

Package Title: Homework Questions

Course Title: IS 5e

Chapter Number: 1

Question Type: Multiple Choice

Question Type: True/False

1) One of the big advantages of being an informed user and consumer of IT is that it enables you to anticipate future innovations and their potential applications.

Answer: True

Title: Homework Question 1.01

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

Section Reference 1: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

Question Type: Multiple Choice

2) Global outsourcing helps an organization to:

- a) Find the best person for the job.
- b) Find more economical resources.
- c) Implement spatial and temporal flexibility.
- d) All of these.

Answer: d

Title: Homework Question 1.02

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

Section Reference 1: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

Question Type: Multiple Choice

3) Managing information systems in a modern organization is challenging because:

- a) The systems are very expensive to acquire, operate, and maintain.
- b) The systems are critical to the organization's operations.
- c) The systems are easily replaced.
- d) Both of the following are correct: the systems are very expensive to acquire, operate, and maintain; and the systems are critical to the organization's operations.

e) Both of the following are correct: the systems are very expensive to acquire, operate, and maintain; and the systems are easily replaced.

Answer: d

Title: Homework Question 1.03

Learning Objective 1: LO 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

Section Reference 1: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

Question Type: True/False

4) Process and procedures are important but not critical to the effective use of computer based information systems.

Answer: False

Title: Homework Question 1.04

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference 1: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

Question Type: Multiple Selection

5) The core capabilities of computer-based information systems include (check all that apply):

- a) High-speed calculations.
- b) Staging and processing of large amounts of data.
- c) Generating new knowledge.
- d) Managing people.
- e) Quick access to information.

Answer: a, b, and e

Title: Homework Question 1.05

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference 1: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

Question Type: Multiple Choice

6) HR information systems, POM information systems, CRM information systems, and marketing information systems are usually classified as:

- a) ERP systems
- b) Strategic information systems
- c) Transaction processing systems
- d) Functional area information systems
- e) None of these

Answer: d

Title: Homework Question 1.06

Learning Objective 1: LO 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference 1: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

Question Type: True/False

7) One impact of IT will be to decrease the numbers of managers employed in organizations.

Answer: True

Title: Homework Question 1.07

Learning Objective 1: LO 1.3 Discuss ways in which information technology can affect managers and nonmanagerial workers.

Section Reference 1: 1.3 How Does IT Impact Organizations?

Difficulty: Easy

Question Type: Multiple Choice

8) While information systems, such as transaction processing systems, generate more information for managers to process, other information systems, such as \_\_\_\_, help them analyze this information to make better-informed decisions.

- a) Business intelligence applications
- b) Desktop publication applications
- c) Office automation systems
- d) Electronic commerce systems

Answer: a

Title: Homework Question 1.08

Learning Objective 1: LO 1.3 Discuss ways in which information technology can affect managers and nonmanagerial workers.

Section Reference 1: 1.3 How Does IT Impact Organizations?

Difficulty: Medium

Question Type: Multiple Choice

- 9) Telepresence systems can help make \_\_\_\_\_ a more popular choice for small and medium enterprises.
- a) The automation of manual tasks
  - b) Accounting software
  - c) Global outsourcing
  - d) All of these

Answer: c

Title: Homework Question 1.09

Learning Objective 1: LO 1.4 Identify positive and negative societal effects of the increased use of information technology.

Section Reference 1: 1.4 Importance of Information Systems to Society

Difficulty: Easy

Question Type: Multiple Choice

- 10) Which of the following is a useful, cost-effective, hands-on, and safe teaching tool in the medical field?
- a) Simulation environments
  - b) Medical robots
  - c) Videoconferencing
  - d) All of these

Answer: a

Title: Homework Question 1.10

Difficulty: Easy

Learning Objective 1: LO 1.4 Identify positive and negative societal effects of the increased use of information technology.

Section Reference 1: 1.4 Importance of Information Systems to Society

Package Title: Homework Questions

Course Title: IS 5e

Chapter Number: 2

Question Type: Multiple Choice

Question Type: True/False

1) All business processes must be owned by one and only one functional area in any organization.

Answer: False

Title: Homework Question 2.01

Learning Objective 1: LO 2.1 Understand the concept of business processes, and provide examples of business processes in the functional areas of an organization.

Section Reference 1: 2.1 Business Processes

Difficulty: Easy

Question Type: Multiple Choice

2) A(n) \_\_\_\_\_ is a collection of related activities that produce a product or a service of value to an organization.

- a) workflow pattern
- b) business process
- c) supply chain
- d) information system
- e) management technique

Answer: b

Title: Homework Question 2.02

Learning Objective 1: LO 2.1 Understand the concept of business processes, and provide examples of business processes in the functional areas of an organization.

Section Reference 1: 2.1 Business Processes

Difficulty: Easy

Question Type: Multiple Selection

3) The goals of business process reengineering are to (check all that apply):

- a) Reduce waste.
- b) Increase customer satisfaction.
- c) Increase cycle time.

- d) Increase productivity.
- e) Optimize operations.

Answer: a, b, d, e

Title: Homework Question 2.03

Learning Objective 1: LO 2.2 Differentiate between the terms business process reengineering and business process management.

Section Reference 1: 2.2. Business Process Reengineering and Business Process Management

Difficulty: Easy

Question Type: True/False

4) Business process management includes methods and tools to support the design, analysis, implementation, management, and optimization of business processes.

Answer: True

Title: Homework Question 2.04

Learning Objective 1: LO 2.2 Differentiate between the terms business process reengineering and business process management.

Section Reference 1: 2.2. Business Process Reengineering and Business Process Management

Difficulty: Easy

Question Type: True/False

5) Organizations depend on IT to facilitate their transition to the globalization of their operations.

Answer: True

Title: Homework Question 2.05

Learning Objective 1: LO 2.3 List and provide examples of the three types of business pressures, and describe one IT response to each.

Section Reference 1: 2.3 Business Pressures, Organizational Responses, and Information Technology Support

Difficulty: Easy

Question Type: Multiple Choice

6) In today's business environment, it is rare for a company not to have a significant Web presence. This trend can be attributed primarily to:

- a) Social responsibility.
- b) Technological pressures.
- c) Government regulations.
- d) None of these.

Answer: b

Title: Homework Question 2.06

Learning Objective 1: LO 2.3 List and provide examples of the three types of business pressures, and describe one IT response to each.

Section Reference 1: 2.3 Business Pressures, Organizational Responses, and Information Technology Support

Difficulty: Easy

Question Type: True/False

7) The Internet reduces the barriers of entry for new competitors in an established industry.

Answer: True

Title: Homework Question 2.07

Learning Objective 1: LO 2.4.1 Identify the five competitive forces described by Porter, and explain how the Web impacts each one.

Learning Objective 2: LO 2.4.2 Describe the strategies that organizations typically adopt to counter the five competitive forces and achieve competitive advantage.

Section Reference 1: 2.4 Competitive Advantage and Strategic Information Systems

Difficulty: Easy

Question Type: True/False

8) The Internet can both reduce and increase the bargaining power of suppliers, depending on the specific circumstances.

Answer: True

Title: Homework Question 2.08

Learning Objective 1: LO 2.4.1 Identify the five competitive forces described by Porter, and explain how the Web impacts each one.

Learning Objective 2: LO 2.4.2 Describe the strategies that organizations typically adopt to counter the five competitive forces and achieve competitive advantage.

Section Reference 1: 2.4 Competitive Advantage and Strategic Information Systems

Difficulty: Easy

Question Type: Multiple Selection

9) In recent years, companies such as Walmart and Amazon.com have offered streaming videos for rent on their Web sites. This is another example of how new technology has (check all that apply):

- a) Increased the threat of new entrants.
- b) Increased the threat of substitute products.

- c) Increased the supplier's bargaining power.
- d) Decreased the buyer's bargaining power.

Answers: a and b

Title: Homework Question 2.09

Learning Objective 1: LO 2.4.1 Identify the five competitive forces described by Porter, and explain how the Web impacts each one.

Learning Objective 2: LO 2.4.2 Describe the strategies that organizations typically adopt to counter the five competitive forces and achieve competitive advantage.

Section Reference 1: 2.4 Competitive Advantage and Strategic Information Systems

Difficulty: Medium

Question Type: True/False

10) Selecting and adhering to a single competitive strategy is sufficient to counter all of Porter's five forces and be successful in the long term.

Answer: False

Title: Homework Question 2.10

Learning Objective 1: LO 2.4.1 Identify the five competitive forces described by Porter, and explain how the Web impacts each one.

Learning Objective 2: LO 2.4.2 Describe the strategies that organizations typically adopt to counter the five competitive forces and achieve competitive advantage.

Section Reference 1: 2.4 Competitive Advantage and Strategic Information Systems

Difficulty: Medium

Question Type: Multiple Choice

11) Business-IT alignment refers to the synchronization of a company's IT operations with its:

- a) Business processes.
- b) Business objectives.
- c) Infrastructure.
- d) Business environment.

Answer: b

Title: Homework Question 2.11

Learning Objective 1: LO 2.5 Define business-information technology alignment, and describe the characteristics of effective alignment.

Section Reference 1: 2.5 Business – Information Technology Alignment

Difficulty: Easy

Question Type: True/False



12) According to McKinsey & Co, the root cause of companies' inability to align their IT and their business goals is the lack of knowledge and communication.

Answer: True

Title: Homework Question 2.12

Learning Objective 1: LO 2.5 Define business-information technology alignment, and describe the characteristics of effective alignment.

Section Reference 1: 2.5 Business – Information Technology Alignment

Difficulty: Medium