

1. Which of the following are considered knowledge workers?
 - *a. product manager
 - *b. sales executive
 - *c. production manager
 - d. accounting clerk
 - e. insurance claims processor

2. Which of the following are key skills necessary for a knowledge worker?
 - *a. strategic thinking
 - *b. communication and collaboration
 - *c. information literacy
 - d. computer programming
 - e. software development

3. Which of the following are typical functional areas in a business?
 - *a. Purchasing
 - *b. Marketing and Sales
 - *c. Finance and Accounting
 - d. Purchase Requisition
 - e. Purchase Order

4. Which of the following are negative consequences of paper-based processes?
 - *a. delays
 - *b. excess inventory
 - *c. lack of visibility
 - d. increased dependence on technology
 - e. globalization

5. Which of the following are true about the manner in which an enterprise system supports a process?
 - *a. An ES helps execute process steps.
 - *b. An ES captures and stores process data
 - *c. An ES helps monitor process performance by providing information.
 - d. An ES creates the critical paperwork that is sent to the next step in the process.
 - e. An ES stores data in various departmental databases for easy access to needed data.

6. Which of the following are sources of delays in the execution of manual, paper-based processes?
 - a. high visibility across the process resulting in immediate access needed to complete a task
 - *b. creating and maintaining needed paperwork
 - *c. transmitting paperwork to other departments
 - d. a large common database that slows down information retrieval
 - e. information overload due to increased volume of email

7. Which of the following are characteristics of knowledge work?

- *a. Knowledge work is typically unstructured.
- b. Knowledge work is typically structured.
- *c. Knowledge work relies on information.
- d. Knowledge work is repetitive.
- e. Knowledge work is well defined.

8. Which of the following are knowledge workers?

- *a. product managers
- *b. sales executive
- *c. production manager
- d. accounting clerk
- e. insurance claims processor

9. Which of the following are typical business processes?

- a. accounting
- *b. procurement
- *c. fulfillment
- d. marketing
- e. research and development

10. In a manual, paper-based process, delays are caused due to which of the following?

- a. increased inventories
- b. increased cycle times
- *c. creating paperwork
- d. reduced cycle times
- *e. sending paperwork

1. A sequence of tasks or activities that takes a set of inputs and converts them into desired outputs is called:

- a. globalization
- b. Income statement
- *c. a business process
- d. an ERP system

2. _____ indicates the financial condition of a company at a specific point in time.

- a. Income Statement
- *b. Balance Sheet
- c. Chart of Accounts
- d. Statement of Income

3. _____ indicate(s) the financial condition of a company over a specific period of time.

- *a. Income Statement
- b. Balance Statement
- c. Chart of Accounts
- d. Statement of Income

4. _____ can also be referred to as a profit and loss (P&L) statement.

- *a. Income Statement
- b. Balance Statement
- c. Chart of Accounts
- d. Statement of Income

5. Which of the following processes is triggered when someone in the company determines that a specific quantity of a certain material is needed?

- *a. Procurement Process
- b. CRM Process
- c. Fulfillment Process
- d. Hiring Process

6. Which of the following processes involves making products in-house?

- a. Procurement Process
- *b. Production Process
- c. Fulfillment Process
- d. Hiring Process

7. According to "Essentials of Business" by Magal, why did Apple Inc. decide to have its products made by an outside contract manufacturer?

- *a. So it could stick to its core competency of designing easy-to-use and engaging hardware and software products.
- b. Because the contract manufacturer used cheaper labor which allowed Apple to cut costs and increase profits.

- c. Because the theories of globalization suggested it was a good strategy.
- d. To provide a higher quality product.

8. Why do we study the global competitive environment?

- *a. Because doing business globally can provide access to cheaper resources which reduce costs and increase the number of potential customers which increases sales.
- b. Because outsourcing is making manufacturing in the U.S. a thing of the past.
- c. Because, as a knowledge worker, I'll probably be required to work overseas someday.
- d. Because MIS is difficult to understand without it.

9. Which activity would likely be performed by a knowledge worker?

- a. Creating a Purchase Requisition when inventory falls below a reorder point.
- b. Converting a Requisition into a PO and sending it to a vendor.
- c. Receiving a shipment from a vendor.
- *d. Deciding whether to outsource manufacturing.

10. Which is not a skill of a knowledge worker?

- *a. Business competency
- b. Strategic thinking
- c. Information literacy
- d. Communication and collaboration

11. If the silo effect is a consequence, why do companies organize by business function?

- *a. Because specialization allows companies to be more efficient.
- b. Because one person completing all tasks of a process is more efficient.
- c. Because functional organizations can more easily downsize, minimizing labor costs.
- d. Because it's always been done that way.

12. Select the most accurate statement.

- a. Lead time is the amount of time between placing a PO and receiving goods.
- b. Cycle time is similar but measures the time to complete the fulfillment process.
- *c. Both the above are true.
- d. Neither of the above are true.

13. From the sidebar cases in Essentials of "Business" by Magal, which company produces make-to-order goods, meaning they assemble products only after receiving a customer order?

- *a. Dell
- b. Apple
- c. Nike
- d. Cisco

14. All of the following are disadvantages of a paper-based process except?

- *a. the silo effect

- b. delays
- c. excess inventory
- d. lack of visibility

1. One consequence of globalization is increased competition.

True

2. Due to globalization, organizations often locate parts of their operations in different countries.

True

3. Due to globalization, organizations tend to locate their operations in one country.

False

4. The information revolution refers to the increased use of communication and computer technologies to create, deliver, and use information.

True

5. The information revolution has a very limited role in globalization.

False

6. Information and communication technologies help organization coordinate their global operations.

True

7. People in organizations are becoming more dependent on information.

True

8. Knowledge workers are those who work in information systems departments of global companies.

False

9. Knowledge workers exist in all parts of an organization.

True

10. Structured information is well defined and its source is known.

True

11. Unstructured information is well defined and its source is known.

False

12. Task workers perform routine, well defined work.

True

13. Functional Information Systems only support the activities of specific areas of the business.

True

14. In a manual (paper-based) process, information is communicated between functional areas using an enterprise system.

False

15. The silo effect refers to the integrated and the cross-functional nature of business processes.

False

16. The silo effect refers to be losing sight of the big picture of the process and being narrowly focused on a task.

True