1. In an information system context, which one of the following would be the most applicable description of *application software*?
   A. It controls and supports the operations of a computer
   B. It consists of programs that direct particular processing activities
   C. It consists of operating instructions for people who will use an information system
   D. None of the choices are correct.

2. All of the following are fundamental reasons for business applications of information technology *except*:
   A. Support of strategies for competitive advantage
   B. Support of business processes and operations
   C. Compliance with environmental regulations
   D. Decision making support

3. The rapid development of microcomputer processing power, application software packages, and telecommunications networks gave birth to the phenomenon of _______________.
   A. manufacturer-to-public direct sales
   B. MIS departments
   C. end user computing
   D. electronic monitoring

4. An information system depends on all of the following resources *except*:
   A. Hardware
   B. Software
   C. People
   D. Networks
   E. Time

5. An information system that supports the business functions of accounting, finance, human resource management, marketing, or operations would be classified as a(n) _______________ system.
   A. functional business
   B. executive information
   C. management information
   D. decision support
6. A system that can change itself or its environment in order to survive is ______________ system.
   A. a control
   B. a self-monitoring
   C. an environmental
   D. an adaptive

7. The biggest challenge in deploying SAP or any other ERP system is ________________.
   A. installing the system
   B. training the users
   C. data conversion
   D. adding new features to the system

8. Information systems that focus on operational and managerial applications in support of basic business functions, such as accounting or marketing, are known as ________________.
   A. functional business systems
   B. strategic information systems
   C. executive information systems
   D. knowledge management systems

9. Honeywell's Experion Process Knowledge system is an example of a(n) ______ system.
   A. Process Control System
   B. Management Information System
   C. Expert System
   D. Strategic Information System

10. All of the following would be considered a software resource in an information system except:
    A. A computer operating system
    B. A word processing software package
    C. A telecommunication network
    D. All of the choices are software resources.

11. Business applications of information systems are typically combinations of several types of information systems. This integration is referred to as ______________ systems.
    A. information reporting
    B. decision support
    C. cross-functional informational
    D. end user computing
12. The information systems function is equally as important to business success as the function of ______________.
   A. accounting
   B. operations management
   C. human resources management
   D. All the choices are correct.

13. Information technology can be used to support ______________.
   A. product development teams
   B. customer support processes
   C. any other business activity
   D. All the choices are correct.

14. In an information system, alphanumeric data normally takes the form of ______________.
   A. numbers and alphabetical characters
   B. sentences and paragraphs
   C. graphic shapes and figures
   D. All of the choices are correct.

15. The majority of organizations today would be classified as ______________ systems.
   A. open
   B. closed
   C. open adaptive
   D. closed adaptive

16. In its simplest form, a system consists of all the following except:
   A. A group of cooperative users
   B. A set of interrelated components
   C. A clearly defined boundary
   D. A common set of objectives

17. Developing an information system solution involves all of the following steps except:
   A. Investigation
   B. Implementation
   C. Redesign
   D. Maintenance
18. Most information systems are designed to _______________.
A. produce information and support decision making
B. handle record-keeping
C. handle transaction processing chores
D. All the choices are correct.

19. E-commerce ________________.
A. involves buying, selling, marketing, and servicing of products, services, and information over a variety of computer networks
B. uses the Internet, intranets, and extranets to support every step of the commercial process, such as multimedia advertising, product information, and customer support
C. involves Internet security and payment mechanisms that ensure completion of delivery and payment processes
D. All of the choices are correct.

20. The text classifies information systems as either operations or management support information systems. Which one of the following would not be classified as an operations support system?
A. Transaction processing systems
B. Process control systems
C. Enterprise collaboration systems
D. Decision support systems

21. A functional business system supports all of the following types of applications except:
A. Accounting
B. Customer problem resolution
C. Marketing
D. Human resource management

22. With Honeywell's Experion Process Knowledge System, customers experienced all of the following except:
A. A decreased number of false "process failing" alarms
B. Less unanticipated downtime
C. Lower maintenance costs
D. A decreased need for maintenance personnel
23. Success in today's dynamic business environment depends heavily on maximizing the use of Internet-based technologies and Web-enabled information systems to meet the competitive requirements of ______________.
   A. customers
   B. suppliers
   C. business partners
   D. All of the choices are correct.

24. All of the following normally happens to data during a value-added process except:
   A. There useful life is determined
   B. Their form is aggregated, manipulated, and organized
   C. Their content is analyzed and evaluated
   D. They are placed in a proper context for a human user

25. Executive information systems (EIS) are tailored to meet the strategic information needs of which of the following management levels?
   A. Top management (strategic)
   B. Middle management (tactical)
   C. Lower management (operational)
   D. All of the choices are correct.

26. Hershey, U.S. D. O. E., Whirlpool, and Nike have all used SAP software to implement what type of information system?
   A. Management Information System
   B. Executive Information System
   C. Transaction Information System
   D. Enterprise Resource Planning

27. Telecommunications networks consist of ______________.
   A. computers, the Internet, intranets, and extranets
   B. communications processors
   C. devices interconnected by communication media and controlled by communications software
   D. All of the choices are correct.
28. Computer-based information systems are usually conceived, designed, and implemented using some form of systematic development process. The investigation stage includes ________________.
A. determining the economic or technical feasibility of a proposed application
B. acquiring and learning how to use the necessary software
C. improving the system
D. All of the choices are correct.

29. A nuclear power plant uses electronic sensors linked to computers to continually monitor processes and make instant (real-time) adjustments that control the power generation process. This is an example of a(n) ________________.
A. transaction processing system
B. decision support system
C. enterprise collaboration system
D. process control system

A. physical
B. transactional
C. inter-departmental
D. mechanical