

CIT-15 Chapter 12 Study Guide

Multiple Choice

Identify the choice that best completes the statement or answers the question.

- ___ 1. A(n) ___ is a collection of elements (people, hardware, software, and data) and procedures that interact to generate information needed by the users in an organization.
- a. operating system
 - b. information system
 - c. device
 - d. utility program
- ___ 2. ___ is a conceptual blueprint that defines the structure and operations of an enterprise (a business, organization, government agency, or other entity).
- a. Business intelligence
 - b. System architecture
 - c. Business flowchart
 - d. Enterprise architecture
- ___ 3. ___ is the process of gathering, storing, accessing, and analyzing data about a company in order to make better business decisions.
- a. Business intelligence
 - b. System architecture
 - c. Business flowchart
 - d. Enterprise architecture
- ___ 4. ___ is a useful sales and marketing tool to help companies match customers with products they would be likely to purchase.
- a. Customer service
 - b. Customer profiling
 - c. Personalization
 - d. Data mining
- ___ 5. Managers are usually classified into three categories: executive, ____, and operational.
- a. development
 - b. strategic
 - c. middle
 - d. decision
- ___ 6. ___ managers include supervisors, office managers, foremen, and other managers who supervise nonmanagement workers.
- a. Operational
 - b. Executive
 - c. Middle
 - d. External
- ___ 7. To help store, organize, and retrieve documents once they have been created in or converted to an electronic format, ___ systems can be used.
- a. transaction processing
 - b. document processing
 - c. document management
 - d. office automation
- ___ 8. The various types of communications systems in place in many organizations include e-mail, messaging, online conferencing, ____, and telecommuting.
- a. point-of-sale (POS) systems
 - b. collaborative (workgroup) computing
 - c. fingerprint payment systems
 - d. geographic information system (GIS)
- ___ 9. Two specific types of ___ are e-commerce systems and point-of-sale (POS) systems.
- a. order entry systems
 - b. accounting systems
 - c. office systems
 - d. document processing systems
- ___ 10. ___ refer to the variety of systems in place to record the details of financial transactions, such as payments and purchases.
- a. Accounting systems
 - b. Payroll systems
 - c. Order entry systems
 - d. Transaction processing systems
- ___ 11. A(n) ___ provides regular, routine, and timely information to decision makers.
- a. transaction processing system
 - b. office system
 - c. general ledger system
 - d. management information system (MIS)

- _____ 12. _____ is a special type of large, integrated system that ties together all types of a company's activities, such as planning, manufacturing, sales, marketing, distribution, customer service, and finance.
- a. ERP
 - b. EDI
 - c. GIS
 - d. DSS
- _____ 13. When information from an ERP or other type of internal system is exchanged between different applications (either within an organization or between organizations), it is called _____.
- a. ERP2
 - b. EDI
 - c. CRM
 - d. EAI
- _____ 14. An inventory management system that goes beyond just inventory to act as a complete distribution system is referred to as a _____ management system (WMS).
- a. warranted
 - b. warehouse
 - c. wireless
 - d. world
- _____ 15. _____ refers to the use of computers to help manage manufacturing operations and control machinery used in those processes.
- a. Computer-aided manufacturing (CAM)
 - b. Computer-aided design (CAD)
 - c. Enterprise architecture
 - d. Product lifecycle management (PLM)
- _____ 16. When computer systems perform in ways that would be considered intelligent if observed in humans, it is commonly referred to as _____.
- a. artificial intelligence (AI)
 - b. computer-aided design (CAD)
 - c. computer-aided manufacturing (CAM)
 - d. neural networks
- _____ 17. _____ carry on written "conversations" with people in a natural language.
- a. Expert systems
 - b. Intelligent agents
 - c. Chatterbots
 - d. Neural networks
- _____ 18. The _____ Web is a predicted evolution of the current Web in which all Web content is stored as if it were data in a database so that it can be retrieved easily when needed to fulfill user requests.
- a. Intelligent
 - b. Knowledge
 - c. Central
 - d. Semantic
- _____ 19. In an expert system, the _____ is a software program that applies the rules to the data stored in the knowledge base in order to reach decisions.
- a. rules processor
 - b. inference engine
 - c. data authority
 - d. knowledge bus
- _____ 20. Artificial intelligence systems that attempt to imitate the way a human brain works are called _____.
- a. neural networks
 - b. expert systems
 - c. robots
 - d. biometric systems
- _____ 21. A company's _____ oversees routing transaction processing and information systems activities, as well as other computer-related areas.
- a. chief executive officer (CEO)
 - b. chief security officer (CSO)
 - c. chief information officer (CIO)
 - d. chief data officer (CDO)
- _____ 22. A _____ is responsible for maintaining a large, multiuser system.
- a. software engineer
 - b. system administrator
 - c. vice president of information systems
 - d. programmer/analyst
- _____ 23. A(n) _____ is responsible for setting up and managing large databases within an organization.
- a. database administrator
 - b. application programmer
 - c. database analyst
 - d. data processing director
- _____ 24. Although more expensive than conventional outsourcing since company staff must maintain the facilities, train employees, and oversee the facility, _____ does give the company much more control.
- a. captive offshoring
 - b. indirect outsourcing
 - c. capital offshoring
 - d. pointed outsourcing

- ___ 25. Each phase of the ___ produces some type of documentation to pass on to the next phase.
- system analysis
 - system development life cycle
 - system implementation
 - system acquisition
- ___ 26. When a proposal for a new system or system modification is submitted, one of the first steps is to conduct a ___.
- preliminary design
 - preliminary investigation
 - preliminary implementation
 - preliminary acquisition
- ___ 27. ___ is the phase of system development in which the problem area is studied in depth and the needs of system users are assessed.
- Preliminary investigation
 - System design
 - System analysis
 - System acquisition
- ___ 28. ___ are useful for identifying procedures and summarizing the decision making process for one step of a system.
- Decision tables
 - Feasibility reports
 - Data dictionaries
 - Entity-relationship diagrams
- ___ 29. The objective of ___ is to gather useful data about the system under study.
- data design
 - data processing
 - data collection
 - data analysis
- ___ 30. Class diagrams and use case diagrams are used to illustrate systems based on the concept of ___.
- procedures
 - functions
 - entities
 - objects
- ___ 31. ___ focuses on specifying what the new system will look like and how it will work.
- System analysis
 - System acquisition
 - System implementation
 - System design
- ___ 32. A(n) ___ is used to describe the characteristics of data used in a database or other type of computer system.
- system flowchart
 - input/output design
 - data dictionary
 - preliminary design
- ___ 33. Some benefits can be computed relatively easily by calculating the amount of labor the new system will save, the reduction in paperwork it will allow, and so on. These gains are called ___ because they represent quantifiable dollar amounts.
- automatic gains
 - first-level gains
 - transparent benefits
 - tangible benefits
- ___ 34. The ___ contains a list of technical specifications for equipment, software, and services determined during the system design phase and requests that vendors propose products that meet those specifications.
- benchmark test
 - request for proposal (RFP)
 - request for quotation (RFQ)
 - data dictionary
- ___ 35. With a ___, both systems are operated in tandem until it is determined that the new system is working correctly, and then the old system is deactivated.
- phased conversion
 - direct conversion
 - parallel conversion
 - pilot conversion

Case-Based Critical Thinking Questions

Case 12-1

Mary is entering her senior year of college. She has a meeting on Friday with her advisor to discuss her career plans.

- ___ 36. Mary wants to avoid common mistakes that individuals make when they are starting out in the IT industry. Her advisor should tell her to beware of ____.
- a. honing problem solving skills
 - b. mastering underlying principles of technology
 - c. adapting to new challenges
 - d. focusing too much on certifications
- ___ 37. Mary is interested in identifying the business needs of a system and ensuring the systems meet those needs. Her advisor will probably tell her to look into becoming a ____.
- a. database analyst
 - b. business analyst
 - c. communications analyst
 - d. computer operator

Case-Based Critical Thinking Questions

Case 12-2

Mother Goose Computing, Inc. provides computational biology consulting services. They are currently updating several of their systems.

- ___ 38. For the genomics division, Mother Goose is planning to replace the old system by the new one all at once. This is called a ____ conversion.
- a. phased
 - b. direct
 - c. parallel
 - d. pilot
- ___ 39. For the protein folding division, Mother Goose is planning to implement the new system module by module. This is called a ____ conversion.
- a. phased
 - b. direct
 - c. parallel
 - d. pilot
- ___ 40. For the biochemistry division, Mother Goose is planning to implement the new system first in their New York location. If it works properly, they will extend it to their Boston and Chicago locations. This is called a ____ conversion.
- a. phased
 - b. direct
 - c. parallel
 - d. pilot