

LO2

1. It is a collection of related activities that produce a product or a service value to the organization, its business partners, and/or its customers.

-business process

2. A byte is the smallest unit of data.

-false

3. This type of IS is management-level systems that are used by middle managers to help ensure the smooth running of the organization in the short to medium term.

-management information systems

4. Row in a spreadsheet is called a record in a database.

-true

5. One of the advantages of Database Management System is formatted input screens to prevent errors (called forms).

-true

6. A _____ process is one in which no single functional area is responsible for its execution.

-cross-functional

7. type of business pressures involves Social Responsibility; Government Regulation and Deregulation; Protection against Terrorist Attacks and Ethical Issues

-societal and legal

8. It is a set of software programs that manipulates and processes data, and provides an interface between the data and its users (in order that they can use it to make decisions).

-data management systems

9. What do you call a collection of related records in database?

-entity

10. This type of business pressures involves the Global Economy and Strong Competition; The Changing Nature of the Workforce and Powerful Customers.

-market pressures

11. The four pillars of Data Management are provisioning, protection, replication and recovery.

-true

12. This type of IS helps executives and senior managers analyze the environment in which the organization operates, to identify long-term trends, and to plan appropriate courses of action.

-executive information

LO3

1. Computers connected to the Internet are very prone to targeted virus attacks and may end up crashing.

-true

2. Pornography is perhaps the biggest advantage of the Internet.

-false

3. One of the examples of a web browser is Google.

-false

4. The Internet in general and the World Wide Web in particular are important enablers of both formal and informal education.

-true

5. It is a computer network built by a business to interconnect its various company sites (such as production sites, offices and shops) in order to share computer resources.

-enterprise private networks

6. One of the examples of typical architecture of internet connection is Client-Server.

-true

7. This is a computer network in which the computers connected may be far apart, generally having a radius of half a mile or more.

-WAN

8. Who is the father of Internet?

-vint cerf

9. A _____ is a network that interconnects users with computer resources in a geographic area or region larger than that covered by even a large local area network (LAN) but smaller than the area covered by a wide area network (WAN).

-MAN

10. One of the advantages of the internet is finding long-lost friends, you can also look for job, business opportunities on forums, communities etc.

-true

11. The concept of e-commerce is used for any type of commercial maneuvering or business deals that involves the transfer of information across the globe via the Internet.

-true

12. This is a computer network used for data transmission amongst devices such as computers, telephones, tablets and personal digital assistants.

-PAN

LO1

1. _____ means using information captured for one purpose, and using for others.

-reusability

2. Around the world, _____ devices have become increasingly common on factory floors, in hospital corridors, and in farm fields.

-quasi-autonomous

3. A _____ uses computers to collect, process, store, analyze and distribute information for a specific purpose, such as meeting a business objective.

-CBIS

4. Studying information systems helps find the most efficient way to harvest and store data so it can be easily used.

-true

5. _____ can perform practical task and becoming more common.

-robots

6. While Information systems bridges business and computer science, information technology deals with the technology involved in the systems themselves.

-true

7. In End-user's perspective, studying information system is to enhance the productivity of their groups and department.

-true

8. These are the organizations that operate from more than one location

-enterprise

9. It is an organized combination of people, hardware, software, and data resources that collects, transforms, and disseminates information in an organization.

-information systems

10. Time extension means, offering 24 hour a day; 365 days a year service.

-true

11. IT is not helpful in creating new opportunities for innovation in products and services.

-false

12. _____ means taking service and products closer to the user.

-portability

LO4

1. This is the terminology used to describe whether employees are happy and contented and fulfilling their desires and needs at work.

-employee satisfaction

2. Unintentional threats to information systems include all of the following except:

-malicious software

3. This is a management tool that can be used to gauge the loyalty of a firm's customer relationships. It serves as an alternative to traditional customer satisfaction research and claims to be correlated with revenue growth.

-NPS

4. This is an "umbrella term" used to describe the methodologies and processes that help you manage the success of an organization.

-CPM

5. This is a strategic planning and management system that takes several organizational viewpoints into account

-balance scorecard

6. In _____, the organization purchases insurance as a means to compensate for any loss

-risk transference

7. Having one backup of your business data is sufficient for security purposes.

-false

8. This refers to the activities and actions companies and organizations take to reduce the number of customer defections.

-customer retention

9. The computing skills necessary to be a hacker are increasing.

-false

10. The process of searching valuable business information in a large database or data warehouse.

-data mining

11. Business Intelligence produces analysis and provides believable information to help making effective and high quality business decisions.

-true

12. In a process called _____, a company allows nothing to run unless it is approved, whereas in a process called _____, the company allows everything to run unless it is not approved.

-whitelisting, blacklisting

LO5

1. It involves the ownership and value of information.

-property issues

2. A risk management method used in the business or investment field.

-risk acceptance

3. The word _____ means 'planned or with purpose'. The unauthorized (or authorized) user may delete sensitive data intentionally. The user may be an angry employee of an organization or any other unauthorized person.

-intentional

4. This is a risk management and control strategy that involves the contractual shifting of a pure risk from one party to another

-transfer of risk

5. It is a collection of principles that are intended to guide decision making by members of an organization.

-code of ethics

6. Accountability means determining who is responsible.

-true

7. It is commonly defined as the law designed to protect your personal information, which is collected, processed and stored by "automated" means or intended to be part of a filing system.

-data protection

8. Responsibility means accepting any consequences of decisions and/or actions.

-true

9. The right to determine when, and to what extent, information about you can be gathered and/or communicated to others.

-information privacy

10. It relates to how that data is processed once it has been obtained.

-fair

11. This is a branch of philosophy that deals with what is considered to be right and wrong.

-ethics

12. It relates to the method of obtaining that specific data. It is going to be evident that where data has been stolen, or obtained by duress, bribes or inducements, then this is going to have been collected in an unlawful manner.

-lawful

LO6

1. Convenience means all the transfers can be performed at anytime, anywhere. It's enough to have an access to the Internet.

-true

2. The collaborative sharing of content organized around one or more particular themes or topics. Social content curation sites include .

-social curation

3. Restriction means the system has its limits regarding the maximum amount in the account, the number of transactions per day and the amount of output.

-true

4. It is a type of transaction that exists between businesses, such as one involving a manufacturer and wholesaler, or a wholesaler and a retailer.

-b2b

5. This is the process of getting work or funding, usually online, from a crowd of people. The word is a combination of the words 'crowd' and 'outsourcing'. The idea is to take work and outsource it to a crowd of workers.

-crowdsourcing

6. Ebusiness includes the exchange of information directly related to buying and selling of products.

-true

7. _____ is the current state of online technology as it compares to the early days of the Web, characterized by greater user interactivity and collaboration, more pervasive network connectivity and enhanced communication channels.

-web 2.0

8. Ecommerce involves the mandatory use of internet.

-true

9. This is a way of raising finance by asking a large number of people each for a small amount of money. Until recently, financing a business, project or venture involved asking a few people for large sums of money.

-crowdfunding

10. This is one of the oldest and best-known wiki-based sites.

-wikipedia

11. A free service called _____ automates the process of deleting user info on Facebook, MySpace, LinkedIn and Twitter.

-web 2.0 suicide machine

12. E Business involves commercial transactions done over internet.

-false

Midterm

1. Allow users to upload their content to the web in the form of text, voice, images, and videos.

-social networking sites

2. Granting access to data or equipment only as needed or required.

-authorization

3. Fundamental tenets of ethics that determine who is responsible.

-accountability

4. Prohibited from collecting any personal information unless the customer specifically authorized it.

-opt in model

5. A website that takes content from a number of other websites and mixes them together to create a new kind of content.

-mashups

6. Limit the risk by implementing controls that minimize the impact of threat.

-risk limitation

7. It revolves around who should have access to information and whether they should have to pay for this access.

-accessibility issues

8. It describes buying, selling, transferring or exchanging of products, services, information via computer networks.

-e-commerce

9. It involves the ownership and value of information.

-property issue

10. It involves the authenticity, fidelity and accuracy of information that is collected and processed.

-accuracy issue

11. Broader definition includes e-commerce, but also servicing customers, collaborating with partners, conducting e-Learning and conducting electronic transactions within an organization.

-e business

12. Verifying you are who you say are by any of the following ways; something you know (password, code, security questions).

-authentication

LO7

1. What is not a benefit of Ad-Hoc Network?

-it is not able to get into the main

2. _____ is the buying and selling of goods and services through wireless handheld devices such as cellular telephone and personal digital assistants (PDAs).

-m commerce

3. It refers to the infrastructure put in place to ensure that seamless and reliable communication goes on. These would include devices such as protocols, services, bandwidth, and portals necessary to facilitate and support the stated services.

-mobile communication

4. It is an emerging trend associated with embedding microprocessors in day-to-day objects, allowing them to communicate information. It is also known as ubiquitous computing.

-pervasive computing

5. Bluetooth is a short-range network specification with 30 feet, where as Wi-Fi is aimed at 300 feet.

-true

6. It is a technology that allows transmission of data, voice and video via a computer or any other wireless enabled device without having to be connected to a fixed physical link.

-mobile computing

7. What are the three (3) securities offered by WEP?

-confidentiality, integrity, trust

8. It is the actual program that runs on the mobile hardware. It deals with the characteristics and requirements of mobile applications.

-mobile software

9. WiMax uses licensed or unlicensed spectrum, whereas wi-fi uses unlicensed spectrum.

-true

10. One of the advantages of WiMax is relatively higher data rates compared to 3G or such mobile standards.

-true

11. It uses radio waves (RF) to allow two devices to communicate with one another.

-wifi

12. M-Commerce users are sometimes referred to as digital spenders.

-true

LO8

1. One of the advantages of batch processing is standardization.

-true

2. What are the characteristics of Transaction Processing Systems.

-reliability, inflexibility, controlled

3. This type of analysis helps to determine the customer behavior on channel preferences, like web channel, personal interaction, telephone channel etc.

-channel analytics

4. It supports organizational back-office operations and analysis. It deals with all the operations and processes that do not directly deal with customers.

-analytical CRM

5. What are the two aspects of Collaborative CRM?

-interaction management

6. One of the benefits of enterprise resource planning is - Can be complex, expensive, and time consuming to implement.

-false

7. It is a strategy for managing all your company's relationships and interactions with your customers and potential customers.

-CRM

8. One of the advantages of Real Time Processing is-Transaction response time is quick if not immediate.

-true

9. This processing method is used when it is essential that the input request is dealt with quickly enough so as to be able to control an output properly.

-real time processing

10. This is the base analytic used to analyze customer knowledge base. It provides a better view of customer behavior and by modeling, assessing customer values and assessing customer's portfolio or profiles and creates an exact understanding of all the customers.

-customer analytics

11. One of the advantages of Collaborative CRM is it integrates customer interaction with call centers to enable multi-channel interaction with customers and helps them make understand the overall process vales.

-true

12. One of the advantages of Real Time Processing is - Processing needs make control difficult.

-false

LO9

1. Represents the use of IT for sharing planning - related information such as demand forecasts and other demand information, inventory information, and production capacity information, with the intention of increasing the effectiveness of the supply chain.

-supply chain planning

2. Prototyping is considered as the "quick and dirty" approach, the method used when no method is used.

-true

3. SAD phase where it is decided if the project is technically possible, if it can be financially and socially justified and whether the new system will be accepted by the organization.

-feasibility study

4. The SADL phase where the project is set up, terms of reference agreed, team members assigned and plans drawn up

-project initiation

5. The most frequently used structured analysis methodology used in the UK is Structured Systems Analysis and Design Methodology

-true

6. A person or organization that buys goods or services from a store or business

-customer

7. This approach demands a systematic, sequential approach to software development that begins at system level and progresses through analysis, design, coding, testing and maintenance.

-the waterfall model

8. It refers to the monitoring of individual orders or shipments, which may consist of components or final products, with the aim of coordinating their delivery or conveying timely information of their location.

-order tracking

9. Operations people typically deal with phone calls, faxes, and orders scrawled on paper and will most likely want to keep it that way.

-true

10. This phase begins when the system has been completely handed over to the users.

-production

11. This phase involves the transition from operating the old system to operating the new. It involved the installation of equipment, the conversion of old system data to the formats required by the new system and the training of users.

-transition

12. A business or person that sells goods to the consumer, as opposed to a wholesaler or supplier, who normally sell their goods to another business.

-retailers