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| True / False |

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| 1. Information is simply a collection of raw facts such as an employee number or the total hours worked in a week.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 2. Data represents real-world things including raw facts such as image and audio data.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 3. A set of random or unrelated tasks performed to achieve a definite outcome is called a process.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 4. The term *data* is used to label raw facts such as height and weight of a patient.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 5. Reengineering and continuous improvement have the same definition.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 6. A sustaining innovation is one that initially provides a lower level of performance than the marketplace has grown to accept.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 7. The concept of a value chain is not significant to organizations unless they manufacture products.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 8. Over time, disruptive innovation tends to become less attractive to users in a new market.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 9. Perceived usefulness and ease of use of a system influence an individual’s attitude toward the system.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 10. The diffusion of innovation theory states that adoption of any innovation happens all at once for all members of the targeted population.​​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 11. The diffusion of innovation theory can be useful in planning the rollout of a new information system.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 12. The activities that lead to getting the right product into the right consumer's hands in the right quantity at the right time at the right cost are known as value chain management.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 13. Opportunities in information systems are available to people from different parts of the world.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 14. The role of a systems analyst is narrowly defined and seldom involves communications with others.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 15. The information systems operations group is responsible for the day-to-day running of IS hardware to process the organization’s information systems workload.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 16. ​The successful implementation for change only happens when people accept the need for change and believe that it will improve factors such as productivity and/or customer satisfaction.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 17. "Adapting" is the second stage in Lewin's Change Model, which involves learning new work methods, behaviors, and systems.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 18. According to  Lewin's Change Model, an organization must deliberately change old habits, learn new work methods, and accept the new work methods as parts of the job.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom"s: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 19. Today, many organizations can function and compete effectively without computer-based information systems.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 20. For someone to be a good CIO,  technical ability is the most important characteristic.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 21. One of the primary roles of a senior IS manager is to communicate with other areas of the organization to determine changing business needs.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 22. ​A feedback mechanism is an optional component of an information system.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.02 - 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Analysis | | *DATE CREATED:* | 10/7/2016 2:43 PM | | *DATE MODIFIED:* | 10/7/2016 2:45 PM | |

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| 23. An organization's technology infrastructure includes all of the hardware, software, databases, networks, people, and procedures that are configured to collect, manipulate, store, and process data into information.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.02 - 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/7/2016 2:51 PM | | *DATE MODIFIED:* | 10/7/2016 2:53 PM | |

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| 24. Cole has just landed a job as a sales representative in a department store. Nina is teaching him the set of steps he should follow to ring up, take payment for, and bag a purchase for a customer. Cole is learning a procedure.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.02 - 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | | *KEYWORDS:* | Bloom's: Analysis | | *DATE CREATED:* | 10/7/2016 2:54 PM | | *DATE MODIFIED:* | 10/7/2016 2:58 PM | |

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| 25. The process of defining relationships among data to create useful information requires \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | an information system | b. | a formal education | |  | c. | knowledge | d. | intuition |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 26. A clothing store chain tracks the sale of each product at each location. Managers use this information to calculate the organization's profits, to track inventory needs, and to determine which styles and fabrics are the most popular among its customers. This is an example of quality information that is \_\_\_\_\_\_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | flexible | b. | economical | |  | c. | relevant | d. | verifiable |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Analysis | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 27. The value of information is directly linked to how it helps decision makers achieve their organization’s \_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | cost/profit target | b. | goals | |  | c. | cost reduction initiatives | d. | customer satisfaction levels |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 28. In terms of information systems, Wikipedia would be an example of \_\_\_\_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | a personal IS | b. | a group IS | |  | c. | an enterprise IS | d. | an organizational complement |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.03 - 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 29. Which of the following is NOT an organizational complement?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | well-trained workers | b. | system support | |  | c. | new decision rights | d. | familiar processes |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.03 - 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 30. To keep information beyond reach of unauthorized users is to keep the information \_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | secure | b. | economical | |  | c. | simple | d. | verifiable |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Application | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/7/2016 2:04 PM | |

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| 31. ​Harrison works at a nationally known grocery store chain. He is analyzing sales data from the past five years to determine which low-selling products should be discontinued. Harrison is most likely a(n) \_\_\_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | ​data scientist | b. | end user | |  | c. | knowledge worker | d. | top executive |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Analysis | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 32. Providing value to a \_\_\_\_\_ is the primary goal of any organization.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | stakeholder | b. | product | |  | c. | competitor | d. | service |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 33. In a manufacturing organization, the supply chain is a key value chain whose primary activities include all of the following EXCEPT:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | inbound logistics | b. | finance and accounting | |  | c. | marketing and sales | d. | customer service |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 34. The idea of \_\_\_\_\_ is a form of innovation that constantly seeks ways to improve business processes and add value to products and services.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | reengineering | b. | process redesign | |  | c. | disruptive change | d. | continuous improvement |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 35. The performance levels of  radically new 'high-tech' products usually improve with newer versions.  Such types of products are known as   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | sustaining innovations | b. | continuous improvement | |  | c. | disruptive innovations | d. | business reengineering |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 36. Which of the following theories explains how a new idea or product gains acceptance and spreads through a specific population or subset of an organization?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | diffusion of innovation theory | b. | contingency theory | |  | c. | public choice theory | d. | two-factor theory |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 37. In a supply chain, \_\_\_\_\_ involve the transformation, movement, and storage of supplies and raw materials.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | virtual flows | b. | matrix flows | |  | c. | information flows | d. | physical flows |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 38. \_\_\_\_\_ is a visa program that allows skilled employees from foreign lands into the United States.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | L-1B | b. | H-1B | |  | c. | 4F | d. | G-5 |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 39. \_\_\_\_\_ are responsible for running  and maintaining  information system equipment and also for scheduling, hardware maintenance, and preparing input and output.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Data-entry operators | b. | System operators | |  | c. | Web operators | d. | Local area network operators |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 40. \_\_\_\_\_ encompasses all the activities required to get the right product into the right consumer’s hands in the right quantity at the right time and at the right cost, from acquisition of raw materials through customer delivery. ​   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Supply chain management | b. | Value chain management | |  | c. | Inventory management | d. | Customer management |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 41. Suppose you are assigned to manage a virtual team.  Which of the following will you NOT do?   |  |  |  | | --- | --- | --- | |  | a. | define goals, and set expectations | |  | b. | be aware of team members cultural sensitivity | |  | c. | ensure the team members are familiar with each other at a personal level | |  | d. | hold team meetings regularly - whether the team members like it or not |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 42. Suppose, you need to advise someone about getting a certification.  Which of the following will be appropriate advice?   |  |  |  | | --- | --- | --- | |  | a. | Getting certification is a sure way of improving your income | |  | b. | Certifications are vendor-specific | |  | c. | Certifications are the same as courses offered at universities | |  | d. | You need a college degree before you can take a certification exam |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 43. All of the following are positive driving forces that influence chance according to Lewin's Theory of Force Field Analysis, EXCEPT:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | ​beliefs | b. | ​past performance | |  | c. | ​expectations | d. | ​cultural norms |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 44. ​According to the diffusion innovation theory, \_\_\_\_\_ are the risk takers, always the first to try new products and ideas.   |  |  |  | | --- | --- | --- | |  | a. | ​early majority | |  | b. | late majority | |  | c. | ​early adopters | |  | d. | ​innovators |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 45. ​Which of the following is NOT one of the four main components in Leavitt's Diamond?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | ​people | b. | ​systems | |  | c. | ​tasks | d. | ​technology |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 46. Positive outcomes of continuous improvement include \_\_\_\_\_\_\_\_.​   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | ​increased customer loyalty | b. | ​increased customer satisfaction | |  | c. | ​protection against competitors | d. | ​all of these |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 47. According to Lewin and Schein's 3-stage model of organizational change, which of the following tasks would be found in the 'unfreezing' stage?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Monitor progress against success criteria | b. | Establish controls to ensure change is occurring | |  | c. | Establish processes and systems to institutionalize change | d. | Assign leaders and implementation team  ​ |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 48. Suppose you work at a business unit that has group of people who would rather wait to try a new technique.  They listen to and follow the opinion leaders.  They would be classified as the \_\_\_\_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | innovators | b. | early adopters | |  | c. | early majority | d. | late majority |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 49. You might be an information systems worker if you \_\_\_\_\_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | prefer a slow-paced environment, where technology rarely changes | |  | b. | prefer to work only on the computer and are not interested in the business | |  | c. | enjoy learning new techniques and enjoy working with people | |  | d. | are good in book-keeping, like an accountant |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 50. ​In most large organizations, the IS department is divided into the following functions \_\_\_\_\_\_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | ​operations and development | |  | b. | ​operations, development, and support | |  | c. | ​operations and support | |  | d. | ​systems, operations, and development |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 51. Important functions of the chief information officer include   |  |  |  | | --- | --- | --- | |  | a. | ​employing an IS department's equipment and staff to help the organization reach its goals | |  | b. | monitoring the financial considerations of the IS department, such as return on investment | |  | c. | ensuring the organization complies with laws and regulations | |  | d. | ​all of these |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 52. ​In a large IS organization, the professional who is responsible for maintaining the security and integrity of the organization's systems and data is\_\_\_\_\_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | ​the data center manager | b. | ​the data security manager | |  | c. | ​the system security operator | d. | ​the information systems security analyst |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 53. ​Which of the following is NOT a task typically associated with the systems analyst role?   |  |  |  | | --- | --- | --- | |  | a. | ​conveying system requirements to software developers and network architects | |  | b. | ​troubleshooting problems after implementation | |  | c. | ​collaborating with others to build a software product from scratch | |  | d. | ​choosing and configuring hardware and software |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 54. ​One method an IS professional might use to find a new job would be \_\_\_\_\_\_\_\_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | ​seeking referrals from colleagues, friends, and family members | |  | b. | ​searching and applying for open positions on Internet job sites | |  | c. | ​networking through an IS professionals' organization | |  | d. | ​all of these |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 55. ​Which of the following is NOT one of the functions of a computer-based information system?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | ​collect data | b. | ​store data | |  | c. | ​apply data | d. | ​process data |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.02 - 01.02 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/7/2016 2:48 PM | | *DATE MODIFIED:* | 10/7/2016 2:50 PM | |

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| 56. Calligraph Publishing Inc.'s information system allows its customers to access the system to retrieve information on new releases, inventory levels, and more. This must be a \_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​personal IS | |  | b. | ​group IS | |  | c. | ​enterprise IS | |  | d. | ​none of these answers |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.03 - 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Analysis | | *DATE CREATED:* | 10/7/2016 3:01 PM | | *DATE MODIFIED:* | 10/7/2016 3:04 PM | |

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| 57. \_\_\_\_\_ is the awareness and understanding of a set of information and the ways that information can be made useful to support a specific task or reach a decision.   |  |  | | --- | --- | | *ANSWER:* | Knowledge | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 58. For each type of IS (personal, group, enterprise), there are \_\_\_\_\_ that must be in place to ensure successful implementation and use of the system.   |  |  | | --- | --- | | *ANSWER:* | organizational complements | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.03 - 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 59. An information system that improves the productivity of individual users in performing stand-alone tasks is called a(n) \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | personal IS | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.03 - 01.03 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 60. A manufacturing facility has a series of activities that converts the raw materials into valuable products.  Such a series of activities make up the organization's \_\_\_\_\_\_\_ chain.   |  |  | | --- | --- | | *ANSWER:* | value | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 61. A(n) \_\_\_\_\_ is a group of individuals whose members are distributed geographically, but who collaborate and complete work through the use of information systems technology.   |  |  | | --- | --- | | *ANSWER:* | virtual team | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 62. In any organization, \_\_\_\_\_\_ such as raw materials, labor, facilities, equipment, and knowledge, are needed to transform them to outputs in a way that increases the input's value.   |  |  | | --- | --- | | *ANSWER:* | inputs | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 63. The radical redesign of business processes, organizational structures, information systems, and values of an organization to achieve a breakthrough in business results is known as \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | reengineering | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 64. \_\_\_\_\_ is a theory that proposes that every organizational system is made up of four main components—people, tasks, structure, and technology—with an interaction among the four components so that any change in one of these elements will necessitate a change in the other three elements.   |  |  | | --- | --- | | *ANSWER:* | Leavitt’s diamond | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 65. The attitude towards using an information system depends on its perceived ease-of-use and perceived  \_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | usefulness | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 66. In the technology acceptance model (TAM), \_\_\_\_\_ is defined as the degree to which individuals believe that use of the system will improve their performance.   |  |  | | --- | --- | | *ANSWER:* | perceived usefulness | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 67. Sarah, as the head of a business division, wants to set up a network access account for a new employee.  She should call the \_\_\_\_\_ to get this done.   |  |  | | --- | --- | | *ANSWER:* | LAN administrator or  Network administrator | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 68. A(n) \_\_\_\_\_ is a professional in  a developmental group of an information systems department who assists in choosing and configuring hardware and software, matching technology to users’ needs, monitoring and testing the system in operation, and troubleshooting problems after implementation.   |  |  | | --- | --- | | *ANSWER:* | systems analyst | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 69. ​\_\_\_\_\_ design and set up databases to meet an organization’s needs.   |  |  | | --- | --- | | *ANSWER:* | Database administrators  DBAs  database administrators | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 70. The \_\_\_\_\_ group of a typical information systems organization is responsible for the day-to-day running of IS hardware to process the organization’s information systems workload.   |  |  | | --- | --- | | *ANSWER:* | operations | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 71. \_\_\_\_\_ convert a program design developed by a systems analyst or software developer using one of many computer languages.   |  |  | | --- | --- | | *ANSWER:* | Programmers  programmers | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 72. \_\_\_\_\_ is a process for testing skills and knowledge, which results in a statement by the certifying authority that confirms an individual is capable of performing particular tasks.  ​   |  |  | | --- | --- | | *ANSWER:* | Certification  certification | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 73. Process redesign, which is also known as \_\_\_\_\_, involves the radical redesign of business processes, organizational structures, information systems, and values.​   |  |  | | --- | --- | | *ANSWER:* | business process reengineering​ | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 74. "Kaizen" is the Japanese word for \_\_\_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | continuous improvement​ | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 75. The \_\_\_\_\_\_\_\_ theory was developed by E.M. Rogers to explain how a new idea or product gains acceptance and diffuses (or spreads) through a specific population or subset of an organization.   |  |  | | --- | --- | | *ANSWER:* | diffusion of innovation | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 76. The first stage of Lewin's change model, \_\_\_\_\_, means ceasing old habits and creating a climate that is receptive to change.​   |  |  | | --- | --- | | *ANSWER:* | unfreezing​ | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 77. According to Leavitt's theory, \_\_\_\_\_\_\_ in one aspect of the information system element will necessitate changes in other elements also.   |  |  | | --- | --- | | *ANSWER:* | change | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 78. Laptops are a good example of \_\_\_\_\_ because they are gradually displacing desktop computers​ due to new and better performance characteristics.   |  |  | | --- | --- | | *ANSWER:* | disruptive innovation​ | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 79. Of the five categories of innovation adopters, \_\_\_\_\_\_\_ are always the first to try new products and ideas.​   |  |  | | --- | --- | | *ANSWER:* | innovators​ | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 80. \_\_\_\_\_\_\_\_ is the term used to describe the information systems and solutions built and deployed by departments other than the information systems department.​   |  |  | | --- | --- | | *ANSWER:* | Shadow IT​  shadow IT  Shadow Information Technology  shadow information technology | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Knowledge | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 81. Briefly distinguish among data, information, and knowledge.   |  |  | | --- | --- | | *ANSWER:* | Data consists of raw facts, such as employee number or total hours worked in a week, an inventory part number, or the number of units produced on a production line.  Information is a collection of facts organized and processed so that they have additional value beyond the value of individual facts. For example, a sales manager may want individual sales data summarized to see the total sales for the month. Providing information to customers can also help companies increase revenues and profits.  Knowledge is the awareness and understanding of a set of information and the ways that information can be made useful to support a specific task or reach a decision. Having knowledge means understanding relationships in information. | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.01 - 01.01 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:18 PM | | *DATE MODIFIED:* | 10/6/2016 5:18 PM | |

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| 82. Define the term value chain and briefly discuss the purpose of the supply chain component in a manufacturing organization.   |  |  | | --- | --- | | *ANSWER:* | The value chain is a series (chain) of activities that an organization performs to transform inputs into outputs in such a way that the value of the input is increased. In a manufacturing organization, the supply chain is a key value chain whose primary activities include inbound logistics, operations, outbound logistics, marketing and sales, and service. These primary activities are directly concerned with the creation and/or delivery of the product or service. There are also four main areas of support activities, including technology infrastructure, human resource management, accounting and finance, and procurement. | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 83. Explain the difference between sustaining and disruptive innovation.   |  |  | | --- | --- | | *ANSWER:* | Sustaining innovation results in enhancements to existing products, services, and ways of operating. Such innovations are important as they enable an organization to continually increase profits, lower costs, and gain market share. A disruptive innovation is one that initially provides a lower level of performance than the marketplace has grown to accept. Over time, however, the disruptive innovation is improved to provide some new performance characteristics and becomes more attractive to users in a new market. As it continues to improve and begins to provide a higher level of performance, it eventually displaces the former product or way of doing things. | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.04 - 01.04 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 84. Discuss the roles, functions, and careers in information systems (IS).   |  |  | | --- | --- | | *ANSWER:* | Information systems (IS) offer many exciting and rewarding careers. Professionals with careers in information systems can work in an IS department or outside a traditional IS department as Web developers, computer programmers, systems analysts, computer operators, and many other positions. There are also opportunities for IS professionals in the public sector. In addition to technical skills, IS professionals need skills in written and verbal communication, an understanding of organizations and the way they operate, and the ability to work with people and in groups. Most medium to large organizations manage information resources through an IS department. In smaller businesses, one or more people might manage information resources, with support from outsourced services. | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.06 - 01.06 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Legal - Legal | | *KEYWORDS:* | Bloom's: Comprehension | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |

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| 85. Describe both of Lewin's theories—change model and force field analysis—and explain how they are related.​   |  |  | | --- | --- | | *ANSWER:* | Lewin's change model proposes that organizational change goes through three stages: Unfreezing, which means ceasing old habits and creating a climate that is receptive to change; moving, which involves learning new work methods, behaviors, and systems; and refreezing, which involves reinforcing changes to make the new process accepted. Lewin went on to identify two types of forces that can influence these stages, which are explained in his theory of force field analysis. Driving (positive) forces are beliefs, expectations, and cultural norms that encourage change, while restraining (negative) forces make change difficult to accept or implement. | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *LEARNING OBJECTIVES:* | MIS.STRE.18.01.05 - 01.05 | | *NATIONAL STANDARDS:* | United States - BUSPROG: Technology | | *KEYWORDS:* | Bloom's: Analysis | | *DATE CREATED:* | 10/6/2016 5:19 PM | | *DATE MODIFIED:* | 10/6/2016 5:19 PM | |