Package Title: Clickers

Course Title: Boone, Kurtz, Khan, Canzer, Contemporary Business, Third Canadian Edition

Chapter Number: 14

Question type: Multiple Choice

1. A disruptive innovation is called an/a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
2. innovation that entirely changes the present market
3. innovation that sets the entire industry back a few years
4. annoyance that confuses manufacturing
5. service that cannot be replicated and is short-lived

Answer: a

1. Business has changed forever because of which of the following factors:
2. the digitalization of manufacturing
3. the computerization of basic functions of operations
4. the advancements in human resources and hiring
5. a) and b)

Answer: a and b

3) A centralized integrated collection of data resources is called:

a) Data mining

b) A database

c) An online system

d) Transaction processing system

Answer: b

4) Microsoft Outlook is an example of which one of the following types of applications software?

a) Personal information managers

b) Database programs

c) Spreadsheets

d) Word processing

Answer: a

5) An operational support system that records and processes business transaction data is referred to as a:

a) Management information system

b) Decision support system

c) Process control system

d) Transaction processing system

Answer: d

6) Systems that imitate human thinking through complicated sets of “if-then” rules are referred to as:

a) Process control systems

b) Decision support systems

c) Expert systems

d) Executive Support Systems

Answer: c

7) Using computer-based technology to retrieve and evaluate data in a database for the purpose of identifying trends is called

a) Business intelligence.

b) Data stockpiling.

c) Information mining.

d) Data servicing.

Answer: a

8) \_\_\_\_\_\_\_\_\_\_\_ 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

9) Which one of the following statements concerning a database is incorrect?

a) Databases can be built internally.

b) Databases are centralized integrated collection of data resources.

c) Databases always provide relevant data.

d) Databases act as electronic filing cabinets.

Answer: c

10) All of the following are examples of cybercrimes 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 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

11) The current standard for wireless networks is called a:

a) Hot spot.

b) Local area network (LAN).

c) Wide area network (WAN).

d) Wireless fidelity (WiFi).

Answer: d

12) Telephone service that is transmitted over the Internet instead of through traditional phone lines is called

a) VPN.

b) VPV.

c) IvP.

d) VoIP.

Answer: d

13) An organized method for collecting, storing, and communicating past, present, and projected information on internal operations and external intelligence is called \_\_\_\_\_\_\_.

a) Database

b) Information system

c) Management information system

d) Data system

Answer: b

14) Computer-based information systems consist of the following component(s).

a) Computer hardware

b) Computer software

c) Data resource management

d) All of the above

Answer: d

15) Which of the following represents inputs for computer hardware?

a) Allow users to enter data and commands

b) Keyboard  
c) Mouse

d) All of the above

Answer: d

16) A computer network that is similar to the Internet, but limits access to authorized users is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) Internal internet

b) Network

c) Intranet

d) Extranet

Answer: c

17) A significant trend in information systems includes:

a) The growing demands of the so-called distributed workforce.

b) The increased use of Internet service providers.

c) On-demand group computing.

d) Cloud and grip computing.

Answer: a