FINAL EXAM

Course # 571001
Information Systems and
Technology for Managers an

based on the electronic .pdf file(s):

**Information Systems and
Technology for Managers and
Entrepreneurs**
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20 CPE Credit Hours

Technology &

Operations

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Instructions are provided at the end of this document.

Chapter 1 - Models For Decision Making

1. How do information systems and information technologies differ?

└───── The terms information systems and information technologies are essentially the same and c

└───── The term information systems describes all the components and resources necessary to deli

└───── Information technology can contain simple hardware components such as pencil-and-paper

└───── The term information technologies describes all the components and resources necessary to

2. Information systems are classified as either operations or management support information systems. Wh

└───── Transaction processing systems.

└───── Executive information systems

└───── Management information systems.

└───── Decision support systems.

3. software suite is best described as a(n):

└───── General purpose application program.

└───── Application specific program.

└───── System management program.

└───── System development program.

4. Components in system software do not include:

└───── Language processors

└───── Application software

└───── Utility programs

└───── Operating systems

5. Information systems do not cover:

└───── Office information systems

└───── Decision support systems

   └───── Personal development systems

   └───── Management Reporting system

6. Which one of the following statements about an executive information system (EIS) is incorrect? The EIS

   └───── Provides top executives with immediate and easy access to information in a highly interact

   └───── Helps executives monitor business conditions in general and assists in strategic planning t

   └───── Is designed to accept data from many different sources; to combine, integrate, and summ

   └───── Is likely to be one of the most widely used and the largest of the information subsystems i

7. Which of the following statements is not true?

   └───── Companies may choose to use information technology to support efficient everyday operat

   └───── If a company emphasizes strategic business uses of information technology, its manageme

   └───── A company emphasizing the use of IT as a competitive strategy would emphasize the hard

   └───── A company emphasizing the US of IT as a competitive advantage would devise business st

8. Decisions made at the operational management level tend to be more:

   └───── Structured.

   └───── Semistructured.

   └───── Unstructured.

   └───── Self-structured

9. Activities that describe management activities do not include:

   └───── Plan

   └───── Organize

   └───── Format

   └───── Coordinate

10. Levels of managerial decision making do not include:

   └───── Risk

   └───── Operational

   └───── Tactical

   └───── Strategic

11. Which of the following is not an MIS model:

   └───── Geographic

   └───── Narrative

   └───── Physical

   └───── Mathematical

12. Conceptually, the circuitry of a central processing unit (CPU) can be subdivided into two major subunits

   └───── Arithmetic-logic unit and control unit

└───── Control unit and RAID unit

└───── RAID unit and CD-RW unit

└───── Fuzzy logic unit and neural net unit

13. A computer is a system of hardware devices that are organized according to their system function. The

└───── Convert data into electronic machine-
readable form for direct entry or through telecommunications links into a computer s

└───── Perform the arithmetic and logic functions required in computer processing

└───── Convert electronic information produced by the computer system into human-
intelligible form for presentation to end users

└───── Store data and program instructions needed for processing

14. Components of a computer system unit do not include:

└───── Utility board

└───── System board

└───── Central processing unit

└───── Main memory

15. _____ is not an example of Internet appliances:

└───── PDAs

└───── Satellite radio

└───── Set-top boxes

└───── Cellular phones

16. A dual-core device contains:

└───── Two independent microprocessors

└───── Two disk drives

└───── Two sets of systems software

└───── Two key boards

17. Selecting a laptop computer is trickier than buying a desktop PC because laptops are more _____

└───── Diverse

└───── Expensive

└───── Dimensional

└───── Vulnerable

18. Which of the following is the latest Microsoft's Windows operating system:

└───── UNICOS and COS

└───── Windows Vista

└───── Windows XP

└───── MS and MAC

19. Major functions provided by operating systems (OS) do not include:

|_____ Management tasks

|_____ Retooling

|_____ User interface

|_____ Booting

20. An open source code operating system is:

   |_____ Netware OS

   |_____ Linux

   |_____ Microsoft Windows

   |_____ Java

21. A local-area network (LAN) operating system developed by Novell Corporation is:

   |_____ Linux

   |_____ MS XP

   |_____ Netware

   |_____ UNIX

22. A sample statement of fourth generation language is:

   |_____ 1.00000111011101E15

   |_____ Select name from executive

   |_____ Counter: = 20

   |_____ Update the inventory file by transaction file

23. Examples of third generation programming include all the following except:

   |_____ Machine Code

   |_____ COBOL

   |_____ PACAL

   |_____ BASIC

24. ._____ is not a third generation programming language:

   |_____ COBOL

   |_____ Query

   |_____ FORTRAN

   |_____ C/C++

25. The interaction of programming objectives that groups together other programming procedures is:

   |_____ ADA

   |_____ Query language

   |_____ Object-oriented programming (OOP)

   |_____ C language

26. _____ is commercial software offered to users without initial charge.

    └───── Firmware

    └───── Middleware

    └───── Shareware

    └───── Finalware

27. Computer manufactures are now installing software programs permanently inside the computer as part

    └───── Firmware

    └───── File integrity

    └───── Software control

    └───── Hardware security

28. Software that is not protected by copyright law is:

    └───── Proprietary software

    └───── Public domain software

    └───── Single user license software

    └───── Site users license software

29. Which one of the following statements would best describe presentation graphics software?

    └───── May require additional hardware capabilities, such as the use of color monitors or graphic

    └───── Cannot be used to produce hard copy reports

    └───── Present data only in the form of numeric tables

    └───── Produce results, which totally replace displays of numbers and text material

30. The smallest element of data addressed in a file is a:

    └───── Bit

    └───── Character

    └───── Field

    └───── Record

31. A set of related characters, like a social security number, is called a:

    └───── Bit

    └───── Byte

    └───── Field

    └───── Record

32. Major database software is:

    └───── Excel

    └───── Access

    └───── SPSS

    └───── Power Point

33. _____ involves using a microcomputer and peripherals to mix text and graphics to

   |_____ Powerpoint presentation

   |_____ Desktop publishing

   |_____ Graphic software

   |_____ Wordprocessing

34. Which one of the following is a personal information manager?

   |_____ Excel

   |_____ MS Outlook

   |_____ Approach

   |_____ MySQL

35. You cannot get software assistance from:

   |_____ Co-dependent

   |_____ Software vendor

   |_____ Software on-line help

   |_____ Professional consulting firms

36. Database management systems offer many advantages over file management systems; one advantage

   |_____ Improved data integrity

   |_____ Reduced data redundancy

   |_____ Improved data security

   |_____ Reduced development time

37. Types of file organizations used on secondary storage devices do not include:

   |_____ Indexed sequential

   |_____ Direct file

   |_____ Probability file

   |_____ Sequential file

38. File organization used on secondary storage devices and filed on tape are processed as:

   |_____ Direct file

   |_____ Index-sequential file

   |_____ Sequential file

   |_____ Norton file

39. A database with fields and records arranged in a family tree, with lower-level records subordinate to hig

   |_____ Direct file

   |_____ Hierarchical database

   |_____ Relational database

   |_____ Sequential file

40. In databases, the data records are organized and identified by using key fields which include all the follo

    |_____ Primary keys

    |_____ Secondary keys

    |_____ Temporary keys

    |_____ Foreign keys

41. Other features in a database managements system that stores data definitions or a description of the st

    |_____ Database recovery

    |_____ Database utilities

    |_____ Data dictionary

    |_____ Database design

42. Some techniques to recover a system failure include all except:

    |_____ Recovery via processing

    |_____ Recovery via rollback/roll forward

    |_____ Horizontal/vertical spacing

    |_____ Transaction logging

43. A query language is a simple English-like language. T F

    |_____ True

    |_____ False

    |_____ Answer c (blank if True/False question)

    |_____ Answer d (blank if True/False question)

44. New data communication technologies do not include:

    |_____ Cone/rod coding

    |_____ Voice mail

    |_____ Electronic mail

    |_____ Teleconferencing

45. Data representation that uses a binary system to represent anything is usually:

    |_____ Analog Data

    |_____ Digital Data

    |_____ Voice Data

    |_____ Picture and Video Data

46. A communications medium that is one or more central wires surrounded by thick insulation is:

    |_____ Twisted-pair cable

    |_____ Coaxial cable

    |_____ Optical fiber.

    |_____ A satellite

47. Fiber optics are regarded as the communications media of the future primarily because of:

|_____ Greater flexibility

|_____ Greater mobility

|_____ Greater resistance

|_____ Greater speed and capacity

48. Which of the following statements is false regarding security software?

|_____ Firewalls block unauthorized traffic from entering the Intranet.

|_____ Monitor the separation of duties within applications

|_____ Security software controls access to information system resources

|_____ Security software identifies and authenticates users, controls access to information, and

49. The _____ a collection of interconnected computer networks, linked by copper wires, fiber

|_____ Web

|_____ Internet

|_____ URL

|_____ IP

50. Which of the following statements is false regarding Internet2?

|_____ Internet2 is a high-
performance network that uses an entirely different infrastructure than the public Interne

|_____ Internet2 is intended to replace the Internet

|_____ Most Internet2 users are connected via Abilene

|_____ Internet2 is all about high-speed telecommunications and infinite bandwidth

51. In distributed data processing, a ring network:

|_____ Has all computers linked to a host computer, and each linked computer routes all data th

|_____ Links all communication channels to form a loop, and each link passes communications th

|_____ Attaches all channel messages along one common line with communication to the approp

|_____ Organizes itself along hierarchical lines of communication usually to a central host compu

52. An insurance firm uses a wide area network (WAN) to allow agents away from the home office to obtain
the best data security?

|_____ Dedicated phone lines

|_____ Call-back features

|_____ Frequent changes of user ID's and passwords

|_____ End-to-end data encryption

53. Which of the following statements is not true regarding real time conferencing as compared to telephon

|_____ Only two users can communicate simultaneously

|_____ A written record can be kept of all statements

|_____ It is also called "chatting"

└───── Problem situations may be solved more quickly

54. _____ is not an automatic feature available for different types of modems:

└───── Self test

└───── Extra sensory log-in

└───── Direct dialing

└───── Auto/ dial

55. Downloading or uploading file from an online system is:

└───── Electronic mail

└───── File transfer

└───── Online research

└───── Online transactions

56. A topology that provides a reliable, complex network structure relatively immune to bottlenecks and oth

└───── Hierarchical Topology

└───── Mesh Topology

└───── Star Topology

└───── Ring Topology

57. The disadvantages of interfacing networks (LANs) include:

└───── If one LAN fails, the other LAN still functions

└───── Some network functions may not be able to go across network boundaries

└───── It is more reliable and can be used for critical activities

└───── It is flexible in having individual sub-networks to meet particular tasks.

58. A network that covers a large geographic area is most commonly referred to as a(n):

└───── Wide area network

└───── Local area network

└───── Internetwork

└───── Intranet

59. Your text describes a number of telecommunications networks. A network that serves a company that is

└───── Bus network

└───── Local area network

└───── Dedicated network

└───── Extranet.

60. Advantages of interfacing networks do not include:

└───── Greater complexity

└───── Lower total network costs

└──── Flexibility

└──── Can be used for critical activities

61. Some of the most popular user friendly commercial online services include all the following except:

└──── MSN

└──── Earthlink

└──── Mozilla

└──── AOL

62. There are several types of online systems. An example of commercial online systems is:

└──── Customer supplier (direct connection)

└──── Bulletin board

└──── Stock marketing research

└──── Direct connection

63. _____ is not one of US Government's STAT_USA online database services:

└──── Hoover's Online

└──── Bureau of Economic Analysis (BEA)

└──── Bureau of the Census

└──── Bureau of Labor Statistics

64. An organizational Internet that is guarded against outside access by a firewall is a(n):

└──── Extranet

└──── Intranet

└──── Private Internet

└──── Virtual private network

65. The spectrum of telecommunications-based services today is wide and expansive. Which of the following

└──── Broadcast TV

└──── Multimedia services

└──── Firewalls

└──── Telecommuting

66. Practical applications of Intranet do not include:

└──── Furnishing outside CPAs with accounting, audit, and tax information

└──── Creating virtual private networks (VPNs) between companies, business partners, and clie

└──── Transferring information to government agencies (e.g., Department of Commerce, SEC, I

└──── Providing information to salespersons in the field and managers at different branch

67. Intranets provide all except one of the following features:

└──── Easy navigation

|_____ Micro-hindsight

|_____ Rapid prototyping

|_____ Scaleable

68. Practical applications of Intranets will not include:

|_____ World Wide Web services

|_____ Displaying e-mail

|_____ Providing spreadsheets and data reports

|_____ Furnish resource needs and reports to suppliers

69. The majority of Web applications operate in the Web server through a common gateway interface (CGI)

|_____ C language

|_____ TCL or Pert (a script language)

|_____ C++ language

|_____ Basic HTTP

70. Many popular business uses of the Internet include:

|_____ Electronic discussion forums and bulletin board systems

|_____ Gathering information by performing online searches using web browsers and search eng

|_____ Downloading software and information files and accessing databases

|_____ Holding real-time conversations with other Internet

71. A secure network that uses the Internet as its main backbone network to connect the Intranets of a con

|_____ Local are network

|_____ Wide area network

|_____ Virtual private network

|_____ Client/server network

72. You should not consider _____ in selecting software:

|_____ Ease of use

|_____ Ease of customization

|_____ Price

|_____ Compatibility and integration

73. _____ is not a module of integrated accounting software.

|_____ Inventory

|_____ Accounts receivable

|_____ Working capital management

|_____ Fixed assets

74. _____ serves as a cross-functional enterprise backbone that integrates and automates ma

|_____ Enterprise resource planning

|_____ Supply chain management

|_____ Electronic data interchange

|_____ Value chain management

75. Fundamentally, _____ helps a company get the right products to the right place at the rig

|_____ Enterprise resource planning

|_____ Supply chain management

|_____ Electronic data interchange

|_____ Material requirement planning

76. Companies are turning to customer relationship management (CRM) to improve their customer focus. C
business areas except?

|_____ Sales

|_____ Marketing

|_____ Internal control

|_____ Customer service

77. Which one of the following is the least likely financial goal or target?

|_____ Expected returns on investment

|_____ Earnings growth

|_____ Innovation and patents

|_____ Desired debt-to-equity ratios

78. Lack of proper funds management does not imply:

|_____ Lower profits

|_____ Possible bankruptcy

|_____ Higher leverage.

|_____ Poor financing decisions

79. Which one of the following is not an application of the Z Score Model?

|_____ Merger analysis

|_____ Loan credit analysis

|_____ Character analysis

|_____ Auditing analysis

80. Financial ratio analysis addresses all except:

|_____ How well a business is doing?

|_____ How budgets are prepared?

|_____ What are a business' strengths?

|_____ What are a business' weaknesses?

81. Which of the following is not an example of short-term decisions?

|_____ What is a safe minimum cash balance for the firm?

|_____ Should you lease or buy?

|_____ How much does the cash flow fluctuate seasonally?

|_____ When do these seasonal fluctuations occur?

82. Manufacturing disciplinary areas do not include:

|_____ Manufacturing intelligence

|_____ Engineering

|_____ Facility design

|_____ Fabrication

83. Product engineering is the starting point for product distribution. T F

|_____ True

|_____ False

84. CAM includes the following functions, except:

|_____ Lunar design

|_____ Robotics

|_____ Monitoring

|_____ Numeric control

85. The goal of JIT is not to:

|_____ Produce limited production runs

|_____ Produce with no waste of labor

|_____ Produce instantly with no lead time

|_____ Produce good quality products

86. Information needs of marketing managers do not include:

|_____ Improving new product development

|_____ Supply chain

|_____ Market orientation

|_____ Market segmentation

87. Marketing MIS subsystems do not include:

|_____ Product development

|_____ Internal systems

|_____ Market research

|_____ Advertising

88. The primary purposes of a sales plan do not include:

|_____ To reduce uncertainty about the future revenues

_____ To eliminate management judgments and decisions from the planning process (e.g., in th

_____ To provide necessary information for developing other elements of a comprehensive profi

_____ To facilitate management's control of sales activities

89. Sales planning and forecasting often are confused. Although related, they have distinctly different purpo

_____ True

_____ False

90. Risk analysis does not handle:

_____ What-if

_____ Compact in put

_____ Fitting data to distributions

_____ Sensitivity

91. Palisade's DecisionTools Suite is a DSS tool for

_____ Financial statement analysis

_____ Contribution analysis

_____ Risk and decision analysis

_____ Break-even analysis

92. An Expert system contains six major components with one of the components featuring online help facil

_____ Knowledge Database

_____ Domain Database

_____ User Interface

_____ Intelligence Interface

93. Which one of the following statements would best describe expert systems software?

_____ Is normally developed using traditional languages like COBOL and FORTRAN

_____ Includes an inference engine program used to process the rules and facts related to a sp

_____ Uses a knowledge base containing only facts

_____ Uses a model base and makes decisions

94. A bank implemented an expert system to help account representatives consolidate the bank's relationsh

_____ A sequential control structure

_____ Distinct input/output variables

_____ A knowledge base.

_____ Passive data elements

95. Which method of knowledge representation represents knowledge in an expert system's knowledge bas

_____ Case-based reasoning

_____ Frame-based knowledge

└─── Object-based knowledge

└─── Rule-based knowledge

96.　Fuzzy logic deals with:

└─── Precise values

└─── Degrees of certainty

└─── Uncertainty

└─── Certainty

97.　An application of an Expert System used in the global financial market is:

└─── 24 hours Trading Programs

└─── Underwriting

└─── Hedges

└─── Arbitrage

98.　The drawbacks of an expert system include:

└─── Increased output and productivity

└─── Failing to adapt to a continually changing environment

└─── Capture of scarce expertise

└─── Knowledge sharing

99.　Which one of the following is a benefit of expert systems?

└─── Their ability to preserve and reproduce the knowledge of experts

└─── Their ability to support subjective managerial decision-making

└─── Their limited focus

└─── Their use in problem areas requiring broad knowledge and subjective problem solving

100.　Fraudulent emails are also known as:

└─── Phishing

└─── Piggybacking

└─── Data Manipulation

└─── Scavenging

Chapter 2 - Selecting Computer Hardware

Chapter 3 - Using Systems Software

Chapter 15 - Artificial Intelligence and Expert Systems

Chapter 16 - Control And Security Of Information Systems

Chapter 17 - Wireless technologies

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