

MGMT 447 Final Exam**True/False**

Indicate whether the statement is true or false.

- _____ 1. For over 20 years, expert system shells have been available to lessen the burden of programming, allowing nonprogrammers to develop and benefit from the use of expert systems.
- _____ 2. AdMob is a mobile advertising provider that serves up ads for displays on B2B Web sites.
- _____ 3. A genetic algorithm can be used to search the vast resources of the Internet to find information on any topic.
- _____ 4. Although conversion to an e-commerce or m-commerce system enables organizations to reduce the cost of business, it seldom results in increased accuracy of order processing and order fulfillment.
- _____ 5. Since an MIS helps make decisions about internal problems, only internal data need be entered to the MIS.
- _____ 6. Recent court cases and police reports involving computer crime show that lawmakers are not yet ready to introduce newer and tougher computer crime legislation.
- _____ 7. Flexibility is a major component of ergonomics and an important feature in computer devices.
- _____ 8. The technology used to create 3D movies is now being used to help design products and in 3D TV.
- _____ 9. Capturing and gathering all data necessary to complete the processing of transactions is called data input.
- _____ 10. In general, smaller projects have a higher probability of success than larger projects.
- _____ 11. Over one-fourth of office workers spend in excess of 90 minutes per week at work viewing adult pornographic Web sites.
- _____ 12. Many organizations actively attempt to convert tacit knowledge to explicit knowledge.
- _____ 13. The use of virtual servers can help save energy and space.
- _____ 14. Demand reports are produced on a regular schedule, the same time each day, week, or month.
- _____ 15. Getting users and stakeholders involved in systems development is not critical to the success of a systems development effort.
- _____ 16. After entering the appropriate attributes, the knowledge acquisition facility correctly stores information and relationships in the knowledge base, making the knowledge base easier and less expensive to set up and maintain.
- _____ 17. A key indicator report summarizes the previous day's critical activities and is typically available at the beginning of each workday.

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- ____ 18. The hand-held devices used for m-commerce have few, if any, limitations that complicate their use.
- ____ 19. A marketing MIS supports managerial activities in product development, distribution, pricing, promotions, and sales.
- ____ 20. The market for mobile commerce in North America is maturing much later than in Western Europe and Japan.

Multiple Choice

Identify the choice that best completes the statement or answers the question.

- ____ 21. The process used by leading companies to complete a business process in the most efficient and effective manner are called ____.
- a. best practices
 - b. streamlined processes
 - c. current best approach
 - d. none of the above
- ____ 22. The ability to ____ is a characteristic of a MIS system.
- a. provide reports with fixed and standard formats
 - b. allow users to develop custom reports
 - c. use internal data stored in the computer system
 - d. all of the above
- ____ 23. The performance of decision support systems is typically a function of decision quality and ____.
- a. problem complexity
 - b. cost
 - c. hardware
 - d. software
- ____ 24. ____ tags contain small chips with information about products or packages that can be quickly scanned to perform inventory control or trace a package as it moves through the supply chain.
- a. Smart sensor
 - b. Infrared
 - c. RFID
 - d. None of the above
- ____ 25. ____ has the potential to superimpose digital data over real photos so that GPS maps can be combined with real pictures of stores and streets to help you locate your position.
- a. Immersive virtual reality
 - b. Augmented reality
 - c. Telepresence
 - d. Location reality
- ____ 26. After knowledge is created, it is typically stored in a ____.
- a. data warehouse
 - b. knowledge repository
 - c. traditional data database
 - d. all of the above
- ____ 27. The genetic algorithm approach is based on the theory of evolution that requires (1) variation and (2) ____.
- a. gradual changes over time
 - b. large, complex problems
 - c. natural selection
 - d. none of the above
- ____ 28. ____ is an assessment of whether the hardware, software, and other system components can be acquired or developed to solve the problem.
- a. Systems investigation
 - b. Feasibility analysis
 - c. Technical feasibility
 - d. None of the above

- ____ 29. Decision support systems ____.
- a. although skewed toward the top levels of management, can be used at all levels
 - b. might support a decision maker in only one or two of the problem-solving phases
 - c. support optimization, satisficing, and heuristic approaches
 - d. all of the above
- ____ 30. The focus of a DSS is on decision-making ____ when faced with unstructured or semistructured business problems.
- a. accuracy
 - b. efficiency
 - c. effectiveness
 - d. timeliness
- ____ 31. The ____ report summarizes the previous day's critical activities and is typically available at the start of each workday.
- a. demand
 - b. drill-down
 - c. exception
 - d. key-indicator
- ____ 32. The expert system knowledge acquisition facility serves as an interface between ____.
- a. the end users and inference engine
 - b. the system developers and explanation facility
 - c. the decision makers and the knowledge base
 - d. experts and knowledge base
- ____ 33. A good example of a useful policy to minimize waste and mistake is ____.
- a. avoid tight control over critical tables
 - b. system report titles should be as brief as possible and simply indicate the report number
 - c. users should implement proper procedures to ensure correct input data
 - d. all of the above
- ____ 34. The practice of disguising illegally gained funds so that they seem legal is called ____.
- a. identity theft
 - b. vishing
 - c. spoofing
 - d. money laundering
- ____ 35. During the ____ stage of the problem solving process, you develop alternative solutions to the problem and evaluate their feasibility.
- a. intelligence
 - b. implementation
 - c. choice
 - d. design
- ____ 36. It is estimated that e-commerce contributes about ____ percent to the total U.S. gross domestic product.
- a. 0.2%
 - b. 1.2%
 - c. 2.1%
 - d. 3.2%
- ____ 37. During the ____ phase of the system development process, potential problems and opportunities are identified and considered in light of the goals of the business.
- a. systems design
 - b. systems analysis
 - c. systems investigation
 - d. systems implementation
- ____ 38. ____ involves publishing an intentionally false written statement that is damaging to a person's or an organization's reputation.
- a. Blogging
 - b. Libel
 - c. Slander
 - d. Unfriending

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- ____ 39. In an expert system, the ____ is the component that delivers the expert advice.
- a. explanation facility
 - b. knowledge acquisition facility
 - c. user interface
 - d. inference engine
- ____ 40. The ____ MIS subsystems and outputs are used to monitor and control the flow of materials, products, and services through the organization.
- a. financial
 - b. manufacturing
 - c. human resources
 - d. marketing
- ____ 41. The first of the systems implementation tasks is ____.
- a. user acceptance
 - b. site preparation
 - c. testing
 - d. hardware acquisition
- ____ 42. The number and types of data items that must be loaded into a new ERP system depend on the ____ of the ERP implementation.
- a. scope
 - b. schedule
 - c. cost
 - d. none of the above
- ____ 43. The ____ prohibits the government from intercepting electronic messages unless it obtains a court order based on probable cause.
- a. Electronic Communications Privacy Act
 - b. Gramm-Leach-Bliley Act
 - c. Freedom of Information Act
 - d. none of the above
- ____ 44. ____ is a screening technology that shields users from sites that do not provide the level of privacy protection they desire.
- a. filtering software
 - b. Platform for Privacy Protection
 - c. IRCA
 - d. Child Online Protection Act
- ____ 45. An executive support system ____.
- a. is designed for use strictly by executives at a very senior level
 - b. is very similar to a DSS, except it is targeted for use by executives
 - c. includes only internally generated data and information about the organization
 - d. takes full advantage of data mining, blogs, and social networking sites
- ____ 46. ____ have extra knowledge that make them especially dangerous - they know logon ids, passwords, and company procedures that help them evade detection.
- a. Crackers
 - b. Hackers
 - c. Insiders
 - d. Script bunnies
- ____ 47. ____ involves converting sound waves into words.
- a. Natural language processing
 - b. Voice recognition
 - c. Learning systems
 - d. None of the above
- ____ 48. A professional who specializes in analyzing and designing business systems is called a(n) ____.
- a. programmer
 - b. stakeholder
 - c. end user
 - d. systems analyst
- ____ 49. In a data flow diagram, the ____ symbol reveals a function that is being performed.
- a. data flow
 - b. process symbol
 - c. entity symbol
 - d. data store

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- ____ 50. Many SMEs elect to implement ____ ERP systems.
- a. proprietary
 - b. in-house developed
 - c. custom coded
 - d. open source
- ____ 51. ____ can process many pieces of data at the same time and learn to recognize patterns.
- a. Voice recognition systems
 - b. Neural networks
 - c. Learning systems
 - d. Natural language processing systems
- ____ 52. A(n) ____ is an approach that allows manufacturing facilities to rapidly and efficiently change from making one product to another.
- a. just in time
 - b. Computer Integrated Manufacturing
 - c. flexible manufacturing system
 - d. all of the above
- ____ 53. ____ is likely to affect the quality of the systems development effort.
- a. the degree of change associated with the project
 - b. whether the project is a continuous change effort or a reengineering effort
 - c. the ability to manage change associated with the project
 - d. all of the above
- ____ 54. Proper use of antivirus software requires that it is ____.
- a. run at least once per week
 - b. updated each month
 - c. used to scan all removable storage media before copying or running programs from them
 - d. all of the above
- ____ 55. During the ____ phase of the systems development life cycle, people attempt to answer the questions "What must the information system do to solve the problem?"
- a. systems investigation
 - b. systems implementation
 - c. systems design
 - d. systems analysis
- ____ 56. ____ results in an installed, operational information system that meets the business needs for which it was developed.
- a. systems implementation
 - b. systems investigation
 - c. systems design
 - d. systems maintenance and review
- ____ 57. The European Union has a data protection directive that requires firms transporting data ____ to have certain privacy procedures in place.
- a. across a network
 - b. between servers
 - c. across national boundaries
 - d. to anyone outside the company
- ____ 58. ____ is a common characteristic of an executive support system.
- a. Tailored for use by individual executives
 - b. Provide drill-down capabilities
 - c. Can be used in situations with a high degree of uncertainty
 - d. All of the above
- ____ 59. Legislation that requires businesses to prove that they are securing their data is ____.
- a. HIPPA
 - b. Sarbanes-Oxley
 - c. USA Patriot Act
 - d. all of the above

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- _____ 60. The first stage in the problem solving process during which one identifies and defines potential problems or opportunities is the _____ stage.
- a. design
 - b. choice
 - c. intelligence
 - d. monitoring
- _____ 61. Poor Web site performance frequently leads to _____.
- a. inadequate customer service
 - b. lost orders
 - c. abandonment of e-commerce Web sites
 - d. all of the above
- _____ 62. Data flow diagrams _____.
- a. are used to model data entities and their relationships
 - b. are quite complicated and seldom used or understood by nontechnical people
 - c. describe the activities that accomplish a business task
 - d. all of the above
- _____ 63. A job that requires sitting at a desk and using a computer all day can lead to _____.
- a. the formation of blood clots in the legs or lungs
 - b. an undesirable weight gain
 - c. greater risk of type 2 diabetes
 - d. all of the above
- _____ 64. U.S. m-commerce sales for 2010 are expected to be in the neighborhood of _____.
- a. \$1.2 billion
 - b. \$2.4 billion
 - c. \$3.6 billion
 - d. \$4.8 billion
- _____ 65. _____ involves reentering data that was not typed or scanned correctly.
- a. data editing
 - b. data correction
 - c. data manipulation
 - d. data collection
- _____ 66. The second level in the capability maturity model is _____.
- a. repeatable
 - b. optimized
 - c. defined
 - d. managed
- _____ 67. _____ divides the pool of potential customers into subgroups usually defined in terms of demographic characteristics.
- a. Disintermediation
 - b. Social networking
 - c. Market segmentation
 - d. Market augmentation
- _____ 68. _____ is a combination of software and hardware that allows a computer to change how it functions or reacts to situation based on feedback it receives.
- a. Robotics
 - b. Natural language processing
 - c. Learning systems
 - d. Neural networks
- _____ 69. Roughly _____ of U.S. employers monitor their employees Web surfing activities.
- a. less than 20%
 - b. 25%
 - c. 50%
 - d. 75%
- _____ 70. _____ takes an iterative approach to the systems development process.
- a. Rapid application development
 - b. Prototyping
 - c. Traditional systems development
 - d. None of the above