particular attribute of information
 - C. Uses a variety of techniques to find patterns and relationships in large volumes of information and infer rules from them that predict future behavior and guide decision making
 - D. Process of analyzing data to extract information not offered by the raw data alone**

Data mining is the process of analyzing data to extract information not offered by the raw data alone.

AACSB: Use of Information Technology
Baltzan - Chapter 06 #50
Learning Outcome: 6.9
Level: Medium
Taxonomy: Knowledge & Understanding

90. What is a network?
- A. Enables the transmission of data over public or private networks
 - B. A communications, data exchange, and resource-sharing system created by linking two or more computers and establishing standards, or protocols, so that they can work together**
 - C. Any network without a central file server and in which all computers in the network have access to the public files located on all other workstations
 - D. A computer that is designed to request information from a server

This is the definition of network.

AACSB: Use of Information Technology
Baltzan - Chapter 07 #2
Learning Outcome: 7.1
Level: Easy
Taxonomy: Knowledge & Understanding

91. What is a telecommunications system?
- A. Enables the transmission of data over public or private networks**
 - B. A communications, data exchange, and resource-sharing system created by linking two or more computers and establishing standards, or protocols, so that they can work together
 - C. Any network without a central file server and in which all computers in the network have access to the public files located on all other workstations
 - D. A computer that is designed to request information from a server

This is the definition of a telecommunications system.

AACSB: Use of Information Technology
Baltzan - Chapter 07 #1
Learning Outcome: 7.1
Level: Easy
Taxonomy: Knowledge & Understanding

92. What is designed to connect a group of computers in close proximity to each other such as in an office building, a school, or a home?

- A.** Local area network
- B. Wide area network
- C. Metropolitan area network
- D. Peer-to-peer network

This is the definition of LAN.

AACSB: Use of Information Technology
Baltzan - Chapter 07 #3
Learning Outcome: 7.1
Level: Easy
Taxonomy: Knowledge & Understanding

93. What spans a large geographic area, such as a state, province, or country?

- A. Local area network
- B.** Wide area network
- C. Metropolitan area network
- D. Peer-to-peer network

This is the definition of WAN.

AACSB: Use of Information Technology
Baltzan - Chapter 07 #4
Learning Outcome: 7.1
Level: Easy
Taxonomy: Knowledge & Understanding

94. What is a virtual private network?

- A. Are natural parts of the Earth's environment that can be used as physical paths to carry electrical signals.
- B.** A way to use the public telecommunication infrastructure (e.g., Internet) to provide secure access to an organization's network.
- C. A private network, provided by a third party, for exchanging information through a high capacity connection.
- D. Refers to a type of cable composed of four (or more) copper wires twisted around each other within a plastic sheath.

This is the definition of VPN.

AACSB: Use of Information Technology
Baltzan - Chapter 07 #11
Learning Outcome: 7.3
Level: Easy
Taxonomy: Knowledge & Understanding

95. What refers to high-speed Internet connections transmitting data at speeds greater than 200 Kbps, compared to the 56 Kbps maximum speed offered by traditional dial-up connections?

- A. Broadband
- B. Bluetooth
- C. GIS
- D. RFID

This is the definition of broadband.

AACSB: Use of Information Technology
Baltzan - Chapter 07 #19
Learning Outcome: 7.4
Level: Easy
Taxonomy: Knowledge & Understanding

96. What combines the functions of a cellular phone and a PDA in a single device?

- A. GPS
- B. RFID
- C. Smartphone
- D. VoIP

This is the definition of a Smartphone.

AACSB: Use of Information Technology
Baltzan - Chapter 07 #20
Learning Outcome: 7.5
Level: Easy
Taxonomy: Knowledge & Understanding

97. What is the management of systems or processes that convert or transform resources into goods and services?

- A. Operations Management
- B. Productions Management
- C. Transformation process
- D. Production

This is the definition of operations management.

AACSB: Use of Information Technology
Baltzan - Chapter 08 #7
Learning Outcome: 8.1
Level: Easy
Taxonomy: Knowledge & Understanding

98. What focuses on long range planning such as plant size, location, and type of process to be used?
- A. Strategic planning
 - B. Tactical planning
 - C. Operational planning and control
 - D. None of the above

This is the definition of strategic planning.

AACSB: Use of Information Technology
Baltzan - Chapter 08 #24
Learning Outcome: 8.3
Level: Easy
Taxonomy: Knowledge & Understanding

99. What does supply chain management involve?
- A. The management of production material flows between and among stages in a supply chain to maximize total supply chain efficiency
 - B. The management of information flows between and among stages in a supply chain to maximize total supply chain costs
 - C. The management of information flows between and among stages in a supply chain to maximize total supply chain effectiveness and profitability
 - D. None of the above

This is the definition of SCM.

AACSB: Use of Information Technology
Baltzan - Chapter 08 #34
Learning Outcome: 8.5
Level: Easy
Taxonomy: Knowledge & Understanding

100. What is CRM?
- A. A strategy
 - B. A technology
 - C. Both a technology and a strategy
 - D. Neither a technology nor a strategy

CRM is not just a technology, but a strategy that an organization must embrace on an enterprise level.

AACSB: Use of Information Technology
Baltzan - Chapter 09 #12
Learning Outcome: 9.1
Level: Easy
Taxonomy: Knowledge & Understanding

101. What is McDonald's performing when it asks its customers if they would like to super-size their meals?
- A. Campaign management
 - B. Cross-selling
 - C. Up-selling**
 - D. Down-selling

Up-selling is increasing the value of the sale.

AACSB: Use of Information Technology
Baltzan - Chapter 09 #43
Learning Outcome: 9.4
Level: Easy
Taxonomy: Knowledge & Understanding

102. What is automatic call distribution?
- A. Automatically dials outbound calls and when someone answers, the call is forwarded to an available agent
 - B. Directs customers to use touch-tone phones or keywords to navigate or provide information
 - C. A phone switch routes inbound calls to available agents**
 - D. None of the above

This is the definition of automatic call distribution.

AACSB: Use of Information Technology
Baltzan - Chapter 09 #53
Learning Outcome: 9.3
Level: Easy
Taxonomy: Knowledge & Understanding

103. What is predictive dialing?
- A. Automatically dials outbound calls and when someone answers, the call is forwarded to an available agent**
 - B. Directs customers to use touch-tone phones or keywords to navigate or provide information
 - C. A phone switch routes inbound calls to available agents
 - D. None of the above

This is the definition of predictive dialing.

AACSB: Use of Information Technology
Baltzan - Chapter 09 #55
Learning Outcome: 9.3
Level: Easy
Taxonomy: Knowledge & Understanding

104. What is the key word in ERP?

- A. Enterprise
- B. Resource
- C. Planning
- D. All of the above

The key word in ERP is "enterprise" and not necessarily resource or planning.

AACSB: Use of Information Technology
Baltzan - Chapter 10 #10
Learning Outcome: 10.1
Level: Medium
Taxonomy: Knowledge & Understanding

105. What is enterprise resource planning?

- A. The analysis and redesign of workflow within and between enterprises
- B. A standardized set of activities that accomplish as specific task, such as processing a customer's order
- C. Integrates all departments and functions throughout an organization into a single TI system so that employees can make decisions by viewing enterprisewide information on all business operations
- D. Involves managing all aspects of a customer's relationship with an organization to increase customer loyalty and retention and an organization's profitability

This is the definition of ERP.

AACSB: Use of Information Technology
Baltzan - Chapter 10 #11
Learning Outcome: 10.1
Level: Easy
Taxonomy: Knowledge & Understanding

106. What is the systems development life cycle?

- A. Involves establishing a high-level plan of the intended project and determining project goals
- B. Involves analyzing end-user business requirements and refining project goals into defined functions and operations of the intended system
- C. Involves describing the desired features and operations of the system
- D. The overall process for developing information systems from planning and analysis through implementation and maintenance

The SDLC is the overall process for developing information systems from planning and analysis through implementation and maintenance.

AACSB: Use of Information Technology
Baltzan - Chapter 11 #3
Learning Outcome: 11.2
Level: Easy
Taxonomy: Knowledge & Understanding

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

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

This is the definition of RAD.

AACSB: Use of Information Technology
Baltzan - Chapter 11 #17
Learning Outcome: 11.3
Level: Easy
Taxonomy: Knowledge & Understanding

108. What is an arrangement by which one organization provides a service or services for another organization that chooses not to perform them in-house?

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

This is the definition of outsourcing.

AACSB: Use of Information Technology
Baltzan - Chapter 11 #32
Learning Outcome: 11.11
Level: Easy
Taxonomy: Knowledge & Understanding

109. What is it called when a company uses organizations from developing countries to write code and develop systems?

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

This is the definition of offshore outsourcing.

AACSB: Use of Information Technology
Baltzan - Chapter 11 #33
Learning Outcome: 11.11
Level: Easy
Taxonomy: Knowledge & Understanding

110. Which of the following is the most common function outsourced?

- A. IT
- B. HR
- C. Finance
- D. Marketing/sales

According to the figure common departments outsourced by organizations, IT is the most common function outsourced.

AACSB: Use of Information Technology
Baltzan - Chapter 11 #35
Learning Outcome: 11.11
Level: Hard
Taxonomy: Knowledge & Understanding

111. What is the application of knowledge, skills, tools, and techniques to project activities to meet project requirements?

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

This is the definition of project management.

AACSB: Use of Information Technology
Baltzan - Chapter 11 #39
Learning Outcome: 11.8
Level: Easy
Taxonomy: Knowledge & Understanding

112. Which of the following is a question a company should ask when creating a global website?

- A. Will the site require new navigational logic to accommodate cultural preferences?
- B. Will content be translated?
- C. Which country will the server be located in to support local user needs?
- D. All of the above

All of the above are questions companies should ask when creating global websites.

AACSB: Use of Information Technology
Baltzan - Chapter 12 #5
Learning Outcome: 12.1
Level: Easy
Taxonomy: Knowledge & Understanding

113. Which of the following industries has technology changed the way business is performed?
- A. Travel
 - B. Education
 - C. Training
 - D. All of the above**

All of the above have been transformed by technology according to the figure Examples of How Technology is Changing Business.

AACSB: Use of Information Technology
Baltzan - Chapter 12 #6
Learning Outcome: 12.1
Level: Easy
Taxonomy: Knowledge & Understanding

114. What is enterprise architecture?
- A. A process improvement approach that contains 22 process areas created by a group from government, industry, and Carnegie Mellon's Software Engineering Institute.
 - B. Key for evaluating internal controls such as human resources, logistics, information technology, risk, legal, marketing and sales, operations, financial functions, procurement, and reporting
 - C. Includes the plans for how an organization will build, deploy, use, and share its data, processes, and IT assets.**
 - D. None of the above

This is the definition of enterprise architecture.

AACSB: Use of Information Technology
Baltzan - Chapter 12 #31
Learning Outcome: 12.4
Level: Easy
Taxonomy: Knowledge & Understanding

115. Managing global enterprise architectures is a key global IT challenge for the 21st century. What is included in the term global enterprise architectures?
- A. Internet, intranet, economics, and politics
 - B. Internet, intranet, extranet, and other telecommunication networks**
 - C. Internet, extranet, regulatory, and compliance
 - D. All of the above

Internet, intranet, extranet, and other telecommunication networks are included in global enterprise architectures.

AACSB: Use of Information Technology
Baltzan - Chapter 12 #35
Learning Outcome: 12.4
Level: Medium
Taxonomy: Knowledge & Understanding

116. What is deperimeterization?
- A. Occurs when an organization moves employees outside its network
 - B. Occurs when an organization moves partners and suppliers outside its firewall
 - C. Occurs when an organization moves partners and suppliers outside its network
 - D.** Occurs when an organization moves employees outside its firewall

This is the definition of deperimeterization.

AACSB: Use of Information Technology
Baltzan - Chapter 12 #40
Learning Outcome: 12.5
Level: Easy
Taxonomy: Knowledge & Understanding

117. What are transborder data flows?
- A. Occurs when an organization moves partners and suppliers outside its firewall
 - B.** Occurs when business data flows across international boundaries over the telecommunications networks for global information systems
 - C. Occurs when an organization moves employees outside its firewall
 - D. Occurs when business data flows through separate company business systems over the telecommunications networks for internal information processing

This is the definition of transborder data flows.

AACSB: Use of Information Technology
Baltzan - Chapter 12 #41
Learning Outcome: 12.5
Level: Easy
Taxonomy: Knowledge & Understanding

118. What concerns the legal right or general expectation of individuals, groups, or institutions to determine for themselves when and to what extent information about them is communicated to others?
- A. Transborder data flows
 - B. Deperimeterization
 - C.** Information privacy
 - D. Information security

Information privacy the legal right or general expectation of individuals, groups, or institutions to determine for themselves when and to what extent information about them is communicated to others.

AACSB: Use of Information Technology
Baltzan - Chapter 12 #42
Learning Outcome: 12.5
Level: Easy
Taxonomy: Knowledge & Understanding

119. Which of the following is true in regards to the United States?

- A. Information privacy is not highly legislated nor regulated
- B. Information privacy is highly legislated and regulated
- C. Information privacy is highly legislated, but not regulated
- D. All of the above depending on the type of information

In regards to the United States information privacy is not highly legislated nor regulated.

AACSB: Use of Information Technology
Baltzan - Chapter 12 #46
Learning Outcome: 12.5
Level: Medium
Taxonomy: Knowledge & Understanding

120. Which act protects health insurance information?

- A. HIPAA
- B. COPPA
- C. CIPPA
- D. All of the above

Health Insurance Portability and Accountability Act protects health insurance information.

AACSB: Use of Information Technology
Baltzan - Chapter 12 #49
Learning Outcome: 12.5
Level: Medium
Taxonomy: Knowledge & Understanding

Practice Test Summary

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Learning Outcome: 1.2	5
Learning Outcome: 1.3	5
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Learning Outcome: 11.11	3
Learning Outcome: 11.2	1
Learning Outcome: 11.3	1
Learning Outcome: 11.8	1
Learning Outcome: 12.1	2
Learning Outcome: 12.4	2
Learning Outcome: 12.5	5
Learning Outcome: 2.1	4
Learning Outcome: 2.2	3
Learning Outcome: 2.5	3
Learning Outcome: 2.6	1
Learning Outcome: 2.9	2
Learning Outcome: 3.10	1
Learning Outcome: 3.2	1
Learning Outcome: 3.3	3
Learning Outcome: 3.5	3
Learning Outcome: 3.6	5
Learning Outcome: 3.7	6
Learning Outcome: 3.8	1
Learning Outcome: 4.1	6

Learning Outcome: 4.6	2
Learning Outcome: 4.7	1
Learning Outcome: 4.8	7
Learning Outcome: 4.9	8
Learning Outcome: 5.1	3
Learning Outcome: 5.2	5
Learning Outcome: 5.3	1
Learning Outcome: 6.3	3
Learning Outcome: 6.4	1
Learning Outcome: 6.5	1
Learning Outcome: 6.6	1
Learning Outcome: 6.9	1
Learning Outcome: 7.1	4
Learning Outcome: 7.3	1
Learning Outcome: 7.4	1
Learning Outcome: 7.5	1
Learning Outcome: 8.1	1
Learning Outcome: 8.3	1
Learning Outcome: 8.5	1
Learning Outcome: 9.1	1
Learning Outcome: 9.3	2
Learning Outcome: 9.4	1
Level: Easy	90
Level: Hard	4
Level: Medium	26
Taxonomy: Knowledge & Understanding	120