Active Review

**1.1** Refer to the chapter opener, *Meet Business Intelligence*. In your opinion, how can business intelligence create value using the accounting system?

Students’ opinion may differ. However, their opinion should include: Increase profitability, improve customer relationship, increase sales by targeting the right customer category, and in general improving all aspects of business activities.

**1.2** Refer to the chapter opener, *Meet Business Intelligence*. Discuss the importance of sales data in creating business intelligence for an organization.

Business intelligence allows organization to continuously monitor their sales transaction. By monitoring sales, enterprise can fine-tune other business processes such as purchasing, production, advertising, and customer service.

**1.3** Pick your favorite Accounting Insight from Chapter 1. Discuss why it’s your favorite.

The answer to this question depends on the student selection and his/her reason for selecting it.

**1.4** What are the modules in the baseline accounting system model? Discuss the purposes and transactions associated with each module.

1. Vendors. This module encapsulates all data and business processes related to vendors. The transactions associated with Vendors module are: Create purchase Order, Receive Items, and Enter Bills.
2. Customers. This module encapsulates all data and business processes related to customers. The processes associated with Customers module are: Create Invoice, and Receive Customer Payments.
3. Employees. This module encapsulates all data and business processes related to employees. The processes associated with Vendor module are: Enter Time and Calculate Payroll.
4. Banking. This module encapsulates all data and business processes related to organization banking. The processes associated with Banking module are: Pay Bills, Make Deposit, Pay Employees, and Pay Payroll Liabilities.
5. Financials. This module encapsulates all data and business processes related to the organization financials. The processes associated with Financial module are: Adjusting Entries, Correcting Entries, Closing, and ad-hoc financial activities.
6. Reports. This module encapsulates all data and business processes related to the accounting reports. The processes associated with Reports module are: Management Reports, Tax Reports, External Financial Reports, and Sustainability Reports.

**1.5** Discuss how the features of a spreadsheet and a database are similar and how they are different.

A spreadsheet shows rows and columns of a table and that is same as database table’s records and fields features. Actually, a spreadsheet row is a record and a column is a field in a database table

**1.6** Discuss the potential risks if a company’s accounting system is not well secured.

Unauthorized access to the accounting data and software could result in valuable information being stolen or damaged and virus or other malicious software damage accounting systems software.

**1.7** Discuss the benefits of an integrated enterprise system.

An integrated enterprise system allows data to be shared among various enterprise departments. For example, an advertising department can use data collected about sales to cluster customers into categories and target customers-categories with different adverting methods.

**1.8** Discuss how value chain activities are related to accounting transaction cycles.

The value chain facilitates coordination of activities with suppliers and customers, including purchasing and sales transactions.

**1.9** Discuss the significance of information technology to the accounting professional.

Today, most accounting systems are computerized systems. These accounting systems are installed on the enterprise computers and used on the enterprise internal networks as well as the Internet. To effectively work with computers and use accounting systems, accountants must know enough about computers and networks to be able to use computerized accounting systems.

**1.10** Discuss problems that enterprises may experience with shadow data.

Shadow data little or lack of documentation and lack or inadequate security and control are two major problems experienced by enterprises.

Key Terms Check

 d 1. An organizing framework for business processes, beginning with vendors and ending with customers

 h 2. Exchanges or transactions between an enterprise and its customers

 e 3. Accounting transactions related to specific business processes

 b 4. Shares data across functional areas within the enterprise

 g 5. Transactions with employees

 c 6. Related activities performed by an enterprise to create value by transforming input into output

 a 7. A system that supports business activities throughout the enterprise, including inputs, processing, and outputs

 f 8. Transactions related to purchasing items from vendors

 i 9. A model that provides an enterprise-wide view of the firm’s accounting system

**1.11** Match the following terms and definitions. **a.** enterprise system

**b.** integrated enterprise system

**c.** business processes

**d.** value chain

**e.** transaction cycles

**f.** purchasing cycle

**g.** payroll cycle

**h.** sales cycle

**i.** baseline accounting system

**1.12** Match the following terms and definitions. **a.** vendors module

**b.** customers module

**c.** employees module

**d.** banking module

**e.** financial module

**f.** reports module

**g.** adjusting entries

**h.** correcting entries

**i.** closing entries

**j.** financial reports

**k.** tax reports

**l.** management reports

**m.** sustainability reports

 f 1. A module that relates to output from the accounting system.

 e 2. A module that includes adjusting and correcting entries.

 a 3. A module related to purchasing goods and services.

 d 4. A module that involves cash received and cash paid.

 c 5. A module related to the payroll cycle.

 b 6. A module related to selling the customer a product or service.

 m 7. Reports used to evaluate an enterprise’s sustainability performance.

 k 8. Reports used when filing federal, state, and local returns.

 l 9. Reports prepared to assist managers in making decisions.

 j 10. Reports that include a company’s income statement, balance sheet, and statement of cash flows.

 g 11. Entries to bring accounts up to date at year end.

 i 12. Zeros out income and expense accounts at year end.

 h 13. Entries to correct errors.

 g 1. A framework for organizing the complex, multifaceted undertaking of developing a system.

 k 2. Includes testing databases and computer programs for the new system.

 h 3. Includes scheduling, budgeting, and staffing a project.

 i 4. Includes evaluating new system requirements.

 m 5. Using the new system on an ongoing basis and maintaining and updating it as necessary.

 l 6. Setting up new IT hardware, software, and databases.

 j 7. Prepare models for business processes and databases for the new system.

 b 8. One of the three keys of opportunity that focuses on how business activities are impacted.

 c 9. One of the three keys of opportunity that focuses on software, hardware, and networks.

 a 10. One of the three keys of opportunity that focuses on how employees, customers, and vendors are impacted.

 d 11. Consists of software, hardware, and network technology used by an organization.

 f 12. How specific software, hardware and networks are used to build IT architecture for an enterprise.

 e 13. The design or blueprint for an enterprise’s information technology.

 c 1. A unique identifier for each record.

 g 2. An online application that permits users to view data in a multidimensional way.

 b 3. A collection of related database fields.

 f 4.Data analytics and predictive modeling used to gain insights from data to improve the quality of business decisions.

 a 5. A piece of information.

 e 6. A database that stores transactions related to business operations.

 d 7. A collection of related database tables.

**1.14** Match the following terms and definitions.

**a.** people

**b.** processes

**c.** technology

**d.** information technology (IT)

**e.** IT architecture

**f.** IT infrastructure

 **g.** system development life cycle (SDLC)

**h.** plan

**i.** analyze

**j.** design

**k.** build/buy

**l.** install

**m.** deploy

**1.13** Match the following terms and definitions. **a.** field

**b.** record

**c.** primary key

**d.** relational database

**e.** operational database

**f.** business intelligence

**g.** OLAP cubes

Practice Test

1. In addition to accounting systems, which of the following are member of enterprise systems?
	1. SCM and OPS
	2. CRM and SCM
	3. HRM and Financial
	4. SCM, OPS, CRM, and HR (**Correct Answer)**
	5. The value chain is useful for:
		1. Coordinating accounting system activities.
		2. Coordinating activities with suppliers and customers (**Correct Answer)**
		3. Linking business values like a chain.
		4. Everything we do in a business.
	6. In businesses, the system that supports financial and accounting activities in an organization is often called:
		1. Accounting system
		2. General ledger
		3. Enterprise accounting system
		4. All of the above (**Correct Answer)**
	7. In which of the baseline accounting system modules are pay employee and pay payroll liabilities included?
		1. Employee module
		2. Reports module
		3. Banking module (**Correct Answer)**
		4. All of the above
	8. Which of the following modules are included in the purchasing cycle?
		1. Vendors and customers (**Correct Answer)**
		2. Vendors and banking
		3. Employees and vendors
		4. Vendors, banking, and reports
	9. In the accounting systems context, which of the following is NOT correct?
		1. To understand accounting, the accountant today must understand databases.
		2. Most accounting information is not entered using debits and credits.
		3. The accounting information system is used to perform accounting activity faster. (**Correct Answer)**
		4. Business intelligence provides organizations with a competitive advantage.
	10. The three key factors that impact the accounting system are:
		1. Customer, supplier, and employee
		2. People, technology, and accounting processes (**Correct Answer)**
		3. Computers, networks, and accounting software
		4. Business processes, database, technology
	11. An accounting system does all the following except:
		1. Capture accounting information about a transaction
		2. Reduce the cost of accounting transactions (**Correct Answer)**
		3. Generate financial reports
		4. Process the captured accounting information
	12. Which of the following is not an accounting transaction?
		1. Payroll cycle
		2. Purchasing cycle
		3. Accounting cycle (**Correct Answer)**
		4. Sales cycle
	13. When IT professionals say business processes, they mean:
		1. Computer programs
		2. Accounting cycles **(Correct Answer)**
		3. Accounting modules
		4. Accounting system

Exercises

Short Exercises

**1.25** Match each of the following accounting events to the baseline accounting system module in which it occurs. (Q1.3)

Vendors module

Customers module

Employees module

Banking module

Financial module

Reports module

1. Create purchase orders Vendors module
2. Adjusting entries Financial module
3. Make deposits Banking module
4. Calculate payroll Employees module
5. Receive customer payments Banking module
6. Pay bills Banking module
7. Tax reports Reports module
8. Enter time Employees module
9. Enter bills Vendors module
10. Create invoices Customers module
11. Pay employees Banking module
12. Receive items Vendors module
13. Sustainability reports Reports module
14. Pay payroll liabilities Banking module
15. Correcting entries Financial module
16. Management reports Reports module
17. Closing Financial module
18. Financial reports Reports module

**1.26** Match each of the following accounting events to the accounting transaction cycle.

(Q1.3)

Purchasing cycle

Sales cycle

Payroll cycle

1. Create purchase orders Purchasing cycle
2. Create invoices Sales cycle
3. Make deposits Sales cycle
4. Calculate payroll Payroll cycle
5. Receive customer payments Sales cycle
6. Pay bills Purchasing cycle
7. Enter time Payroll cycle
8. Enter bills Purchasing cycle
9. Receive items Purchasing cycle
10. Pay employees Payroll cycle

**1.27** Identify which of the following are internal agents to an enterprise and which are external agents. (Q1.4)

1. Vendors

2. Customers

3. Employees

4. Delivery service

5. Internal Revenue Service

6. Bank

External: Vendor, Delivery service, Internal Revenue Service, and Bank

Internal: Employee

**1.28** Can you match the following terms used by accounting professionals and those used by IT professionals?

(Q1.1)

**a.** Rows

**b.** Columns

**c.** Software

\_c\_\_ 1. Applications

\_a\_\_ 2. Records

\_b\_\_ 3. Fields

**1.29** Match each of the following transaction cycles to the integrated enterprise system module that generates the transactions.

(Q1.2)

**a.** Purchasing cycle

**b.** Payroll cycle

**c.** Sales cycle

 b 1. Human resources management (HRM)

 a 2. Supply chain management (SCM)

 c 3. Customer relationship management (CRM)

 b 4. Operation/production system (OPS)

**1.30** Look at the CUSTOMER table for EspressoCoffee appearing in Figure 1.12. Can you answer the following questions? (Q1.3)

1. How many fields do you see in the database table in Figure 1.12?

2. How many records do you see in the database table?

3. Are there any other fields that you would recommend that EspressoCoffee add to the

CUSTOMER table? Is there any additional information that EspressoCoffee might need about customers?

1. 8
2. 2
3. For every additional piece of information, an additional field must be added to the table in Figure 1.12. Some of these additional pieces of information are: customer’s email addresses, country, and phone numbers.

**1.31** For the following functions of the accounting system, identify technologies used by each function. (Q1.3)

1. Storing accounting data: Relational database

2. Analyzing accounting data: Business analytics

3. Safeguarding accounting data: checking user ID and password

**1.32** Using the three keys of opportunity, identify the impact of an enterprise changing accounting software on people, processes, and technology. (Q1.4)

The answer to this question depends on the current type of the enterprise accounting system and the new system. A few impacts of the change are listed below:

1. People: Accounting employees should learn how to use the new system. Some employees may lose their jobs or new employees are hired.
2. Processes: Change in the workflow and the way certain accounting activities were performed. More automated activities.
3. Technology: Data migration into the new system’s database. Addition of the new hardware such as computers, network routers might be necessary.

**It’s Your Call**

**1.33** Your firm has announced that in order to meet earnings targets, 10% of its workforce must be let go. As chief financial officer you have been asked to explain the value that your staff of accounting and IT professionals provide to the firm. You realize that your response may affect the number of staff that you keep employed. What would you say? (Q1.1)

Your response may show the proper IT knowledge of your accounting staff and how this facilitates communication between your IT and accounting staffs. Also it could indicate that accountants and IT professionals who work together and communicate well underscores the need for accountants who understand accounting *and* IT.

 In conclusion, you can emphasize how this seamless communication could reduce the cost of accounting projects and their risk of failure.

**1.34** You are working as an intern in the payroll department of a large company. Your best friend, who helped you get the job, works at the same company in sales. Your friend calls you when he is traveling and says his login for the system is not working. IT told him it might take up to 24 hours to fix it. He asks you to share your login with him so he can access the system. What would you do? (Q1.3)

Under no circumstances you should share confidential information with person or persons who don’t have the authorization for that confidential information. You are the only one who is allowed to know your login and password information. Organizations are very strict about this rule.

**1.35** To meet a tight deadline, you download spreadsheet files to your company laptop to take work home with you. What are the risks to safeguarding the information on your laptop? (Q1.3)

When an organization secured and sensitive data is copied or moved into a potable devices (for example a laptop) then the organization data is available for whoever might steals that device. Also, since data is outside of the organization’s secured network, it is then easily accessed by a computer hacker.

**1.36** Your younger brother calls you from college. He is registering for classes. He wants to know why he needs to take an accounting information systems course. How will the course help him to be successful in his future career? What do you tell him? (Q1.3)

Most organizations’ accounting data is stored in databases. These databases reside in the database servers and can be accessed and manipulated by using computer applications. The accounting information systems course provides the required knowledge and skills to accountants for them to find their way at the crossroads of accounting and IT. These knowledge and skills include:

1. Computerized accounting transactions
2. Proper IT concepts and applications

Tech in Practice

Tech Exercises

**1.37**

**Tech Tool:** Spreadsheet Software

**Software Video:** Spreadsheet Data Tables

EspressoCoffee has given you the following work assignment.

1. Using spreadsheet software and the following information, create a CUSTOMER table for EspressoCoffee.
2. Identify the primary key by highlighting the column in yellow.
3. Populate the CUSTOMER table by entering the following customer information.

Customer No.: 127127

Name: Angela Ashuer

Address: 13 Joseph Ave, Appleton, WI, 54911

Customer No.: 913691

Name: Vincent Pico, EspressoBar

Address: 58 Dante, Pisa, Tuscany, 56100

Customer No.: 127000

Name: Becky Cornell

Address: 1203 N Lake Shore Drive, Chicago, IL 60610

Customer No.: 1958361

Name: David Kolse, Creamy Coffee

Address: 702 Ensenada Street, Orlando, FL 32825

Customer No.: 532700

Name: Fred Olhman, Coffee Shoppe

Address: 7011 Second Street, San Francisco, CA 94102

See *Tech Ex1.37* in the *Chapter 1 Exercises Solutions* folder .

**1.38**

**Tech Tool:** Database Software

**Software Video:** Database Tables

EspressoCoffee has given you an assignment to create a database table for tracking customer information.

1. Using Microsoft Access database software and the following fields, create a CUSTOMER table for EspressoCoffee

State

ZIP

Country

Email Address

Web Site

Customer No.

Last Name

First Name

Company Name

Street Address

City

2. Using Microsoft Access, select the primary key for the CUSTOMER table.

3. Populate the CUSTOMER table by entering the following customer information.

Customer No.: 127127

Name: Angela Ashuer

Address: 13 Joseph Ave, Appleton, WI, 54911, USA

Email: ang@gmail.com

Customer No.: 913691

Name: Vincent Pico, EspressoBar

Address: 58 Dante, Pisa, Tuscany, 56100, Italy

Email: vpico@yahoo.com

Web site: espressobar.it

Customer No.: 127000

Name: Becky Cornell

Address: 1203 N Lake Shore Drive, Chicago, IL 60610, USA

Customer No.: 1958361

Name: David Kolse,

Creamy Coffee

Address: 702 Ensenada Street, Orlando, FL 32825, USA

Email: creamycoffee@flash.net

Web site: creamycoffee.com

Customer No.: 532700

Name: Fred Olhman,

Coffee Shoppe

Address: 7011 Second Street, San Francisco, CA 94102, USA

Email: coffeeshoppe@gmail.com

Web site: coffeeshoppe.com

See *Tech Ex1.38* in the *Chapter 1 Exercises Solutions* folder.

**1.39**

**Tech Tool:** Database Software

**Software Video:** Database Tables

EspressoCoffee has asked you to create an ORDER database table.

1. Using Microsoft Access database software and the following fields, create an ORDER table for EspressoCoffee.

Order No.

Date

Customer No.

1. Using Microsoft Access, select the primary key for the ORDER table.
2. Populate the ORDER table by entering the following information for three orders.

Order No.: 5819

Date: 12.21.2010

Customer No.: 127127

Order No.: 5820

Date: 12.23.2010

Customer No.: 913691

Order No.: 7200

Date: 07.01.2011

Customer No.: 127000

Order No.: 9723

Date: 12.21.2012

Customer No.: 1958361

Order No.: 12631

Date: 12.27.2013

Customer No.: 1958361

See *Tech Ex1.38* in the *Chapter 1 Exercises Solutions* folder.

The ORDER table is created in the Tech Ex 1.38 file.

**1.40**

**Tech Tool:** Spreadsheet Software

**Software Video:** Spreadsheet Data Tables

1. Using spreadsheet software, construct a table that will collect data for an application of your choice (for example, data regarding dogs for a dog walking business).
2. Identify the appropriate fields.
3. Identify the primary key.
4. Populate at least two records with test data.

The answer to this question depends on the students’ choice of business.

**1.41**

**Tech Tool:** Database Software

**Software Video:** Database Tables

1. Select an authentic enterprise of your choice. Using Microsoft Access database software, develop a CUSTOMER table for the enterprise, identifying the appropriate fields.
2. Using Microsoft Access, select the primary key for the CUSTOMER table.
3. Populate the CUSTOMER table by entering test data for at least three customers.
4. What customer reports would the enterprise need to create? Would the database table you created be able to provide the information required?

The answer to this question depends on the students’ choice of business. However, the answer is similar to the *Tech Ex 1.38.*

**1.42** (Continuation of TIP 1.41)

**Tech Tool:** Database Software

**Software Video:** Database Tables

1. Using Microsoft Access database software and information from the prior exercise, create an ORDER table, identifying the appropriate fields.
2. Using Microsoft Access, select the primary key for the ORDER table.
3. Populate the ORDER table by entering test data for three orders.
4. What queries can you envision that the enterprise might need that would use information from both the CUSTOMER table and the ORDER table?

The answer to this question depends on the students’ choice of business. However, the answer is similar to the *Tech Ex 1.38* and *Tech Ex 1.39* combined.

**1.43**

**Tech Tool:** Database Software

**Software Video:** Database Tables

1. Download the *Tech Ex 1.43.accdb* in the *Chapter 1 Exercises Solutions* folder for this exercise.
2. Open the Microsoft Access database file.
3. How many tables exist in the database?

Four tables

1. How many records are in the CUSTOMER table?

There are two records in the CUSTOMER table

1. What is the primary key in the CUSTOMER table?

CUSTOMER NO is the primary key in the CUSTOMER table.

1. What field in the CUSTOMER table connects it to the ORDER table?

Customer NO in the CUSTOMER table and CUSTOMER NO on the ORDER table.

**1.44**

**Tech Tool**: Spreadsheet Software
**Software Video**: Spreadsheet Graph and Data Organization

1. Download the data file for this exercise.
2. Graph the items on-hand quantity.
3. Identify items with on-hand quantity less than the re-order quantity.
4. Sort items based on their on-hand quantity.

Hint: To answer the third question, use the pivot table tool to select item name, quantity on hand, and reorder point. Use an IF statement to identify items that must be reordered.

Download Tech Ex. 1.44 Solution.xlsx file for answers.

**1.45**

**Tech Tool:** Spreadsheet Software
**Software Video:** Spreadsheet Graph and Data Organization

1. Download the data file for this exercise.
2. Find out who is the most long-standing and most recent customer.
3. Find out who is the customer with the highest balance.
4. What is the average of customers’ balances?
5. Graph customer balances to identify the customer with highest and lowest balance.

Download Tech Ex. 1.45 Solution.xlsx file for answers.

**Go Online**

**1.46** You have decided to start your career planning. Your first step is to go online and search for job openings for entry-level accounting professionals. What skills and competencies do the job openings require? Compare the requirements with your current status. How do you plan to gain the skills and knowledge needed?

The answer to this question depends on the search results. One possible result could be the following table. As you notice, the level of computer knowledge is ranked high to very high.

|  |  |  |  |
| --- | --- | --- | --- |
| Skill | Audit Accounting | Tax & Financial | Management Accounting |
| People skills | Medium | Medium | Medium |
| Sales skills | Medium | Medium | Low |
| Communication skills | Medium | Medium | High |
| Analytical skills | High | Very High | High |
| Ability to synthesize | Medium | Low | High |
| Creative ability | Low | Medium | Medium |
| Initiative | Medium | Medium | Medium |
| Computer skills | High | High | Very High |
| Work hours | 40-70/week | 40-70/week | 40-50/week |

**1.47** You have been in your current accounting position for five years. You want to continue advancing in your career. Go online and search for your ideal accounting professional position five years after you graduate from college. What are the positions that you would apply for? What skills and competencies do the job openings require? Compare the requirements with your current status. How do you plan to gain the skills and knowledge needed?

The answer to this question depends on the search results. One possible result could be the following job requirements posted for a senior accounts payable specialist. Its requirements include a BS in accounting and 5 to 7 years of experience. Notice that the knowledge of SAP is a must!

Knowledge and Abilities

5 to 7 years related experience and/or training; or equivalent combination of education and experience. Strong Accounting knowledge in Accounts Payable and General Ledger Strong SAP experience is a must Ability to operate a telephone, fax machine, calculator, copier, scanner, and other non-specified office equipment a computer with the following software: Microsoft Office: Word, Excel, Outlook, and PowerPoint; Lotus Notes, Tiny Terms, FoxPro Forwards, and other proprietary software Written and verbal fluency in English Ability to read and interpret documents such as operating instructions, procedure manuals, and financial statements; to write routine reports and correspondence; to speak effectively before groups of customers or employees of organization. The applicant must have the:

* Ability to perform numerous data-entry task and multi-tasks Ability to focus and pay attention on details Ability to calculate figures and amounts.
* Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form such as simple AP procedures and datelines.
* Ability to deal with problems involving several concrete variables in standardized situations.
* Ability to deliver good customer service when handling vendors’ inquiries and assisting employees and clients.
* Ability to maintain invoices and other documentations in an organized manner Industry knowledge of accounting in oil and gas industry.

**1.48** You have been asked by the CFO to prepare a brief presentation to management about how business intelligence could benefit your company. Go online to research how other companies are using business intelligence. Prepare a brief presentation as requested by the CFO.

The answer to this question depends on the search results. However, when business intelligence is properly implemented and used, it delivers many benefits. The key benefits include the following:

1. Alignment of an organization around a consistent set of Key Performance Indicators (KPIs) and Metrics
2. Quicker, fact-based decision making
3. Simplified graphical presentation of KPIs and metrics
4. Reliable presentation of information (“One version of the truth”)
5. Combination of multiple data sources (ERP, CRM, Spreadsheets, Budgets...)
6. Faster collection and dissemination of information

(Source link: http://www.excellence-leadership.com/microsites/altimus/Benefits%20of%20Business%20Intelligence.pdf)

**1.49** You are working for a business solutions consulting company that hired you because of your knowledge of accounting systems and IT. You have been asked to select the two accounting software applications that you believe have the best features. Go online and search for two accounting software applications commercially available. Identify whether the software is predominantly used by small, midsize, or large enterprises. List the features these products offer to customers. Briefly summarize the advantages and disadvantages of each and why these two are your top picks.

Students could compare accounting software based on the following:

1. Eased of use
2. Help and support
3. Offered accounting modules (that is, account receivable, account payable, payroll, etc)
4. Cost
5. Flexibility of use with other software and operating systems

The following link to the *Top Ten* Review could be helpful for small size enterprise.

http://accounting-software-review.toptenreviews.com/

**1.50** Your accounting colleagues are debating the differences between data, information, and business intelligence. Go online and search for definitions of data, information, and business intelligence. Construct your own definition for each that you like best that you can share with your colleagues.

The following could be a possible definition for data, information, and intelligence in the business context:

1. Data is a [collection](http://www.blurtit.com/q7739234.html) of facts, figures and statistics related to an object. For example, customers fill in a sales order form. The sales order form consists of facts (data) about customers (for example, customer name), and the sales order event (for example, sales order date).
2. Information is the manipulated and processed form of data. It is interpreted data. An example would be a graph showing a customer average sales order in dollar amount.
3. Business intelligence refers to computer-based methods and techniques used to find meaningful relationship among business facts, such as sales amount and product type.

Technology Projects

Technology Project 1

**Tech Tool:** Spreadsheet Software, Database Software

**Software Videos:** Spreadsheet Data Tables, Database Tables

iSportDesign, an online retailer of sporting goods that the customer can custom design, needs help in modernizing its accounting system. Nick, the owner and operator, has asked for your assistance. He wants to hire you as an intern. This is your opportunity to get some experience with accounting and technology, so you agree.

The first project he has for you is putting customer data into electronic form for easier retrieval. You decide to put the customer data into both a spreadsheet and a database so Nick can choose which he likes best for his company.

Your deliverables for the project include the following:

Deliverable 1. A spreadsheet containing customer data for iSportDesign

Deliverable 2. A CUSTOMER database table

Visit [www.pearsonhighered.com/kay](http://www.pearsonhighered.com/kay) to do the following:

1. Download Technology Project 1 instructions.
2. Download files provided online for your convenience in completing the project deliverables.
3. Watch the videos with software instructions to complete this project at [www.pearsonhighered.com/kay](http://www.pearsonhighered.com/kay)

See *Technology Project 1* MS Access file and *Technology Project 1* MS Excel file in the Chapter 1 Exercises Solutions folder.