**TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.  
1)** Companies today are successful when they combine the power of the information age with traditional business methods.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**2)** Competitive data is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries, which analyzes patterns, trends, and relationships for strategic decision making.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**3)** Business intelligence is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries, which analyzes patterns, trends, and relationships for strategic decision making.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**4)** The information age is the present time, during which infinite quantities of facts are widely available to anyone who can use a computer.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**5)** Top managers use facts to define the future of the business, analyzing markets, industries, and economies to determine the strategic direction the company must follow to remain unprofitable.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**6)** A variable is a business intelligence characteristic that stands for a value that cannot change over time.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**7)** A fact is the confirmation or validation of an event or object. In the past, people primarily learned facts from books.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Gradable : automatic

**8)** Zappos is not a technology company; its primary business focus is to sell books and competitive intelligence.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**9)** Order date, amount sold, and customer number are all forms of data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**10)** Choosing not to fire a sales representative who is underperforming knowing that person is experiencing family problems is a form of knowledge.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**11)** Information is data converted into a meaningful and useful context. The truth about information is that its value is only as good as the people who use it. People using the same information can make different decisions depending on how they interpret or analyze the information.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**12)** The Internet of Things (IoT) is a world where interconnected, Internet-enabled devices or “things” can collect and share data without human intervention.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**13)** Machine-to-machine (M2M) refers to devices that connect directly to other devices.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**14)** The Internet of Things (IoT) refers to devices that connect directly to other devices.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**15)** Predictive analytics extracts information from data and uses it to predict future trends and identify behavioral patterns.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**16)** Predictive analytics is a world where interconnected, Internet-enabled devices or “things” can collect and share data without human intervention.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**17)** Top managers use predictive analytics to define the future of the business, analyzing markets, industries, and economies to determine the strategic direction the company must follow to remain profitable. Tony will set the strategic direction for his firm, which might include introducing new flavors of potato chips or sports drinks as new product lines or schools and hospitals as new market segments.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 3 Hard  
Gradable : automatic

**18)** Machine-to-machine (M2M) extracts information from data and uses it to predict future trends and identify behavioral patterns.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**19)** Knowledge workers are individuals valued for their ability to mitigate risk and implement critical human resource and accounting rules and regulations.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**20)** Using only data and information to make decisions and solve problems is the key to finding success in business. These are also the only core drivers of the information age and the building blocks of business systems.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 3 Hard  
Gradable : automatic

**21)** Big data is a collection of large complex datasets, which cannot be analyzed using traditional database methods and tools.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**22)** The four common characteristics of big data include variety, veracity, volume, and velocity.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**23)** Variety in big data includes different forms of structured and unstructured data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**24)** Veracity in big data includes the uncertainty of data, including biases, noise, and abnormalities.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**25)** Volume in big data includes the scale of data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**26)** Velocity in big data includes the analysis of streaming data as it travels around the Internet.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**27)** Velocity in big data includes different forms of structured and unstructured data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**28)** Volume in big data includes the uncertainty of data, including biases, noise, and abnormalities.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**29)** Big data is a view of data at a moment in time.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**30)** A snapshot is a view of data at a moment in time.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**31)** A static report can include updating daily stock market prices or the calculation of available inventory.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**32)** A dynamic report can include updating daily stock market prices or the calculation of available inventory.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**33)** Business analytics is the scientific process of transforming data into insight for making better decisions.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**34)** Descriptive analytics uses techniques that describe past performance and history.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**35)** Predictive analytics uses techniques that extract information from data to predict future trends and identify behavioral patterns.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**36)** Prescriptive analytics uses techniques that create models indicating the best decision to make or course of action to take.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**37)** Knowledge assets, also called intellectual capital, are the human, structural, and recorded resources available to the organization.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**38)** Knowledge assets reside within the minds of members, customers, and colleagues and include physical structures and recorded media.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**39)** Knowledge facilitators help harness the wealth of knowledge in the organization.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**40)** Descriptive analytics is the scientific process of transforming data into insight for making better decisions.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**41)** Business analytics only uses techniques that describe past performance and history.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**42)** Prescriptive analytics uses techniques that extract information from data to predict future trends and identify behavioral patterns.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**43)** Analytics, also called intellectual capital, are the human, structural, and recorded resources available to the organization.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**44)** Knowledge facilitators reside within the minds of members, customers, and colleagues and include physical structures and recorded media.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**45)** Structured data extracts information from data and uses it to predict future trends and identify behavioral patterns.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**46)** Unstructured data extracts information from data and uses it to predict future trends and identify behavioral patterns.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**47)** Structured data is data that has a defined length, type, and format and includes numbers, dates, or strings such as Customer Address.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**48)** Unstructured data is data that is not defined and does not follow a specified format and is typically free-form text such as emails, Twitter tweets, and text messages.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**49)** Unstructured data is data that has a defined length, type, and format and includes numbers, dates, or strings such as Customer Address.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**50)** Structured data is data that is not defined and does not follow a specified format and is typically free-form text such as emails, Twitter tweets, and text messages.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**51)** Unstructured data extracts information from data and uses it to predict future trends and identify behavioral patterns.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**52)** The terms department, functional area, and business unit are used interchangeably.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**53)** Companies update business strategies continuously as internal and external environments change.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**54)** The finance department performs the function of selling goods or services.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**55)** The marketing department supports sales by planning, pricing, and promoting goods or services.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**56)** The operations management department manages the process of converting or transforming resources into goods or services.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**57)** The accounting and finance departments primarily use monetary data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**58)** The sales and marketing departments primarily use monetary data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**59)** For an organization to succeed, every department or functional area must work independently to be most effective.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**60)** Successful companies today operate cross-functionally, integrating the operations of all departments.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**61)** MIS is a tool that is most valuable when it leverages the talents of people who know how to use and manage it effectively.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**62)** The business decisions made by the marketing department include promotional data, sales data, and advertising data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**63)** The business decisions made by the human resources department include employee data, promotion data, and vacation data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**64)** The business decisions made by the finance department include investment data, monetary data, and reporting data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**65)** The business decisions made by the accounting department include transactional data, purchasing data, payroll data, and tax data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**66)** The business decisions made by the sales department include potential customer data, sales report data, commission data, and customer support data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**67)** The business decisions made by the operations management department include manufacturing data, distribution data, and production data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**68)** The business decisions made by the finance department include promotion data, sales data, and advertising data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**69)** The business decisions made by the accounting department include employee data, promotion data, and vacation data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**70)** The business decisions made by the human resources department include investment data, monetary data, and reporting data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**71)** The business decisions made by the marketing department include transactional data, purchasing data, payroll data, and tax data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**72)** The business decisions made by the human resources department include potential customer data, sales report data, commission data, and customer support data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**73)** The business decisions made by the accounting department include manufacturing data, distribution data, and production data.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**74)** Goods are material items or products that customers will buy to satisfy a want or need.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**75)** Waiting tables, teaching, and cutting hair are all examples of services that people pay for to fulfill their needs.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**76)** An overview of systems thinking includes input, process, output, and finances.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**77)** Cars, groceries, and clothing are all examples of goods.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**78)** Production is the process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**79)** Productivity is the rate at which goods and services are produced based upon total output given total inputs.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**80)** Lettuce, tomatoes, patty, bun, and ketchup are included in the output of making a hamburger.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**81)** Cooking a patty and putting the ingredients together are included in the process of making a hamburger.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**82)** Bread, cheese, and butter are included in the process of making a grilled cheese sandwich.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**83)** A grilled cheese sandwich is considered the final output of a making-a-sandwich process.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**84)** If a business could produce the same hamburger with less expensive inputs it would probably see a decrease in profits.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 3 Hard  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Bloom's : Analyze  
Gradable : automatic

**85)** If a business could produce more hamburgers with the same inputs it would see a rise in productivity and possibly an increase in profits.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 3 Hard  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Bloom's : Analyze  
Gradable : automatic

**MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.  
86)** Which of the following is NOT considered a core driver of the information age?

A) Information   
 B) Business intelligence  
 C) Competitive facts  
 D) Data

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**87)** Which of the following is NOT considered a core driver of the information age?

A) Information   
 B) Business intelligence  
 C) Knowledge  
 D) Variables

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**88)** Which of the following is considered a core driver of the information age?

A) Fact   
 B) Goods  
 C) Competitive intelligence  
 D) Data

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**89)** Which of the following is considered a core driver of the information age?

A) Business analytics   
 B) Unstructured data  
 C) Analytics  
 D) Knowledge

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**90)** Why do students need to study management information systems?

A) Management information systems are everywhere in business.   
 B) Management information systems are rarely discussed in business.  
 C) Management information systems are rarely used in organizations.  
 D) Management information systems are found in only a few businesses.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**91)** What is the confirmation or validation of an event or object?

A) Fact   
 B) Data  
 C) Data scientist  
 D) Business intelligence

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**92)** The age we live in has infinite quantities of facts that are widely available to anyone who can use a computer. What is this age called?

A) Data age   
 B) Information age  
 C) Business intelligence age  
 D) Data scientist age

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**93)** Which of the following is not a technology company but used technology to revamp the business process of selling books?

A) Netflix   
 B) Dell  
 C) Zappos  
 D) Amazon

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**94)** Which of the following is not a technology company but used technology to revamp the business process of renting videos?

A) Netflix   
 B) Dell  
 C) Zappos  
 D) Amazon

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**95)** Which of the following is not a technology company but used technology to revamp the business process of selling shoes?

A) Netflix   
 B) Dell  
 C) Zappos  
 D) Amazon

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**96)** What is data?

A) Raw facts that describe the characteristics of an event or object.   
 B) Data converted into a meaningful and useful context.  
 C) Information collected from multiple sources, which analyzes patterns, trends, and relationships for strategic decision making.  
 D) Skills, experience, and expertise, coupled with information and intelligence, which create a person’s intellectual resources.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**97)** What is information?

A) Raw facts that describe the characteristics of an event or object.   
 B) Data converted into a meaningful and useful context.  
 C) Information collected from multiple sources, which analyzes patterns, trends, and relationships for strategic decision making.  
 D) Skills, experience, and expertise, coupled with information and intelligence, which create a person’s intellectual resources.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**98)** What is business intelligence?

A) Raw facts that describe the characteristics of an event or object.   
 B) Data converted into a meaningful and useful context.  
 C) Information collected from multiple sources, which analyzes patterns, trends, and relationships for strategic decision making.  
 D) Skills, experience, and expertise, coupled with information and intelligence, which create a person’s intellectual resources.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**99)** What is knowledge?

A) Raw facts that describe the characteristics of an event or object.   
 B) Data converted into a meaningful and useful context.  
 C) Information collected from multiple sources, which analyzes patterns, trends, and relationships for strategic decision making.  
 D) Skills, experience, and expertise, coupled with information and intelligence, which create a person’s intellectual resources.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**100)** Which of the following is considered information?

A) Quantity sold   
 B) Date sold  
 C) Best-selling item by month  
 D) Product sold

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**101)** Which of the following is considered data?

A) Quantity sold   
 B) Best customer by month  
 C) Best-selling item by month  
 D) Worst-selling item by month

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**102)** Cheryl Steffan is the operations manager for Nature’s Bread Company, which specializes in providing natural products for health-conscious individuals. Cheryl is responsible for compiling, analyzing, and evaluating daily sales numbers to determine the company’s profitability and forecast production for the next day. Which of the following is an example of a piece of data Cheryl would be using to successfully perform her job?

A) Craig Newmark is customer number 15467.   
 B) Compare the costs of supplies including energy over the last 5 years to determine the best-selling product by month.  
 C) Best-selling product by day.  
 D) Best-selling product changes when Tony the best baker is working.

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Difficulty : 3 Hard  
Bloom's : Analyze  
Gradable : automatic

**103)** Cheryl Steffan is the operations manager for Nature’s Bread Company, which specializes in providing natural products for health-conscious individuals. Cheryl is responsible for compiling, analyzing, and evaluating daily sales numbers to determine the company’s profitability and forecast production for the next day. Which of the following is an example of the type of information Cheryl would be using to successfully perform her job?

A) Craig Newmark is customer number 15467.   
 B) Flour Power is supplier number 8745643.  
 C) Best-selling product by day.  
 D) Best-selling product changes when Tony the best baker is working.

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Difficulty : 3 Hard  
Bloom's : Analyze  
Gradable : automatic

**104)** Cheryl Steffan is the operations manager for Nature’s Bread Company, which specializes in providing natural products for health-conscious individuals. Cheryl is responsible for compiling, analyzing, and evaluating daily sales numbers to determine the company’s profitability and forecast production for the next day. Which of the following is an example of knowledge that Cheryl would be using to successfully perform her job?

A) Craig Newmark is customer number 15467.   
 B) Flour Power is supplier number 8745643.  
 C) Best-selling product by day.  
 D) Best-selling product changes when Tony the best baker is working.

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Difficulty : 3 Hard  
Bloom's : Analyze  
Gradable : automatic

**105)** What is a world where interconnected, Internet-enabled devices or “things” can collect and share data without human intervention?

A) Internet of Things   
 B) Core drivers of the information age  
 C) Fourth Industrial Revolution  
 D) MIS solution

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Analyze  
Gradable : automatic

**106)** Data is useful for understanding individual sales, but to gain deeper insight into a business data needs to be turned into information. Which of the following offers an example of turning data into information?

A) Who are my best customers?   
 B) What is my best-selling product?  
 C) What is my worst-selling product?  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**107)** Which of the following provides an example of information?

A) Who is customer number 12345XX?   
 B) What is product number 12345XX?  
 C) What customer number is Bob Smith?  
 D) What is my worst-selling product?

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**108)** Which of the following provides an example of data?

A) Who are my best customers?   
 B) What is my best-selling product?  
 C) What is my worst-selling product?  
 D) Who is customer number 12345XX?

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**109)** Business intelligence is information collected from multiple sources. Which of the following provides an example of a source that would be included in business intelligence?

A) Supplier source systems   
 B) Customer source systems  
 C) Competitor source systems  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**110)** Which of the following represents the core drives of the information age?

A) Data, Information, Business Intelligence, Knowledge   
 B) Fact, Data, Intelligence, Experience  
 C) Fact, Intelligence, Business Skills, Knowledge  
 D) Data, Intelligence, Business Information, Knowledge

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**111)** Which of the following represents the definition of a variable?

A) A data characteristic that is collected through competitive intelligence and cannot change over time.   
 B) A data characteristic that stands for a value that changes or varies over time.  
 C) A data characteristic that stands for a value that does not change or vary over time.  
 D) A data characteristic that is collected only through competitive intelligence and can change over time.

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Bloom's : Understand  
Difficulty : 2 Medium  
Gradable : automatic

**112)** Today’s workers are referred to as \_\_\_\_\_\_\_\_\_\_ and they use BI along with personal experience to make decisions based on both information and intuition, a valuable resource for any company.

A) knowledge workers   
 B) knowledge thinkers  
 C) knowledge resources  
 D) fact workers

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**113)** What is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries, which analyzes patterns, trends, and relationships for strategic decision making?

A) Supplier’s intelligence   
 B) Social intelligence  
 C) Employee intelligence  
 D) Business intelligence

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**114)** Information is data converted into useful, meaningful context. What are data characteristics that change or vary over time?

A) Facts   
 B) Variables  
 C) Supplies  
 D) Services

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**115)** What is data converted into a meaningful and useful context?

A) Competitive intelligence   
 B) Information  
 C) Buyer power  
 D) First-mover advantage

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**116)** What is a world where interconnected, Internet-enabled devices or “things” can collect and share data without human intervention?

A) Internet of Things   
 B) Predictive analytics  
 C) Machine-to-machine  
 D) Fourth Industrial Revolution

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**117)** What refers to devices that connect directly to other devices?

A) Information age   
 B) Predictive analytics  
 C) Machine-to-machine  
 D) Descriptive analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**118)** What extracts information from data and uses it to predict future trends and identify behavioral patterns?

A) Internet of Things   
 B) Predictive analytics  
 C) Machine-to-machine  
 D) Fourth Industrial Revolution

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**119)** What is the Internet of Things?

A) A world where interconnected, Internet-enabled devices or “things” can collect and share data without human intervention.   
 B) Extracts information from data and uses it to predict future trends and identify behavioral patterns.  
 C) Refers to devices that connect directly to other devices.  
 D) Opportunities to change the way people purchase books.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**120)** Which of the following definitions describes machine-to-machine?

A) A world where interconnected, Internet-enabled devices or “things” can collect and share data without human intervention.   
 B) Extracts information from data and uses it to predict future trends and identify behavioral patterns.  
 C) Refers to devices that connect directly to other devices.  
 D) Opportunities to change the way people purchase books.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**121)** What is predictive analytics?

A) A world where interconnected, Internet-enabled devices or “things” can collect and share data without human intervention.   
 B) Techniques that extract information from data and use it to predict future trends and identify behavioral patterns.  
 C) Refers to devices that connect directly to other devices.  
 D) Opportunities to change the way people purchase books.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**122)** What is the science of fact-based decision making?

A) Business intelligence   
 B) Information  
 C) Knowledge  
 D) Analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**123)** What is the scientific process of transforming data into insight for making better decisions?

A) Business analytics   
 B) Descriptive analytics  
 C) Prescriptive analytics  
 D) Predictive analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**124)** What uses techniques that describe past performance and history?

A) Business analytics   
 B) Descriptive analytics  
 C) Prescriptive analytics  
 D) Predictive analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**125)** What uses techniques that extract information from data and use it to predict future trends and identify behavioral patterns?

A) Business analytics   
 B) Descriptive analytics  
 C) Prescriptive analytics  
 D) Predictive analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**126)** What uses techniques that create models indicating the best decision to make or course of action to take?

A) Business analytics   
 B) Descriptive analytics  
 C) Prescriptive analytics  
 D) Predictive analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**127)** What are business analytics?

A) The scientific process of transforming data into insight for making better decisions.   
 B) Uses techniques that describe past performance and history.  
 C) Uses techniques that extract information from data and use it to predict future trends and identify behavioral patterns.  
 D) Uses techniques that create models indicating the best decision to make or course of action to take.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**128)** What are descriptive analytics?

A) The scientific process of transforming data into insight for making better decisions.   
 B) Uses techniques that describe past performance and history.  
 C) Uses techniques that extract information from data and use it to predict future trends and identify behavioral patterns.  
 D) Uses techniques that create models indicating the best decision to make or course of action to take.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**129)** What are predictive analytics?

A) The scientific process of transforming data into insight for making better decisions.   
 B) Uses techniques that describe past performance and history.  
 C) Uses techniques that extract information from data and use it to predict future trends and identify behavioral patterns.  
 D) Uses techniques that create models indicating the best decision to make or course of action to take.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**130)** What are prescriptive analytics?

A) The scientific process of transforming data into insight for making better decisions.   
 B) Uses techniques that describe past performance and history.  
 C) Uses techniques that extract information from data and use it to predict future trends and identify behavioral patterns.  
 D) Uses techniques that create models indicating the best decision to make or course of action to take.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**131)** What are the three primary areas of analytics?

A) Descriptive analytics, predictive analytics, and prescriptive analytics   
 B) Descriptive analytics, primary analytics, and response analytics  
 C) Descriptive analytics, future analytics, and past analytics  
 D) Technique analytics, future analytics, and past analytics.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**132)** What are the human, structural, and recorded resources available to the organization?

A) Knowledge assets   
 B) Knowledge facilitators  
 C) Predictive analytics  
 D) Business analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**133)** What resides within the minds of members, customers, and colleagues and include physical structures and recorded media?

A) Knowledge assets   
 B) Knowledge facilitators  
 C) Predictive analytics  
 D) Business analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**134)** What helps harness the wealth of knowledge in the organization?

A) Knowledge assets   
 B) Knowledge facilitators  
 C) Predictive analytics  
 D) Business analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**135)** What helps acquire and catalog the knowledge assets in an organization?

A) Knowledge assets   
 B) Knowledge facilitators  
 C) Predictive analytics  
 D) Business analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**136)** What data is created by a machine without human intervention?

A) Human-generated   
 B) Machine-generated  
 C) Structured data  
 D) Facts

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**137)** What data is generated by humans, in interaction with computers?

A) Human-generated   
 B) Machine-generated  
 C) Machine-to-machine  
 D) Big data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**138)** What type of structured data includes sensor data, point-of-sale data, and web log data?

A) Human-generated   
 B) Machine-generated  
 C) Collective intelligence  
 D) Systems thinking

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**139)** What type of structured data includes input data, click-stream data, or gaming data?

A) Human-generated   
 B) Machine-generated  
 C) Machine-to-machine (M2M)  
 D) Systems thinking

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**140)** Which of the following describes structured data?

A) A defined length, type, and format.   
 B) Includes numbers, dates, or strings such as Customer Address.  
 C) Is typically stored in a relational database or spreadsheet.  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Difficulty : 3 Hard  
Gradable : automatic

**141)** What refers to devices that connect directly to other devices?

A) Human-generated   
 B) Machine-generated  
 C) Machine-to-machine  
 D) Systems thinking

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**142)** What are the characteristics of unstructured data?

A) Does not follow a specified format   
 B) Free-form text  
 C) Emails, twitter tweets, and text messages  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Difficulty : 3 Hard  
Bloom's : Analyze  
Gradable : automatic

**143)** Which of the following does not describe unstructured data?

A) Does not follow a specified format   
 B) A defined length, type, and format  
 C) Free-form text  
 D) Emails, twitter tweets, and text messages

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**144)** Which of the following does not describe structured data?

A) A defined length   
 B) Emails, twitter tweets, and text messages are examples of structured data.  
 C) Is typically stored in a relational database or spreadsheet  
 D) A defined format

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Difficulty : 3 Hard  
Gradable : automatic

**145)** What is a snapshot?

A) A world where interconnected, Internet-enabled devices or “things” can collect and share data without human intervention.   
 B) A view of data at a particular moment in time.  
 C) Refers to devices that connect directly to other devices.  
 D) Opportunities to change the way people purchase books.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**146)** What is a view of data at a particular moment in time?

A) Knowledge   
 B) Big data  
 C) Snapshot  
 D) Unstructured data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**147)** What is a report?

A) A document containing data organized in a table, matrix, or graphical format allowing users to easily comprehend and understand information.   
 B) A collection of large complex datasets, including structured and unstructured, which cannot be analyzed using traditional database methods and tools.  
 C) A view of data at a particular moment in time.  
 D) A world where interconnected, Internet-enabled devices or “things” can collect and share data without human intervention.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**148)** What type of report is created based on data that does not change?

A) Static report   
 B) Dynamic report  
 C) Variable report  
 D) Structured report

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**149)** What type of report changes automatically during creation?

A) Static report   
 B) Dynamic report  
 C) Variable report  
 D) Structured report

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**150)** What type of report can include a sales report from last year or salary report from 5 years ago?

A) Static report   
 B) Dynamic report  
 C) Variable report  
 D) Unstructured report

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**151)** What type of report can include updating daily stock market prices or the calculation of available inventory?

A) Static report   
 B) Dynamic report  
 C) Variable report  
 D) Structured report

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**152)** Who extracts knowledge form data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends?

A) Data scientist   
 B) Knowledge worker  
 C) Fact finder  
 D) Chief sustainability officer

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**153)** What area does a data scientist extract knowledge from to identify trends?

A) Statistical analysis   
 B) Data mining  
 C) Advanced analytics on big data  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**154)** Which of the following terms is synonymous with analytics?

A) Algorithm   
 B) Business analytics  
 C) Structured data  
 D) Outliers

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**155)** What is the scientific process of transforming data into insight for making better decisions?

A) Business analytics   
 B) Internet of Things  
 C) Machine-to-machine  
 D) Big data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**156)** Which of the following definitions represents a data scientist?

A) Extracts knowledge from data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends, market changes, and other relevant information.   
 B) Mathematical formulas placed in software that performs an analysis on a dataset.  
 C) The process of identifying rare or unexpected items or events in a dataset that do not conform to other items in the dataset.  
 D) A data value that is numerically distant from most of the other data points in a set of data.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**157)** Which of the following is the correct definition for algorithms?

A) Extracts knowledge from data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends, market changes, and other relevant information.   
 B) Mathematical formulas placed in software that performs an analysis on a dataset.  
 C) The process of identifying rare or unexpected items or events in a dataset that do not conform to other items in the dataset.  
 D) A data value that is numerically distant from most of the other data points in a set of data.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**158)** Which of the following is the correct definition for anomaly detection?

A) Extracts knowledge from data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends, market changes, and other relevant information.   
 B) Mathematical formulas placed in software that performs an analysis on a dataset.  
 C) The process of identifying rare or unexpected items or events in a dataset that do not conform to other items in the dataset.  
 D) A data value that is numerically distant from most of the other data points in a set of data.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**159)** Which of the following is the correct definition for outlier?

A) Extracts knowledge from data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends, market changes, and other relevant information.   
 B) Mathematical formulas placed in software that performs an analysis on a dataset.  
 C) The process of identifying rare or unexpected items or events in a dataset that do not conform to other items in the dataset.  
 D) A data value that is numerically distant from most of the other data points in a set of data.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**160)** Who extracts knowledge from data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends, market changes, and other relevant information?

A) Data scientist   
 B) Algorithms  
 C) Anomaly detection  
 D) Outlier

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**161)** What are mathematical formulas placed in software that performs an analysis on a dataset?

A) Data scientist   
 B) Algorithms  
 C) Anomaly detection  
 D) Outlier

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**162)** What is the process of identifying rare or unexpected items or events in a dataset that do not conform to other items in the dataset?

A) Data scientist   
 B) Algorithms  
 C) Anomaly detection  
 D) Outlier

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**163)** What is a data value that is numerically distant from most of the other data points in a set of data?

A) Data scientist   
 B) Algorithms  
 C) Anomaly detection  
 D) Outlier

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**164)** In terms of big data, what is variety?

A) Includes different forms of structured and unstructured data.   
 B) Includes the uncertainty of data, including biases, noise, and abnormalities.  
 C) Includes the scale of data.  
 D) Includes the analysis of streaming data as it travels around the Internet.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**165)** In terms of big data, what is veracity?

A) Includes different forms of structured and unstructured data.   
 B) Includes the uncertainty of data, including biases, noise, and abnormalities.  
 C) Includes the scale of data.  
 D) Includes the analysis of streaming data as it travels around the Internet.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**166)** In terms of big data, what is volume?

A) Includes different forms of structured and unstructured data.   
 B) Includes the uncertainty of data, including biases, noise, and abnormalities.  
 C) Includes the scale of data.  
 D) Includes the analysis of streaming data as it travels around the Internet.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**167)** In terms of big data, what is velocity?

A) Includes different forms of structured and unstructured data.   
 B) Includes the uncertainty of data, including biases, noise, and abnormalities.  
 C) Includes the scale of data.  
 D) Includes the analysis of streaming data as it travels around the Internet.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**168)** In terms of big data, what includes different forms of structured and unstructured data?

A) Variety   
 B) Veracity  
 C) Volume  
 D) Velocity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**169)** In terms of big data, what includes the uncertainty of data, including biases, noise, and abnormalities?

A) Variety   
 B) Veracity  
 C) Volume  
 D) Velocity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**170)** In terms of big data, what includes the scale of data?

A) Variety   
 B) Veracity  
 C) Volume  
 D) Velocity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**171)** In terms of big data, what includes the analysis of streaming data as it travels around the Internet?

A) Variety   
 B) Veracity  
 C) Volume  
 D) Velocity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**172)** What is a collection of large, complex datasets, including structured and unstructured data, which cannot be analyzed using traditional database methods and tools?

A) Big data   
 B) Data scientist  
 C) Advanced analytics  
 D) Descriptive analytics

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**173)** What is big data?

A) A collection of large, complex datasets, including structured and unstructured data, which cannot be analyzed using traditional database methods and tools.   
 B) Processes and manages algorithms across many machines in a computing environment.  
 C) Focuses on forecasting future trends and producing insights using sophisticated quantitative methods, including statistics, descriptive and predictive data mining, simulation, and optimization.  
 D) Extracts knowledge from data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends, market changes, and other relevant information.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**174)** What is a data value that is numerically distant from most of the other data points in a dataset?

A) Variable   
 B) Outlier  
 C) Knowledge  
 D) Algorithm

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**175)** Which of the following is the correct definition of behavioral analysis?

A) Uses data about people’s behaviors to understand intent and predict future actions.   
 B) Determines a statistical relationship between variables, often for the purpose of identifying predictive factors among the variables.  
 C) Identifies patterns in data, including outliers, uncovering the underlying structure to understand relationships between the variables.  
 D) Classifies or labels an identified pattern in the machine learning process.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**176)** Which of the following is the correct definition of correlation analysis?

A) Uses data about people’s behaviors to understand intent and predict future actions.   
 B) Determines a statistical relationship between variables, often for the purpose of identifying predictive factors among the variables.  
 C) Identifies patterns in data, including outliers, uncovering the underlying structure to understand relationships between the variables.  
 D) Classifies or labels an identified pattern in the machine learning process.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**177)** Which of the following is the correct definition of exploratory data analysis?

A) Uses data about people’s behaviors to understand intent and predict future actions.   
 B) Determines a statistical relationship between variables, often for the purpose of identifying predictive factors among the variables.  
 C) Identifies patterns in data, including outliers, uncovering the underlying structure to understand relationships between the variables.  
 D) Classifies or labels an identified pattern in the machine learning process.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**178)** Which of the following is the correct definition of pattern recognition analysis?

A) Uses data about people’s behaviors to understand intent and predict future actions.   
 B) Determines a statistical relationship between variables, often for the purpose of identifying predictive factors among the variables.  
 C) Identifies patterns in data, including outliers, uncovering the underlying structure to understand relationships between the variables.  
 D) Classifies or labels an identified pattern in the machine learning process.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**179)** What classifies or labels an identified pattern in the machine learning process?

A) Behavioral analysis   
 B) Correlation analysis  
 C) Exploratory data analysis  
 D) Pattern recognition analysis

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**180)** What identifies patterns in data, including outliers, uncovering the underlying structure to understand relationships between the variables?

A) Behavioral analysis   
 B) Correlation analysis  
 C) Exploratory data analysis  
 D) Pattern recognition analysis

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**181)** What determines a statistical relationship between variables, often for the purpose of identifying predictive factors among the variables?

A) Behavioral analysis   
 B) Correlation analysis  
 C) Exploratory data analysis  
 D) Pattern recognition analysis

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**182)** What uses data about people’s behaviors to understand intent and predict future actions?

A) Behavioral analysis   
 B) Correlation analysis  
 C) Exploratory data analysis  
 D) Pattern recognition analysis

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**183)** Which of the following is the correct definition of social media analysis?

A) Analyzes text flowing across the Internet, including unstructured text from blogs and messages.   
 B) Analyzes recorded calls to gather information; brings structure to customer interactions and exposes information buried in customer contact center interactions with an enterprise.  
 C) Analyzes unstructured data to find trends and patterns in words and sentences.  
 D) Analyzes unstructured data associated with websites to identify consumer behavior and website navigation.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**184)** What analyzes text flowing across the Internet, including unstructured text from blogs and messages?

A) Social media analysis.   
 B) Speech analysis  
 C) Text analysis  
 D) Web analysis

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**185)** Which of the following definitions represents speech analysis?

A) Analyzes text flowing across the Internet, including unstructured text from blogs and messages.   
 B) Analyzes recorded calls to gather information; brings structure to customer interactions and exposes information buried in customer contact center interactions with an enterprise.  
 C) Analyzes unstructured data to find trends and patterns in words and sentences.  
 D) Analyzes unstructured data associated with websites to identify consumer behavior and website navigation.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**186)** What analyzes recorded calls to gather information; brings structure to customer interactions and exposes information buried in customer contact center interactions with an enterprise?

A) Social media analysis   
 B) Speech analysis  
 C) Text analysis  
 D) Web analysis

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**187)** Which of the following is the correct definition of text analysis?

A) Analyzes text flowing across the Internet, including unstructured text from blogs and messages.   
 B) Analyzes recorded calls to gather information; brings structure to customer interactions and exposes information buried in customer contact center interactions with an enterprise.  
 C) Analyzes unstructured data to find trends and patterns in words and sentences.  
 D) Analyzes unstructured data associated with websites to identify consumer behavior and website navigation.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**188)** What analyzes unstructured data to find trends and patterns in words and sentences?

A) Social media analysis   
 B) Speech analysis  
 C) Text analysis  
 D) Web analysis

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**189)** Which of the following is the correct definition of web analysis?

A) Analyzes text flowing across the Internet, including unstructured text from blogs and messages.   
 B) Analyzes recorded calls to gather information; brings structure to customer interactions and exposes information buried in customer contact center interactions with an enterprise.  
 C) Analyzes unstructured data to find trends and patterns in words and sentences.  
 D) Analyzes unstructured data associated with websites to identify consumer behavior and website navigation.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**190)** What analyzes unstructured data associated with websites to identify consumer behavior and website navigation?

A) Social media analysis   
 B) Speech analysis  
 C) Text analysis  
 D) Web analysis

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**191)** How are most companies today typically organized?

A) By departments or functional areas   
 B) By departments or financial areas  
 C) By degree or financial areas  
 D) By manager or knowledge area

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**192)** How does a company operate if it wants to be successful in the information age?

A) Functionally independent between departments.   
 B) Interdependently between departments.  
 C) Together as one department with little or no independence.  
 D) Each department acting as its own individual business unit.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**193)** Most companies are typically organized by departments or functional areas. Which of the following is not a common department found in a company?

A) Accounting   
 B) Payroll  
 C) Marketing  
 D) Human resources

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**194)** The sales department needs to rely on information from operations to understand \_\_\_\_\_\_\_\_\_.

A) inventory   
 B) customer orders  
 C) demand forecasts  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**195)** Which of the following represents the department that maintains policies, plans, and procedures for the effective management of employees?

A) Human resources   
 B) Sales resources  
 C) Employee resources  
 D) Employee relations

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**196)** Greg works for Geneva Steel Corporation. Greg’s duties include managing the overall processes for the company and transforming the steel resources into goods. Which department would Greg most likely work in?

A) Accounting   
 B) Operations management  
 C) Marketing  
 D) Chief information officer

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**197)** The department within a company that records, measures, and reports monetary transactions is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

A) accounting   
 B) marketing  
 C) human resources  
 D) operations management

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**198)** The department within a company that performs the function of selling goods or services is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

A) marketing   
 B) sales  
 C) finance  
 D) operations management

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**199)** The department within a company that supports the sales by planning, pricing, and promoting goods or services is called \_\_\_\_\_\_\_\_\_\_\_.

A) sales   
 B) operations management  
 C) accounting  
 D) marketing

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**200)** Which department tracks strategic financial issues, including money, banking, credit, investments, and assets?

A) Sales   
 B) Operations management  
 C) Accounting  
 D) Finance

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**201)** Which department manages the process of converting or transforming resources into goods or services?

A) Sales   
 B) Operations management  
 C) Accounting  
 D) Finance

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**202)** Which department records, measures, and reports monetary transactions?

A) Sales   
 B) Operations management  
 C) Accounting  
 D) Finance

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**203)** Which department maintains policies, plans, and procedures for the effective management of employees?

A) Sales   
 B) Operations management  
 C) Accounting  
 D) Human resources

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**204)** Which activities belong in the accounting department?

A) Records, measures, and reports monetary transactions.   
 B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.  
 C) Supports the sales by planning, pricing, and promoting goods or services is marketing.  
 D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**205)** Which activities belong in the finance department?

A) Records, measures, and reports monetary transactions.   
 B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.  
 C) Supports the sales by planning, pricing, and promoting goods or services is marketing.  
 D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**206)** Which activities belong in the marketing department?

A) Records, measures, and reports monetary transactions.   
 B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.  
 C) Supports the sales by planning, pricing, and promoting goods or services is marketing.  
 D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**207)** Which activities belong in the sales department?

A) Records, measures, and reports monetary transactions.   
 B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.  
 C) Supports the sales by planning, pricing, and promoting goods or services is marketing.  
 D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**208)** Which activities belong in the human resources department?

A) Records, measures, and reports monetary transactions.   
 B) Tracks strategic financial issues, including money, banking, credit, investments, and assets.  
 C) Supports the sales by planning, pricing, and promoting goods or services is marketing.  
 D) Maintains policies, plans, and procedures for the effective management of employees.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**209)** Which activities belong in the operations management department?

A) Records, measures, and reports monetary transactions.   
 B) Manages the process of converting or transforming resources into goods or services.  
 C) Supports the sales by planning, pricing, and promoting goods or services is marketing.  
 D) Maintains policies, plans, and procedures for the effective management of employees.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**210)** Which data types are typically found in the marketing department?

A) Promotion data, sales data, advertising data   
 B) Employee data, promotion data, vacation data  
 C) Investment data, monetary data, reporting data  
 D) Transactional data, purchasing data, payroll data, tax data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**211)** Which data types are typically found in the human resources department?

A) Promotion data, sales data, advertising data   
 B) Employee data, promotion data, vacation data  
 C) Investment data, monetary data, reporting data  
 D) Transactional data, purchasing data, payroll data, tax data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**212)** Which data types are typically found in the finance department?

A) Promotion data, sales data, advertising data   
 B) Employee data, promotion data, vacation data  
 C) Investment data, monetary data, reporting data  
 D) Transactional data, purchasing data, payroll data, tax data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**213)** Which data types are typically found in the accounting department?

A) Promotion data, sales data, advertising data   
 B) Employee data, promotion data, vacation data  
 C) Investment data, monetary data, reporting data  
 D) Transactional data, purchasing data, payroll data, tax data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**214)** Which data types are typically found in the sales department?

A) Sales data, customer data, commission data, and customer support data   
 B) Employee data, promotion data, vacation data  
 C) Investment data, monetary data, reporting data  
 D) Transactional data, purchasing data, payroll data, tax data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**215)** Which data types are typically found in the operations management department?

A) Manufacturing data, distribution data, and production data   
 B) Sales data, customer data, commission data, and customer support data  
 C) Employee data, promotion data, vacation data  
 D) Investment data, monetary data, reporting data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**216)** Which of the following represents the relationship between functional areas in a business?

A) Independent   
 B) Autonomous  
 C) Interdependent  
 D) Self-sufficient

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**217)** Which of the following represents the types of data commonly found in the accounting department?

A) Tax data   
 B) Payroll data  
 C) Transactional data  
 D) All of choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Bloom's : Understand  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**218)** Which of the following represents the types of data commonly found in the finance department?

A) Monetary data   
 B) Technology data  
 C) Production data  
 D) Employee data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**219)** Which of the following represents the types of data commonly found in the human resource department?

A) Financial data   
 B) Technology data  
 C) Production data  
 D) Employee data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**220)** Which of the following represents the types of data commonly found in the sales department?

A) Customer data   
 B) Sales report data  
 C) Commission data  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**221)** Which of the following represents the types of data commonly found in the marketing department?

A) Promotional data   
 B) Payroll data  
 C) Tax data  
 D) Employee data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**222)** Which of the following represents the types of data commonly found in the operations management department?

A) Monetary data   
 B) Payroll data  
 C) Production data  
 D) Employee data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**223)** What is the ability for data to be collected, analyzed, and accessible to all users (the average end users)?

A) Data democratization   
 B) Business unit  
 C) Knowledge democratization  
 D) Business data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**224)** What is a segment of a company representing a specific business function?

A) Data democratization   
 B) Business unit  
 C) Knowledge democratization  
 D) Business data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**225)** You are working for a new boss, Jill Slater. Jill believe that all employees in the company should have access to the data they need when they need it for analysis and to make data-driven business decisions. Which term best describes Jill’s business belief?

A) Data democratization   
 B) Business unit  
 C) Knowledge dissemination  
 D) Business data

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Gradable : automatic

**226)** Feedback is information that returns to its original transmitter and modifies the transmitter’s actions. What would the original transmitter include?

A) Input, transform, output   
 B) Input, transform, outnumber  
 C) Output, input, performer  
 D) Input, process, transform

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**227)** MIS is a business function. Which of the following does MIS perform to help aid the company in decision making and problem solving?

A) Moves information about people   
 B) Moves processes across the company to improve systems  
 C) Moves information about products  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**228)** In terms of system thinking, what is data entered in a computer?

A) Input   
 B) Output  
 C) Process  
 D) Feedback

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**229)** In terms of system thinking, what controls to ensure correct processes?

A) Input   
 B) Output  
 C) Process  
 D) Feedback

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**230)** In terms of system thinking, what is the resulting information from the computer program?

A) Input   
 B) Output  
 C) Process  
 D) Feedback

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**231)** In terms of system thinking, what is the computer program that processes the data?

A) Input   
 B) Output  
 C) Process  
 D) Feedback

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**232)** In terms of system thinking, what is input?

A) Data entered in a computer.   
 B) Controls to ensure correct processes.  
 C) The resulting information from the computer program.  
 D) The computer program that processes the data.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**233)** In terms of system thinking, what is output?

A) Data entered in a computer.   
 B) Controls to ensure correct processes.  
 C) The resulting information from the computer program.  
 D) The computer program that processes the data.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**234)** In terms of system thinking, what is feedback?

A) Data entered in a computer.   
 B) Controls to ensure correct processes.  
 C) The resulting information from the computer program.  
 D) The computer program that processes the data.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**235)** In terms of system thinking, what is process?

A) Data entered in a computer.   
 B) Controls to ensure correct processes.  
 C) The resulting information from the computer program.  
 D) The computer program that processes the data.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**236)** A system is a collection of parts that link to achieve a common purpose. Systems thinking is a way of monitoring \_\_\_\_\_\_\_\_\_\_.

A) the entire system   
 B) a division within the sales role  
 C) the executive team  
 D) the company’s competitors

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**237)** MIS can be an important enabler of business success and innovation. Which of the below statements is accurate when referring to MIS?

A) MIS equals business success and innovation.   
 B) MIS represents business success and innovation.  
 C) MIS is not a valuable tool that leverages talent.  
 D) MIS is a valuable tool that can leverage the talents of people who know how to use and manage it effectively.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**238)** What is a way of monitoring the entire system in a company, by viewing the multiple inputs being processed to produce outputs?

A) Feedback thinking   
 B) Systems thinking  
 C) Output management  
 D) Operational thinking

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**239)** Which of the following statements is true?

A) MIS equals business success.   
 B) MIS equals business innovation.  
 C) MIS represents business success and innovation.  
 D) MIS enables business success and innovation.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**240)** What is the name of a company’s internal computer department?

A) Management information systems   
 B) Information systems  
 C) Information technology  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**241)** What are material items or products that customers will buy to satisfy a want or need?

A) Goods   
 B) Services  
 C) Production  
 D) Productivity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**242)** What are tasks performed by people that customers will buy to satisfy a want or need?

A) Goods   
 B) Services  
 C) Production  
 D) Productivity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**243)** What is the process where a business takes raw materials and processes them or converts them into a finished product for its goods or services?

A) Goods   
 B) Services  
 C) Production  
 D) Productivity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**244)** What is the rate at which goods and services are produced based upon total output given total inputs?

A) Goods   
 B) Services  
 C) Production  
 D) Productivity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**245)** What are goods?

A) Material items or products that customers will buy to satisfy a want or need.   
 B) Tasks performed by people that customers will buy to satisfy a want or need.  
 C) The process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.  
 D) The rate at which goods and services are produced based upon total output given total inputs.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**246)** What are services?

A) Material items or products that customers will buy to satisfy a want or need.   
 B) Tasks performed by people that customers will buy to satisfy a want or need.  
 C) The process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.  
 D) The rate at which goods and services are produced based upon total output given total inputs.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**247)** What is production?

A) Material items or products that customers will buy to satisfy a want or need.   
 B) Tasks performed by people that customers will buy to satisfy a want or need.  
 C) The process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.  
 D) The rate at which goods and services are produced based upon total output given total inputs.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**248)** What is productivity?

A) Material items or products that customers will buy to satisfy a want or need.   
 B) Tasks performed by people that customers will buy to satisfy a want or need.  
 C) The process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.  
 D) The rate at which goods and services are produced based upon total output given total inputs.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**249)** Cars, groceries, and clothing belong in which category?

A) Goods   
 B) Services  
 C) Production  
 D) Productivity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**250)** Teaching, waiting tables, and cutting hair belong in which category?

A) Goods   
 B) Services  
 C) Production  
 D) Productivity

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**251)** Which of the following is considered a good?

A) Cars   
 B) Groceries  
 C) Clothing  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**252)** Which of the following is considered a service?

A) Teaching   
 B) Waiting tables  
 C) Cutting hair  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**253)** Which of the following is considered a good?

A) Cars   
 B) Teaching  
 C) Waiting tables  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**254)** Which of the following is considered a service?

A) Cars   
 B) Groceries  
 C) Cutting hair  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**255)** Which of the following is considered as goods?

A) Milk and eggs   
 B) Managing a team  
 C) Selling groceries  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**256)** Which of the following is considered a service?

A) Selling groceries   
 B) Managing a team  
 C) Cutting hair  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**257)** The lettuce, tomatoes, patty, bun, and ketchup are included in which category of making a hamburger?

A) Input   
 B) Process  
 C) Output  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**258)** Cooking a patty and putting the ingredients together are included in which category of making a hamburger?

A) Input   
 B) Process  
 C) Output  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**259)** The actual hamburger is included in which category of making a hamburger?

A) Input   
 B) Process  
 C) Output  
 D) All of the choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**260)** Assume you are in the business of producing and selling hamburgers. If you could produce more hamburgers with the same input what would happen to your productivity and profits assuming the price of your hamburgers remains the same?

A) Increase in productivity, decrease in profits   
 B) Increase in productivity, increase in profits  
 C) Decrease in productivity, decrease in profits  
 D) Decrease in productivity, increase in profits

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 3 Hard  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**261)** Assume you are in the business of producing and selling t-shirts. If you could produce more t-shirts with the same input what would happen to your productivity and profits assuming the price of your t-shirts remains the same?

A) Increase in productivity, decrease in profits   
 B) Increase in productivity, increase in profits  
 C) Decrease in productivity, decrease in profits  
 D) Decrease in productivity, increase in profits

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 3 Hard  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**262)** Assume you are in the business of producing and selling cars. If you could produce more cars with the same input what would happen to your productivity and profits assuming the price of your cars remains the same?

A) Increase in productivity, decrease in profits   
 B) Increase in productivity, increase in profits  
 C) Decrease in productivity, decrease in profits  
 D) Decrease in productivity, increase in profits

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 3 Hard  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**263)** Which four elements are included in systems thinking?

A) Output, process, feedback, and accounting   
 B) Process, output, operations, and accounting  
 C) Input, process, output, and feedback  
 D) Input, output, sales, and feedback

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**264)** MIS is a business function, like accounting or sales, which moves information about people, products, and processes across the company to facilitate decision making and problem solving. What does MIS stand for?

A) Management information strategy   
 B) Management intelligence system  
 C) Management information system  
 D) Management information strategist

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**265)** Shelby Black runs a very successful hair salon in downtown Los Angeles. One of Shelby’s tasks is to input positive and negative customer reviews into her computer system. What type of information is Shelby gathering?

A) Feedback   
 B) Processing  
 C) Output management  
 D) Sales processing

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**266)** Which of the following provides an accurate definition of systems thinking?

A) A way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.   
 B) A way of monitoring individual components including an input, the process, and an output while continuously gathering feedback on the entire system.  
 C) A way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on the entire system.  
 D) A way of monitoring singular parts of a system by viewing a single input that is processed or transformed to produce an entire system that is continuously monitored to gather feedback on each individual part.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**267)** If you were thinking about a washing machine as a system which of the following represents the inputs?

A) The dirty clothes, water, and detergent.   
 B) The clean clothes.  
 C) The wash and rinse cycle.  
 D) The light indicating that the washer is off balance and has stopped.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**268)** If you were thinking about a washing machine as a system which of the following represents the process?

A) The dirty clothes, water, and detergent   
 B) The clean clothes  
 C) The wash and rinse cycle  
 D) The light indicating that the washer is off balance and has stopped.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**269)** If you were thinking about a washing machine as a system which of the following represents the feedback?

A) The dirty clothes, water, and detergent   
 B) The clean clothes  
 C) The wash and rinse cycle  
 D) The light indicating that the washer is off balance and has stopped

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**270)** If you were thinking about a washing machine as a system which of the following represents the outputs?

A) The dirty clothes, water, and detergent   
 B) The clean clothes  
 C) The wash and rinse cycle  
 D) The light indicating that the washer is off balance and has stopped.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**271)** If you were thinking about an oven as a system which of the following represents the input?

A) The uncooked food   
 B) The cooked food  
 C) A light indicating that the oven has reached the preheated temperature.  
 D) The oven running at 350 degrees for 20 minutes.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**272)** If you were thinking about an oven as a system which of the following represents the output?

A) The uncooked food   
 B) The cooked food  
 C) A light indicating that the oven has reached the preheated temperature.  
 D) The oven running at 350 degrees for 20 minutes.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**273)** If you were thinking about an oven as a system which of the following represents the process?

A) The uncooked food   
 B) The cooked food  
 C) A light indicating that the oven has reached the preheated temperature.  
 D) The oven running at 350 degrees for 20 minutes.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**274)** If you were thinking about an oven as a system which of the following represents the feedback?

A) The uncooked food   
 B) The cooked food  
 C) A light indicating that the oven has reached the preheated temperature.  
 D) The oven running at 350 degrees for 20 minutes.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**275)** If you were thinking about a home theater system which of the following represents the inputs?

A) The DVD player, DVD movie, speakers, TV, and electricity.   
 B) Playing the movie including the audio through the speakers and the video on the TV.  
 C) A message stating that the disk is dirty and cannot be played.  
 D) Spinning the disk to play, pause, rewind, or fast forward.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**276)** If you were thinking about a home theater system which of the following represents the outputs?

A) The DVD player, DVD movie, speakers, TV, and electricity.   
 B) Playing the movie including the audio through the speakers and the video on the TV.  
 C) A message stating that the disk is dirty and cannot be played.  
 D) Spinning the disk to play, pause, rewind, or fast forward.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**277)** If you were thinking about a home theater system which of the following represents the process?

A) The DVD player, DVD movie, speakers, TV, and electricity.   
 B) Playing the movie including the audio through the speakers and the video on the TV.  
 C) A message stating that the disk is dirty and cannot be played.  
 D) Spinning the disk to play, pause, rewind, or fast forward.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**278)** If you were thinking about a home theater system which of the following represents the feedback?

A) The DVD player, DVD movie, speakers, TV, and electricity.   
 B) Playing the movie including the audio through the speakers and the video on the TV.  
 C) A message stating that the disk is dirty and cannot be played.  
 D) Spinning the disk to play, pause, rewind, or fast forward.

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Gradable : automatic

**ESSAY. Write your answer in the space provided or on a separate sheet of paper.  
279)** Describe the information age and the differences between data, information, business intelligence, and knowledge.

**Question Details**Accessibility : Keyboard Navigation  
Learning Outcome : 01-01 Describe the information age and the differences among data, information, bu  
Topic : Competing in the Information Age  
Difficulty : 3 Hard  
Bloom's : Analyze  
Gradable : manual

**280)** Identify the different departments in a company and why they must work together to achieve success.

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 3 Hard  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Bloom's : Analyze  
Gradable : manual

**281)** Explain systems thinking and how management information systems enable business communications.

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 3 Hard  
Learning Outcome : 01-02 Explain systems thinking and how management information systems enable busin  
Topic : The Challenge of Departmental Companies and the MIS Solution  
Bloom's : Analyze  
Gradable : manual

**Answer Key**Test name: Baltzan9E\_TB\_CH01

1) TRUE

2) FALSE

3) TRUE

4) TRUE

5) FALSE

6) FALSE

7) TRUE

8) FALSE

9) TRUE

10) TRUE

11) TRUE

12) TRUE

13) TRUE

14) FALSE

15) TRUE

16) FALSE

17) TRUE

18) FALSE

19) FALSE

20) FALSE

21) TRUE

22) TRUE

23) TRUE

24) TRUE

25) TRUE

26) TRUE

27) FALSE

28) FALSE

29) FALSE

30) TRUE

31) FALSE

32) TRUE

33) TRUE

34) TRUE

Descriptive analytics uses techniques that describe past performance and history.

35) TRUE

36) TRUE

37) TRUE

38) TRUE

39) TRUE

40) FALSE

41) FALSE

42) FALSE

43) FALSE

44) FALSE

45) FALSE

46) FALSE

47) TRUE

48) TRUE

49) FALSE

50) FALSE

51) FALSE

52) TRUE

53) TRUE

54) FALSE

55) TRUE

56) TRUE

57) TRUE

58) FALSE

59) FALSE

60) TRUE

61) TRUE

62) TRUE

63) TRUE

64) TRUE

65) TRUE

66) TRUE

67) TRUE

68) FALSE

69) FALSE

70) FALSE

71) FALSE

72) FALSE

73) FALSE

74) TRUE

75) TRUE

76) FALSE

77) TRUE

78) TRUE

79) TRUE

80) FALSE

81) TRUE

82) TRUE

83) TRUE

84) FALSE

85) TRUE

86) C

The core drivers of the information age include data, information, business intelligence, and knowledge.

87) D

The core drivers of the information age include data, information, business intelligence, and knowledge.

88) D

The core drivers of the information age include data, information, business intelligence, and knowledge.

89) D

The core drivers of the information age include data, information, business intelligence, and knowledge.

90) A

Management information systems are everywhere in business.

91) A

A fact is the confirmation or validation of an event or object.

92) B

The information age has infinite quantities of facts that are widely available to anyone who can use a computer.

93) D

Amazon is not a technology company but used technology to revamp the business process of selling books.

94) A

Netflix is not a technology company but used technology to revamp the business process of renting videos.

95) C

Zappos is not a technology company but used technology to revamp the business process of selling shoes.

96) A

Data are raw facts that describe the characteristics of an event or object.

97) B

Information is data converted into a meaningful and useful context.

98) C

Business intelligence is information collected from multiple sources, which analyzes patterns, trends, and relationships for strategic decision making.

99) D

Knowledge includes skills, experience, and expertise, coupled with information and intelligence, which creates a person’s intellectual resources.

100) C

Best-selling item by month is information.

101) A

Quantity sold is data.

102) A

Data is raw facts that describe the characteristics of an event or object. Data for Cheryl would include Craig Newmark is customer number 15467.

103) C

Best-selling product by day is an example of information.

104) D

Knowledge would include knowing that the best baker is Tony and that when he works the best-selling product changes.

105) A

106) D

Questions outlined in the book include: Who are my best customers? Who are my least-profitable customers? What is my best-selling product? What is my slowest-selling product? Who is my strongest sales representative? Who is my weakest sales representative?

107) D

What is my worst-selling product is an example of taking data and turning it into information.

108) D

Who is customer number 12345XX is an example of data.

109) D

Business intelligence is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries, which analyzes patterns, trends, and relationships for strategic decision making.

110) A

Data, Information, Business Intelligence, and Knowledge are the core drivers of the information age.

111) B

A variable is a data characteristic that stands for a value that changes or varies over time and can be manipulated to help improve profits.

112) A

Today’s workers are commonly referred to as knowledge workers and they use BI along with personal experience to make decisions based on both information and intuition, a valuable resource for any company.

113) D

Business intelligence is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries, which analyzes patterns, trends, and relationships for strategic decision making.

114) B

A variable is a data characteristic that stands for a value that changes or varies over time.

115) B

Information is data converted into a meaningful and useful context.

116) A

The Internet of Things is a world where interconnected, Internet-enabled devices or ?things? can collect and share data without human intervention.

117) C

Machine-to-machine (M2M), which refers to devices that connect directly to other devices.

118) B

Predictive analytics, which extracts information from data and uses it to predict future trends and identify behavioral patterns.

119) A

The Internet of Things is a world where interconnected, Internet-enabled devices or ?things? can collect and share data without human intervention.

120) C

Machine-to-machine (M2M), which refers to devices that connect directly to other devices.

121) B

Predictive analytics is technique that extracts information from data and uses it to predict future trends and identify behavioral patterns.

122) D

Analytics is the science of fact-based decision making

123) A

Business analytics is the scientific process of transforming data into insight for making better decisions.

124) B

Descriptive analytics uses techniques that describe past performance and history.

125) D

Predictive analytics uses techniques that extract information from data and use it to predict future trends and identify behavioral patterns.

126) C

Prescriptive analytics uses techniques that create models indicating the best decision to make or course of action to take.

127) A

Business analytics is the scientific process of transforming data into insight for making better decisions.

128) B

Descriptive analytics uses techniques that describe past performance and history.

129) C

Predictive analytics uses techniques that extract information from data and use it to predict future trends and identify behavioral patterns.

130) D

Prescriptive analytics uses techniques that create models indicating the best decision to make or course of action to take.

131) A

The three primary areas of analytics include descriptive analytics, predictive analytics, and prescriptive analytics.

132) A

Knowledge assets, also called intellectual capital, are the human, structural, and recorded resources available to the organization.

133) A

Knowledge assets reside within the minds of members, customers, and colleagues and include physical structures and recorded media.

134) B

Knowledge facilitators help harness the wealth of knowledge in the organization.

135) B

Knowledge facilitators help acquire and catalog the knowledge assets in an organization.

136) B

Machine-generated data is created by a machine without human intervention.

137) A

Human-generated data is data that humans, in interaction with computers, generate.

138) B

Machine-generated data includes sensor data, point-of-sale data, and web log data.

139) A

Human-generated data includes input data, click-stream data, or gaming data.

140) D

Structured data has a defined length, type, and format and includes numbers, dates, or strings such as Customer Address. Structured data is typically stored in a traditional system such as a relational database or spreadsheet.

141) C

Machine-to-machine (M2M) refers to devices that connect directly to other devices.

142) D

Unstructured data does not follow a specified format and is typically free-form text such as emails, Twitter tweets, and text messages.

143) B

Unstructured data does not follow a specified format and is typically free-form text such as emails, Twitter tweets, and text messages.

144) B

Structured data has a defined length, type, and format and includes numbers, dates, or strings such as Customer Address. Structured data is typically stored in a traditional system such as a relational database or spreadsheet.

145) B

A snapshot is a view of data at a particular moment in time.

146) C

A snapshot is a view of data at a particular moment in time.

147) A

A report is a document containing data organized in a table, matrix, or graphical format allowing users to easily comprehend and understand information.

148) A

A static report is created based on data that does not change.

149) B

A dynamic report changes automatically during creation.

150) A

A static report is created based on data that does not change. Static reports can include a sales report from last year or salary report from 5 years ago.

151) B

A dynamic report changes automatically during creation. Dynamic reports can include updating daily stock market prices or the calculation of available inventory.

152) A

A data scientist extracts knowledge form data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends.

153) D

A data scientist extracts knowledge form data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends.

154) B

Business analytics is synonymous with analytics.

155) A

Business analytics is the scientific process of transforming data into insight for making better decisions.

156) A

A data scientist extracts knowledge from data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends, market changes, and other relevant information.

157) B

Algorithms are mathematical formulas placed in software that performs an analysis on a dataset.

158) C

Anomaly detection is the process of identifying rare or unexpected items or events in a dataset that do not conform to other items in the dataset.

159) D

An outlier is a data value that is numerically distant from most of the other data points in a set of data.

160) A

A data scientist extracts knowledge from data by performing statistical analysis, data mining, and advanced analytics on big data to identify trends, market changes, and other relevant information.

161) B

Algorithms are mathematical formulas placed in software that performs an analysis on a dataset.

162) C

Anomaly detection is the process of identifying rare or unexpected items or events in a dataset that do not conform to other items in the dataset.

163) D

An outlier is a data value that is numerically distant from most of the other data points in a set of data.

164) A

Variety includes different forms of structured and unstructured data.

165) B

Veracity includes the uncertainty of data, including biases, noise, and abnormalities.

166) C

Volume includes the scale of data.

167) D

Velocity includes the analysis of streaming data as it travels around the Internet.

168) A

Variety includes different forms of structured and unstructured data.

169) B

Veracity includes the uncertainty of data, including biases, noise, and abnormalities.

170) C

Volume includes the scale of data.

171) D

Velocity includes the analysis of streaming data as it travels around the Internet.

172) A

Big data is a collection of large, complex datasets, including structured and unstructured data, which cannot be analyzed using traditional database methods and tools.

173) A

Big data is a collection of large, complex datasets, including structured and unstructured data, which cannot be analyzed using traditional database methods and tools.

174) B

An outlier is a data value that is numerically distant from most of the other data points in a dataset.

175) A

Behavioral analysis uses data about people?s behaviors to understand intent and predict future actions.

176) B

Correlation analysis determines a statistical relationship between variables, often for the purpose of identifying predictive factors among the variables.

177) C

Exploratory data analysis identifies patterns in data, including outliers, uncovering the underlying structure to understand relationships between the variables.

178) D

Pattern recognition analysis is the classification or labeling of an identified pattern in the machine learning process.

179) D

Pattern recognition analysis classifies or labels an identified pattern in the machine learning process.

180) C

Exploratory data analysis identifies patterns in data, including outliers, uncovering the underlying structure to understand relationships between the variables.

181) B

Correlation analysis determines a statistical relationship between variables, often for the purpose of identifying predictive factors among the variables.

182) A

Behavioral analysis uses data about people?s behaviors to understand intent and predict future actions.

183) A

Social media analysis analyzes text flowing across the Internet, including unstructured text from blogs and messages.

184) A

Social media analysis analyzes text flowing across the Internet, including unstructured text from blogs and messages.

185) B

Speech analysis analyzes recorded calls to gather information; brings structure to customer interactions and exposes information buried in customer contact center interactions with an enterprise.

186) B

Speech analysis analyzes recorded calls to gather information; brings structure to customer interactions and exposes information buried in customer contact center interactions with an enterprise.

187) C

Text analysis analyzes unstructured data to find trends and patterns in words and sentences.

188) C

Text analysis analyzes unstructured data to find trends and patterns in words and sentences.

189) D

Web analysis analyzes unstructured data associated with websites to identify consumer behavior and website navigation.

190) D

Web analysis analyzes unstructured data associated with websites to identify consumer behavior and website navigation.

191) A

Companies today are typically organized by departments or functional areas.

192) B

For companies to operate as a whole and be successful in our current business environment today, they must operate interdependently between departments.

193) B

Payroll is part of the accounting department.

194) D

Sales needs to rely on information from operations to understand inventory, place orders, and forecast consumer demand.

195) A

Human resources maintain policies, plans, and procedures for the effective management of employees.

196) B

Operations management manages the process of converting or transforming of resources into goods or services.

197) A

The department within a company that records, measures, and reports monetary transactions is accounting.

198) B

The department with a company that performs the function of selling goods or services is sales.

199) D

The department within a company that supports the sales by planning, pricing, and promoting goods or services is marketing.

200) D

Finance department tracks strategic financial issues, including money, banking, credit, investments, and assets.

201) B

Operations management department manages the process of converting or transforming resources into goods or services.

202) C

Accounting records, measures, and reports monetary transactions.

203) D

The human resources department maintains policies, plans, and procedures for the effective management of employees.

204) A

Accounting records, measures, and reports monetary transactions.

205) B

Finance department tracks strategic financial issues, including money, banking, credit, investments, and assets.

206) C

The department within a company that supports the sales by planning, pricing, and promoting goods or services is marketing.

207) D

Sales need to rely on information from operations to understand inventory, place orders, and forecast consumer demand.

208) D

Human resources maintain policies, plans, and procedures for the effective management of employees.

209) B

Operations management manages the process of converting or transforming resources into goods or services.

210) A

The marketing department includes promotion data, sales data, and advertising data.

211) B

The human resources department includes employee data, promotion data, and vacation data.

212) C

The finance department includes investment data, monetary data, and reporting data.

213) D

The accounting department includes transactional data, purchasing data, payroll data, and tax data.

214) A

The sales department has sales data, customer data, commission data, and customer support data.

215) A

The operations management department has manufacturing data, distribution data, and production data.

216) C

Functional areas are interdependent.

217) D

Tax, payroll, and transactional data are all found in the accounting department.

218) A

Monetary data is most commonly found in the finance department.

219) D

Employee data is most commonly found in the human resource department.

220) D

All of these data types are found in the sales department.

221) A

Promotional data is most commonly found in the marketing department.

222) C

Production data is most commonly found in the operations management department.

223) A

Data democratization is the ability for data to be collected, analyzed, and accessible to all users (the average end users).

224) B

A business unit is a segment of a company representing a specific business function.

225) A

Data democratization is the ability for data to be collected, analyzed, and accessible to all users (the average end users).

226) A

Feedback is information that returns to its original transmitter and modifies the transmitter?s actions. The original transmitter includes input?transform?output.

227) D

MIS is a business function, which moves information about people, products, and processes across the company to facilitate decision making and problem solving.

228) A

Input is data entered in a computer.

229) D

Feedback is the controls that ensure correct processing.

230) B

Output is the resulting information from the computer program.

231) C

Process is the computer program that processes the data.

232) A

Input is data entered in a computer.

233) C

Output is the resulting information from the computer program.

234) B

Feedback is controls to ensure correct processes.

235) D

Process is the computer program that processes the data

236) A

A system is a collection of parts that link to achieve a common purpose, where systems thinking is a way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.

237) D

It is a valuable tool that can leverage the talents of people who know how to use and manage it effectively

238) B

Systems thinking is a way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.

239) D

MIS is an important enabler of business success and innovation.

240) D

Typical organizations have an internal MIS department often called Information Technology (IT), Information Systems (IS), or Management Information Systems (MIS).

241) A

Goods are material items or products that customers will buy to satisfy a want or need.

242) B

Services are tasks performed by people that customers will buy to satisfy a want or need.

243) C

Production is the process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.

244) D

Productivity is the rate at which goods and services are produced based upon total output given total inputs.

245) A

Goods are material items or products that customers will buy to satisfy a want or need.

246) B

Services are tasks performed by people that customers will buy to satisfy a want or need.

247) C

Production is the process where a business takes raw materials and processes them or converts them into a finished product for its goods or services.

248) D

Productivity is the rate at which goods and services are produced based upon total output given total inputs.

249) A

Cars, groceries, and clothing belong in the goods category.

250) B

Teaching, waiting tables, and cutting hair belong in the services category.

251) D

Cars, groceries, and clothing belong in the goods category.

252) D

Teaching, waiting tables, and cutting hair belong in the services category.

253) A

Cars, groceries, and clothing belong in the goods category.

254) C

Teaching, waiting tables, and cutting hair belong in the services category.

255) A

Milk and eggs are groceries. Cars, groceries, and clothing belong in the goods category.

256) D

Selling groceries, managing a team, teaching, waiting tables, and cutting hair belong in the services category.

257) A

Lettuce, tomatoes, patty, bun, and ketchup are all included in the input category of making a hamburger.

258) B

Cooking a patty and putting the ingredients together are all included in the process category of making a hamburger.

259) C

The hamburger is the output in the process of making a hamburger.

260) B

If you could produce more hamburgers with the same input and the price of your hamburgers remains the same productivity would increase and profits would increase.

261) B

If you could produce more t-shirts with the same input and the price of your t-shirts remains the same productivity would increase, and profits would increase.

262) B

If you could produce more cars with the same input and the price of your cars remains the same productivity would increase, and profits would increase.

263) C

The systems thinking process includes input, process, output, and feedback.

264) C

Management Information Systems

265) A

Feedback is information that returns to its original transmitter (input, transform, or output) and modifies the transmitter's actions.

266) A

Systems thinking is a way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part.

267) A

The inputs for a washing machine include the dirty clothes, water, and detergent.

268) C

The process for a washing machine includes the wash and rinse cycle.

269) D

The feedback for a washing machine includes a light indicating that the washer is off balance and has stopped.

270) B

The output for a washing machine includes clean clothes.

271) A

The input for an oven includes the uncooked food.

272) B

The output for an oven includes the cooked food.

273) D

The process for an oven includes running at 350 degrees for 20 minutes.

274) C

The feedback for an oven includes a light indicating that the oven has reached the preheated temperature.

275) A

A home theater system requires inputs of the DVD player, DVD movie, speakers, TV, and electricity.

276) B

The output of a home theater system includes playing the movie including the audio through the speakers and the video on the TV.

277) D

The process of a home theater system includes spinning the disk to play, pause, rewind, or fast forward.

278) C

The feedback from a home theater system includes a message stating that the disk is dirty and cannot be played.

279)We live in the information age, when infinite quantities of facts are widely available to anyone who can use a computer. The core drivers of the information age include data, information, business intelligence, and knowledge. Data are raw facts that describe the characteristics of an event or object. Information is data converted into a meaningful and useful context. Business intelligence (BI) is information collected from multiple sources such as suppliers, customers, competitors, partners, and industries, which analyzes patterns, trends, and relationships for strategic decision making. Knowledge includes the skills, experience, and expertise, coupled with information and intelligence, which creates a person’s intellectual resources. As you move from data to knowledge you include more and more variables for analysis resulting in better, more precise support for decision making and problem solving.

280)Companies are typically organized by department or functional area such as accounting, finance, human resources, marketing, operations management, and sales. Although each department has its own focus and own data, none can work independently if the company is to operate. It is easy to see how a business decision made by one department can affect other departments. Functional areas are anything but independent in a business. In fact, functional areas are interdependent. Sales must rely on information from operations to understand inventory, place orders, calculate transportation costs, and gain insight into product availability based on production schedules. For an organization to succeed, every department or functional area must work together sharing common information and not be a “silo.” Information technology can enable departments to more efficiently and effectively perform their business operations.

281)A system is a collection of parts that link to achieve a common purpose. Systems thinking is a way of monitoring the entire system by viewing multiple inputs being processed or transformed to produce outputs while continuously gathering feedback on each part. Feedback is information that returns to its original transmitter (input, transform, or output) and modifies the transmitter’s actions. Feedback helps the system maintain stability. Management information systems (MIS) is a business function, like accounting and human resources, which moves information about people, products, and processes across the company to facilitate decision making and problem solving. MIS incorporates systems thinking to help companies operate cross-functionally. For example, to fulfill product orders, an MIS for sales moves a single customer order across all functional areas including sales, order fulfillment, shipping, billing, and finally customer service. Although different functional areas handle different parts of the sale, thanks to MIS, to the customer, the sale is one continuous process.