Package Title: Practice Questions

Course Title: Boone, Contemporary Business, Third Canadian Edition

Chapter Number: 14

Shuffle: No

Question type: Multiple Choice

1. The fourth industrial revolution has been powered by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
2. digitization in manufacturing
3. corporate social responsibility
4. disruptive innovations
5. the ecological movement

Answer: a

Difficulty: Easy

Learning Objective: 14.1 Outline the ways technology has forever changed business.

Section Reference: 14.1 Technology Has Forever Changed Business

Bloom’s Taxonomy: Knowledge

AACSB: Communication

1. **­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**are less-expensive and simpler versions of existing products and services that target entirely new customers, many times replacing industry leaders.

a) mindfulness in the marketplace

b) mergers and acquisitions

c) disruptive innovations

d) workplace diversity

Answer: c

Difficulty: Easy

Learning Objective: 14.1 Outline the ways technology has forever changed business

Section Reference: 14.1 Technology Has Forever Changed Business

Bloom’s Taxonomy: Knowledge

AACSB: Communication

3. SpaceX and Airbnb are examples of companies referred to as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ which use innovative business models to bring about disruption in a particular industry.

1. the fourth industrial revolution
2. unicorns
3. tall poppies
4. information systems

Answer: b

Difficulty: Easy

Difficulty: Easy

Learning Objective:14.1 Outline the ways technology has forever changed business

Section Reference: 14.1 Technology Has Forever Changed Business

Bloom’s Taxonomy: Knowledge

AACSB: Communication

4. All of the following are ways technology has forever changed today’s business **except:**

1. semiconductors
2. Internet
3. Telecom
4. double-entry accounting

Answer: d

Difficulty: Easy

Learning Objective:14.1 Outline the ways technology has forever changed business

Section Reference: 14.1 Technology Has Forever Changed Business

Bloom’s Taxonomy: Knowledge

AACSB: Communication

5) How is data different from information?

a) Data is current; information is unchanging.

b) Information is knowledge; data are the facts that can be converted to a usable form.

c) Data is continuously collected but information is only collected sporadically.

d) Information is more overwhelming than data.

Answer: b

Difficulty: Medium

Learning Objective 1: LO14.2 Distinguish between data and information, and discuss information systems and the role of big data.

Section Reference 14.2: Data, Information, and Information Systems

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

6) An information system should \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. make decisions for the company

b) prevent mistakes from occurring

c) collect, store, and communicate past, present, and projected information

d) provide competitive data and low cost

Answer: c

Difficulty: Medium

Learning Objective 1: LO14.2 Distinguish between data and information and discuss information systems and the role of big data.

Section Reference 14.2: Data, Information, and Big Data

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

7) A(n) \_\_\_\_\_\_\_\_\_\_ can be tailored to assist many business functions and departments—from marketing and manufacturing to finance and accounting.

a) data information system

b) expert system

c) data processing system

d) information system

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.2 Distinguish between data and information, and discuss information systems and the role of big data.

Section Reference 14.2: Data, Information, and Information Systems

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

8) The executive responsible for managing a firm’s information systems and related computer technologies.

a) IVP

b) CIS

c) PIT

d) CIO

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.2 Distinguish between data and information, and discuss information systems and the role of big data..

Section Reference 14.2: Data, Information, and Information Systems

Bloom’s Taxonomy: Knowledge

AACSB: Analytic

9) Computer-based information systems consist of all of the following components **except**

a) hardware.

b) software.

c) telecommunications and networks.

d) transcontinental soundboards.

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.3 List the components and types of information systems.

Section Reference 1: Components and Types of Information Systems

Bloom’s Taxonomy: Knowledge

AACSB: Communication

10) Which of the following is **not** one of the components of a computer-based information system?

a) computer hardware

b) telecommuting networks

c) computer software

d) data resource management

Answer: b

Difficulty: Medium

Learning Objective 1: LO14.3 List the components and types of information systems.

Section Reference 14.3 Components and Types of Information Systems

Bloom’s Taxonomy: Knowledge

AACSB: Analytic

11) Information that can be stored and retrieved for use is kept in a \_\_\_\_\_\_\_\_\_\_.

a) server

b) data system

c) information system

d) database

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.3 List the components and types of information systems.

Section Reference 14.3: Components and Types of Information Systems

Bloom’s Taxonomy: Comprehension

AACSB: Technology

12) A(n) \_\_\_\_\_\_\_\_\_ is a management support system that imitates human thinking through “if-then” rules.

a) decision support system

b) management information system

c) executive support system

d) expert system

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.3 List the components and types of information systems.

Section Reference 14.3: Components and Types of Information Systems

Bloom’s Taxonomy: Knowledge

AACSB: Technology

13) The heart of any information system is its \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) information system

b) database

c) DSS

d) ESS

Answer: b

Difficulty: Medium

Learning Objective 1: LO14.3 Describe the components and types of information systems.

Section Reference 14.3 Components and Types of Information Systems

Bloom’s Taxonomy: Comprehension

AACSB: Technology

14) \_\_\_\_\_\_\_\_\_\_\_ are designed to produce a variety of information on an organization’s activities for both internal and external users.

a) Transaction processing systems

b) Operational support systems

c) Process control systems

d) Management support systems

Answer: b

Difficulty: Medium

Learning Objective 1: LO14.3 List the components and types of information systems.

Section Reference 14.3: Components and Types of Information Systems

Bloom’s Taxonomy: Knowledge

AACSB: Technology

15) A(n) \_\_\_\_\_\_\_\_\_\_\_\_ gives support to businesspeople during the decision-making process.

a) database

b) management information system

c) decision support system

d) expert system

Answer: c

Difficulty: Medium

Learning Objective 1: LO14. List the components and types of information systems.

Section Reference 1: Components and Types of Information Systems

Bloom’s Taxonomy: Knowledge

AACSB: Technology

16) Which of the following is a software program that performs the specific tasks that the user wants to carry out?

a) consumer software

b) enterprise software

c) application software

d) presentation software

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.4 Discuss computer hardware and software.

Section Reference 14.4: Computer Hardware and Software

Blooms Taxonomy: Application

17) The application software that would be best suited for creating a sales presentation is

a) word processing.

b) desktop publishing.

c) spreadsheets.

d) presentation software.

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.4 Discuss computer hardware and software.

Section Reference 1: Computer Hardware and Software

Bloom’s Taxonomy: Application

AACSB: Technology

18) Technology is allowing firms to track business activities almost instantaneously. Package delivery companies such as FedEx and UPS use \_\_\_\_\_\_\_\_\_\_ to transmit information within seconds to the package sender.

a) netbooks

b) hand-held scanners

c) smart phones

d) PDAs

Answer: b

Difficulty: Medium

Learning Objective 1: LO14. 4 Discuss computer hardware and software

Section Reference 1: Computer Hardware and Software

Bloom’s Taxonomy: Comprehension

AACSB: Technology

19) All of the following are examples of application software **except:**

a) Microsoft Word.

b) Linux.

c) Google Chrome.

d) Quick Books.

Answer: b

Difficulty: Medium

Learning Objective 1: LO14.4 Discuss computer hardware and software.

Section Reference 14.4: Computer Hardware and Software

Bloom’s Taxonomy: Application

AACSB: Technology

Question type: True/False

20) A smart phone is a device that combines a cell phone with a PDA.

1. True
2. False

Answer: True

Difficulty: Medium

Learning Objective 1: LO14.4 Discuss computer hardware and software.

Section Reference 14.4: Computer Hardware and Software

Bloom’s Taxonomy: Comprehension

AACSB: Technology

21) WANs are networks designed to connect a company’s employees on multiple floors of an office high-rise.

1. True
2. False

Answer: False

Difficulty: Medium

Learning Objective 1: LO14.5 Describe computer networks, cloud computing, and the future of the internet.

Section Reference 14.5 Networks, the Internet, and Cloud Computing

Bloom’s Taxonomy: Application

AACSB: Technology

Question type: Multiple Choice

22) A firm that has operations in many regions wants to link its computer systems for increased productivity. It should consider a

a) wide area network (WAN).

b) local area network (LAN).

c) hotspot network.

d) voice over Internet protocol (VoIP).

Answer: a

Difficulty: Medium

Learning Objective 1: LO14.5 Describe computer networks, cloud computing, and the future of the Internet.

Section Reference 14.5 Networks, the Internet, and Cloud Computing

Bloom’s Taxonomy: Application

AACSB: Technology

23) A computer network that connects machines within limited areas, such as a building or several nearby buildings, is called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) wide area network (WAN)

b) local area network (LAN)

c) hotspot network

d) voice over Internet protocol (VoIP)

Answer: b

Difficulty: Medium

Learning Objective 1: LO14.5 Describe computer networks, cloud computing, and the future of the internet.

Section Reference 14.5 Networks, the Internet, and Cloud Computing

Bloom’s Taxonomy: Application

AACSB: Technology

24) The current standard for wireless networks is called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) hotspot

b) local area network (LAN)

c) wide area network (WAN)

d) wireless fidelity (Wi-Fi)

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.5 Describe computer networks, cloud computing, and the future of the Internet.

Section Reference 14.5 Networks, the Internet, and Cloud Computing

Bloom’s Taxonomy: Application

AACSB: Technology

25) Telephone service that is transmitted over the Internet instead of through traditional phone lines is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) virtual private network

b) dial-up

c) Skype

d) VoIP

Answer: d

Difficulty: Medium

Difficulty: Medium

Learning Objective 1: LO14.5 Describe computer networks, cloud computing, and the future of the Internet.

Section Reference 14.5 Networks, the Internet, and Cloud Computing

Bloom’s Taxonomy: Application

AACSB: Technology

26) \_\_\_\_\_\_\_\_\_\_ limit data transfers to certain locations and log system use so that managers can identify threats to a system’s security.

a) Firewalls

b) Intranets

c) Output devices

d) Virtual Private Networks

Answer: a

Difficulty: Medium

Difficulty: Medium

Learning Objective 1: LO14.5 Describe computer networks, cloud computing, and the future of the Internet.

Section Reference 14.5 Networks, the Internet, and Cloud Computing

Bloom’s Taxonomy: Application

AACSB: Technology

27) A computer network that is similar to the Internet but limits access to authorized users is referred to as which of the following?

a) firewalls

b) intranets

c) extranet

d) virtual private network

Answer: b

Difficulty: Medium

Difficulty: Medium

Learning Objective 1: LO14.5 Describe computer networks, cloud computing, and the future of the Internet.

Section Reference 14.5 Networks, the Internet, and Cloud Computing

Bloom’s Taxonomy: Application

AACSB: Technology

Question type: True/False

28) MAC users are less vulnerable to cybercrimes because of storage of data in the cloud rather than on hard drives.

1. True
2. False

Answer: False

Difficulty: Medium

Learning Objective 1: LO14.6 Outline the security, ethical and privacy issues affecting information systems.

Section Reference 14.6: Security and Ethical Issues Affecting Information Systems

Bloom’s Taxonomy: Knowledge

AASCB: Communication

Question type: Multiple Choice

29) A Trojan horse \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) secretly attaches itself to another program and changes it

b) exploits a security hole in a network to replicate itself

c) is a program that claims to do one thing, but in reality does something else, usually malicious

d) secretly gathers user information through the user’s Internet connection

Answer: c

Difficulty: Medium

Learning Objective 1: LO14.6 Outline the security, ethical and privacy issues affecting information systems.

Section Reference 14.6: Security and Ethical Issues Affecting Information Systems

Bloom’s Taxonomy: Knowledge

AASCB: Communication

30) Any malicious software program designed to infect computer systems is referred to as (a):

a) Trojan horse.

b) cookie.

c) malware.

d) virus.

Answer: c

Difficulty: Medium

Learning Objective 1: LO14.6 Outline the security, ethical and privacy issues affecting information systems.

Section Reference 14.6: Security and Ethical Issues Affecting Information Systems

Bloom’s Taxonomy: Knowledge

AASCB: Communication

31) A small piece of software that uses a security hole in a network to replicate itself is referred to as a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) Trojan horse

b) cookie

c) worm

d) virus

Answer: c

Difficulty: Medium

Learning Objective 1: LO14.6 Outline the security, ethical and privacy issues affecting information systems.

Section Reference 14.6: Security and Ethical Issues Affecting Information Systems

Bloom’s Taxonomy: Knowledge

AASCB: Communication

32) Software that gathers user information through the user’s Internet connection without his or her knowledge, usually for advertising purposes, is referred to as (a) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) Trojan horse

b) cookie

c) spyware

d) botnet

Answer: c

Difficulty: Medium

Learning Objective 1: LO14.6 Outline the security, ethical and privacy issues affecting information systems.

Section Reference 14.6: Security and Ethical Issues Affecting Information Systems

Bloom’s Taxonomy: Knowledge

AASCB: Communication

33) \_\_\_\_\_\_\_\_\_ can be an outcome of poorly protecting employee or customer data.

a) Viruses

b) Employee monitoring

c) Ethical concerns

d) Identity theft

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.6 Outline the security, ethical and privacy issues affecting information systems.

Section Reference 14.6: Security and Ethical Issues Affecting Information Systems

Bloom’s Taxonomy: Knowledge

AASCB: Communication

34) All of the following are examples of e-crimes **except:**

a) employees or outsiders may change or invent data to produce inaccurate or misleading information.

b) employees or outsiders modify computer programs to create false information or illegal transactions or to insert viruses.

c) when a customer calls, a new window automatically pops up on a computer screen with the customer’s information and account history.

d) unauthorized people access computer systems for their own benefit or knowledge or just to see if they can get in.

Answer: c

Difficulty: Medium

Learning Objective 1: LO14.6 Outline the security, ethical and privacy issues affecting information systems.

Section Reference 14.6: Security and Ethical Issues Affecting Information Systems

Bloom’s Taxonomy: Knowledge

AASCB: Analytic

35) Natural disasters and power failures affect businesses and cost billions of dollars. To minimize the damage that these events cause, companies should perform

a) disaster recovery planning.

b) contingency planning.

c) backup planning.

d) information processing analysis.

Answer: a

Difficulty: Medium

Learning Objective 1: LO14.7 Explain disaster recovery and backup systems.

Section Reference 14.7: Disaster Recovery and Backup

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

36) The first step in off-site data storage is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) planning which data needs to be protected

b) selecting the right security vendor

c) establishing a backup schedule

d) testing and evaluating the system

Answer: a

Difficulty: Medium

Learning Objective 1: LO14.7 Explain disaster recovery and backup systems.

Section Reference 14.7: Disaster Recovery and Backup

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

Question type: True/False

37) One of the primary considerations in deciding what data to protectively store is the severe legal consequences if lost.

1. True
2. False

Answer: True

Difficulty: Medium

Learning Objective 1: LO14.7 Explain disaster recovery and backup systems.

Section Reference 14.7: Disaster Recovery and Backup

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

Question type: Multiple Choice

38) Alec’s company experiences fairly steady computing demand except for the weekend after Thanksgiving when traffic spikes. Since his company is relatively small, he doesn’t want to invest in resources that will be used fairly seldom. Alec is considering

a) database management.

b) cloud computing.

c) grid computing.

d) on-demand computing.

Answer: d

Difficulty: Medium

Learning Objective 1: LO14.8 Discuss information technology trends.

Section Reference 14.8: Information System Trends

Bloom’s Taxonomy: Application

AACSB: Communication

39) JetBlue reservation agents work in \_\_\_\_\_\_\_\_\_\_\_, an example of a \_\_\_\_\_\_\_\_\_\_\_.

a) virtual offices; information technology.

b) home-based offices; distributed workforce.

c) information gathering; virtual office.

d) virtual offices; on-demand computing.

Answer: b

Difficulty: Medium

Learning Objective 1: LO14.8 Discuss information technology trends.

Section Reference 14.8: Information System Trends

Bloom’s Taxonomy: Application

AACSB: Communication

40) Traditionally, users have purchased software licenses and installed the programs directly on hardware and systems. A new trend, championed by Google, among others, uses powerful servers to store applications outside the individual company but accessible from anywhere via the Web. This new approach is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) database management

b) cloud computing

c) grid computing

d) on-demand computing

Answer: b

Difficulty: Medium

Learning Objective 1: LO14.8 Discuss information technology trends.

Section Reference 14.8: Information System Trends

Bloom’s Taxonomy: Application

AACSB: Communication

41) An outside supplier that provides both the computers and the application support for managing an information system is referred to as (an) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) cloud computing

b) offshore provider

c) application service provider

d) enterprise IT manager

Answer: c

Difficulty: Medium

Learning Objective 1: LO14.8 Discuss information technology trends.

Section Reference 14.8: Information System Trends

Bloom’s Taxonomy: Application

AACSB: Communication

42) Another term used for on-demand computing is \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) cloud computing

b) grid computing

c) utility computing

d) super computing

Answer: c

Difficulty: Medium

Learning Objective 1: LO14.8 Discuss information technology trends.

Section Reference 14.8: Information System Trends

Bloom’s Taxonomy: Application

AACSB: Communication

43) A network of smaller computers that run special software is referred to as ­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) cloud computing

b) grid computing

c) utility computing

d) super computing

Answer: b

Difficulty: Medium

Learning Objective 1: LO14.8 Discuss information technology trends.

Section Reference 14.8: Information System Trends

Bloom’s Taxonomy: Application

AACSB: Communication

Question type: True/False

44) Virtual offices are trend-driven and are becoming less used by businesses.

1. True
2. False

Answer: False

Difficulty: Medium

Learning Objective 1: LO14.8 Discuss information technology trends.

Section Reference 14.8: Information System Trends

Bloom’s Taxonomy: Application

AACSB: Communication