***Business Driven Technology, 8e* (Baltzan)**

**Chapter 1 Business Driven Technology**

1) Companies today are successful when they combine the power of the information age with traditional business methods.

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

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

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

5) Technology provides countless business opportunities, but can also lead to pitfalls and traps for a business.

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

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

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

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

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

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.

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

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

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

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

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

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.

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

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

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.

21) Big data is a collection of large complex data sets, including structured and unstructured, which cannot be analyzed using traditional database methods and tools.

22) Big data is a view of data at a particular moment in time.

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

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

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

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

27) Descriptive analytics use techniques that describe past performance and history.

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

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

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

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

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

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

34) Business analytics use techniques that describe past performance and history.

35) Prescriptive analytics use techniques that extract information from data and use it to predict future trends and identify behavioral patterns.

36) Predictive analytics use techniques that create models indicating the best decision to make or course of action to take.

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

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

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

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

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

42) 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.

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

44) 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.

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

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

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

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

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

50) The accounting and finance departments primarily use monetary data.

51) The sales and marketing departments primarily use monetary data.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

70) Cars, groceries, cell phones, and clothing are all examples of goods.

71) 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.

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

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

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

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

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

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

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

79) Which of the following is not considered a core driver of the information age?

A) Information

B) Business Intelligence

C) Competitive Intelligence

D) Data

80) Which of the following is not considered a core driver of the information age?

A) Information

B) Business Intelligence

C) Knowledge

D) Variables

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

A) Fact

B) Goods

C) Competitive Intelligence

D) Data

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

A) Information

B) Business Intelligence

C) Knowledge

D) All of these

83) Why do students need to study information technology?

A) Information technology is everywhere in business.

B) Information technology is rarely discussed in business.

C) Information technology is rarely used in organizations.

D) Information technology is found in only a few businesses.

84) Why do students need to study information technology?

A) Information technology is everywhere in business.

B) Information technology is frequently discussed in business.

C) Information technology is frequently used in organizations.

D) All of these.

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

A) Fact

B) Data

C) Information technology

D) Business Intelligence

86) The age we live in has infinite quantities of facts that are widely available to anyone who can use a computer with internet access. What age is this statement referring to?

A) Data age

B) Information age

C) Business intelligence age

D) Internet of Things

87) 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

88) 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

89) 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

90) What is data?

A) Raw facts that describe the characteristics of an event or object.

B) Facts converted into a meaningful and useful context.

C) Information collected from multiple sources that analyzes patterns, trends, and relationships for strategic decision making.

D) Skills, experience, and expertise, coupled with information and intelligence, that create a person's intellectual resources.

91) 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) Data collected from multiple sources that analyzes patterns, trends, and relationships for strategic decision making.

D) Skills, experience, and expertise, coupled with information and intelligence that create a person's intellectual resources.

92) 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 that analyzes patterns, trends, and relationships for strategic decision making.

D) Skills, experience, and expertise, coupled with information and intelligence, that create a person's intellectual resources.

93) 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 that analyzes patterns, trends, and relationships for strategic decision making.

D) Skills, experience, and expertise, coupled with information and intelligence, that create a person's intellectual resources.

94) Which of the following is considered information?

A) Quantity sold

B) Date sold

C) Best-selling item by month

D) Product sold

95) Which of the following is considered data?

A) Quantity ordered

B) Best customer by month

C) Best-selling item by month

D) Worst-selling item by month

96) Richard Dowdall is the operations manager for Dowdall Meats, which specializes in providing deli meats and prepared foods for its local customers. Richard 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 Richard would be using to successfully perform his job?

A) Rebecca Wilson is customer number 15467.

B) Compare the costs of supplies including energy over the last five 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.

97) Richard Dowdall is the operations manager for Dowdall Meats, which specializes in providing deli meats and prepared foods for its local customers. Richard 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 Richard would be using to successfully perform his job?

A) Rebecca Wilson is customer number 15467.

B) Tyson is supplier number 8745643.

C) Best-selling product by day.

D) Best-selling product changes when Pete, the prepared foods chef, is working.

98) Richard Dowdall is the operations manager for Dowdall Meats, which specializes in providing deli meats and prepared foods for its local customers. Richard 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 Richard would be using to successfully perform his job?

A) Rebecca Wilson is customer number 15467.

B) Tyson is supplier number 8745643.

C) Best-selling product by day.

D) Best-selling product changes when Pete, the prepared foods chef, is working.

99) 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 slowest-selling product?

D) All of these choices are correct.

100) 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 slowest-selling product?

101) 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 slowest-selling product?

D) Who is customer number 12345XX?

102) 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) Suppliers

B) Customers

C) Competitors

D) All of these

103) Which of the following represents the core drivers 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.

104) Which of the following is not a core driver of the information age?

A) Information

B) Knowledge

C) Internet of Things

D) Data

105) 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.

106) 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) Knowledge players

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

A) Supplier's intelligence

B) Social intelligence

C) Employee intelligence

D) Business intelligence

108) 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

109) Which of these choices is the key term that defines the confirmation or validation of an event or object?

A) Buyer power

B) Data

C) Fact

D) Entry barrier

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

A) Competitive intelligence

B) Information

C) Buyer power

D) First-mover advantage

111) 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) Flat world

112) What refers to devices that connect directly to other devices?

A) Internet of things

B) Predictive analytics

C) Machine to machine

D) Flat world

113) 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) Flat world

114) 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) The extraction of information from data used to predict future trends and identify behavioral patterns.

C) A series of devices that connect directly to other devices.

D) Opportunities to change the way people purchase books.

115) What is Machine-to-machine (M2M)?

A) A world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.

B) The extraction of information from data used to predict future trends and identify behavioral patterns.

C) A series of devices that connect directly to other devices.

D) Opportunities to change the way people purchase books.

116) What is predictive analytics?

A) A world where interconnected, Internet-enabled devices or "things" can collect and share data without human intervention.

B) The extraction of information from data used to predict future trends and identify behavioral patterns.

C) A series of devices that connect directly to other devices.

D) Opportunities to change the way people purchase books.

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

A) Business intelligence

B) Information

C) Knowledge

D) Analytics

118) 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.

119) What uses techniques that describe past performance and history?

A) Business analytics.

B) Descriptive analytics.

C) Prescriptive analytics.

D) Predictive analytics.

120) 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.

121) 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.

122) What are business analytics?

A) The scientific process of transforming data into insight for making better decisions.

B) Techniques that describe past performance and history.

C) Techniques that extract information from data and use it to predict future trends and identify behavioral patterns.

D) Techniques that create models indicating the best decision to make or course of action to take.

123) What are descriptive analytics?

A) The scientific process of transforming data into insight for making better decisions.

B) Techniques that describe past performance and history.

C) Techniques that extract information from data and use it to predict future trends and identify behavioral patterns.

D) Techniques that create models indicating the best decision to make or course of action to take.

124) What are predictive analytics?

A) The scientific process of transforming data into insight for making better decisions.

B) Techniques that describe past performance and history.

C) Techniques that extract information from data and use it to predict future trends and identify behavioral patterns.

D) Techniques that create models indicating the best decision to make or course of action to take.

125) What are the three primary areas of analytics?

A) Descriptive analytics, predictive analytics, and prescriptive analytics.

B) Descriptive analytics, primary analytics, response analytics.

C) Descriptive analytics, future analytics, past analytics.

D) Technique analytics, future analytics, past analytics.

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

A) Knowledge assets.

B) Knowledge facilitators.

C) Predictive analytics.

D) Business analytics.

127) 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.

128) What helps harness the wealth of knowledge in the organization?

A) Knowledge assets.

B) Knowledge facilitators.

C) Predictive analytics.

D) Business analytics.

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

A) Knowledge assets.

B) Knowledge facilitators.

C) Predictive analytics.

D) Business analytics.

130) A big part of business intelligence, \_\_\_\_\_\_\_\_ extracts information from data and uses it to predict future trends and identify behavioral patterns.

A) Behavioral analytics

B) Predictive analytics

C) Knowledge workers

D) Snapshot

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

A) Human-generated

B) Machine-generated

C) Machine-to-machine (M2M)

D) Unstructured data

132) What data do humans, interacting with computers, generate?

A) Human-generated

B) Machine-generated

C) Machine-to-machine (M2M)

D) Static report

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

A) Human-generated

B) Machine-generated

C) Machine-to-machine (M2M)

D) Systems thinking

134) 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

135) 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 these choices are correct.

136) What refers to devices that connect directly to other devices?

A) Human-generated

B) Machine-generated

C) Machine-to-machine (M2M)

D) Systems thinking

137) 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 these.

138) Which of the following does not describe unstructured data?

A) No specified format.

B) A defined length, type, and format.

C) Free-form text.

D) Emails, twitter tweets, and text messages.

139) Which of the following does not describe structured data?

A) A defined length.

B) Emails, twitter tweets, and text messages.

C) Stored in a relational database or spreadsheet.

D) A defined format.

140) 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) Device that connects directly to other devices.

D) Opportunities to change the way people purchase books.

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

A) Knowledge

B) Big data

C) Snapshot

D) Unstructured data

142) What is a collection of large complex data sets that cannot be analyzed using traditional database methods and tools?

A) Knowledge

B) Big data

C) Snapshot

D) Internet of things

143) 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 data sets, including structured and unstructured, that 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.

144) What is big data?

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 data sets, including structured and unstructured, that 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.

145) 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

146) What type of report changes automatically during creation?

A) Static report

B) Dynamic report

C) Variable report

D) Structured report

147) What type of report can include a sales report from last year or salary report from five years ago?

A) Static report

B) Dynamic report

C) Variable report

D) Structured report

148) 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

149) How are the majority of 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.

150) How does the text recommend that a company operate if it wants to be successful in the information age?

A) Functionally independent between departments.

B) Together as a single unit.

C) Together as one department with little or no independence.

D) Each department acting as its own individual business unit.

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

A) Inventory

B) Customer orders

C) Demand forecasts

D) All of these

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

A) Human resources

B) Sales

C) Employee resources

D) Employee relations

153) Shawn works for Vance Steel Corporation. Shawn's duties include managing the overall processes for the company and transforming the steel resources into goods. Which department would Shawn most likely work in?

A) Accounting

B) Operations management

C) Marketing

D) CIO

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

A) Accounting

B) Marketing

C) Human resources

D) Operations management

155) 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

156) 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

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

A) Sales

B) Operations management

C) Accounting

D) Finance

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

A) Sales

B) Operations management

C) Accounting

D) Finance

159) Which department records, measures, and reports monetary transactions?

A) Sales

B) Operations management

C) Accounting

D) Finance

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

A) Sales

B) Operations management

C) Accounting

D) Human resources

161) 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.

D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

162) 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.

D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

163) 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.

D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

164) 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.

D) Relies on information from operations to understand inventory, place orders, and forecast consumer demand.

165) 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.

D) Maintains policies, plans, and procedures for the effective management of employees.

166) 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.

D) Maintains policies, plans, and procedures for the effective management of employees.

167) 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.

168) 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.

169) 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.

170) 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.

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

A) Sales report data, potential 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.

172) 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.

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

A) Independent

B) Autonomous

C) Interdependent

D) Self-sufficient

174) 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 these choices are correct.

175) 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

176) 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

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

A) Potential customer data

B) Sales report data

C) Commission data

D) All of these choices are correct.

178) 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

179) 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

180) The challenge that companies today sometimes have is that they are departmentalized and act independently of each other. One solution that can help a company work \_\_\_\_\_\_\_\_ includes management information systems.

A) Variables

B) Human resource data

C) Interdependently

D) Resource information systems

181) 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.

182) 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.

183) 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.

184) 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.

185)  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.

186) 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.

187) 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.

188) 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.

189) 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.

190) 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.

191) 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.

192) 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.

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193) 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.

194) 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

195) 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 these.

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

A) Input

B) Output

C) Process

D) Feedback

197) In terms of system thinking, what control ensures correct processes?

A) Input

B) Output

C) Process

D) Feedback

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

A) Input

B) Output

C) Process

D) Feedback

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

A) Input

B) Output

C) Process

D) Feedback

200) 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.

201) 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.

202) 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.

203) 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.

204) 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

205) 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.

206) 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

207) 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.

208) What is the name of a company's internal computer department?

A) Management information systems (MIS)

B) Information systems (IS)

C) Information technology (IT)

D) All of these

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

A) Goods

B) Services

C) Production

D) Productivity

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

A) Goods

B) Services

C) Production

D) Productivity

211) 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

212) 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

213) 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.

214) 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.

215) 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.

216) 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.

217) Cars, groceries, cell phones, and clothing belong in which category?

A) Goods

B) Services

C) Production

D) Productivity

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

A) Goods

B) Services

C) Production

D) Productivity

219) Which of the following is considered a good?

A) Cars

B) Groceries

C) Clothing

D) All of these

220) Which of the following is considered a service?

A) Teaching

B) Waiting tables

C) Cutting hair

D) All of these

221) Which of the following is considered a good?

A) Cars

B) Teaching

C) Waiting tables

D) All of these

222) Which of the following is considered a service?

A) Cars

B) Groceries

C) Cutting hair

D) All of these

223) Which of the following is considered a good?

A) Milk and eggs

B) Managing a team

C) Selling groceries

D) All of these

224) Which of the following is considered a service?

A) Selling groceries

B) Managing a team

C) Cutting hair

D) All of these

225) 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 these

226) 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 these

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

A) Input

B) Process

C) Output

D) All of these

228) Assume you are in the business of producing and selling milkshakes. If you could produce more milkshakes with the same input, what would happen to your productivity and profits assuming the price of your milkshakes 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.

229) Assume you are in the business of producing and selling hats. If you could produce more hats with the same input, what would happen to your productivity and profits assuming the price of your hats 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.

230) Assume you are in the business of producing and selling frames. If you could produce more frames with the same input, what would happen to your productivity and profits assuming the price of your frames 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.

231) 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.

232) 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.

233) Erin Hannon runs a very successful hair salon in downtown Los Angeles. One of Erin's tasks is to input positive and negative customer reviews into her computer system. What type of information is Erin gathering?

A) Feedback

B) Processing

C) Output management

D) Sales processing

234) 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.

235) If you were thinking about a dishwasher as a system which of the following represents the inputs?

A) The dirty dishes, water, and detergent.

B) The clean dishes.

C) The washing and rinsing.

D) The light indicating that the dishwasher is done.

236) If you were thinking about a dishwasher as a system which of the following represents the process?

A) The dirty dishes, water, and detergent.

B) The clean dishes.

C) The washing and rinsing.

D) The light indicating that the dishwasher is done.

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C) The washing and rinsing.

D) The light indicating that the dishwasher is done.

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A) The dirty dishes, water, and detergent.

B) The clean dishes.

C) The washing and rinsing.

D) The light indicating that the dishwasher is done.

239) If you were thinking about a slow cooker as a system, which of the following represents the input?

A) The uncooked ingredients.

B) The cooked food.

C) A light and timer indicating that the slow cooker is on "low."

D) The slow cooker running on "low" for 6 hours.

240) If you were thinking about a slow cooker as a system, which of the following represents the output?

A) The uncooked ingredients.

B) The cooked food.

C) A light and timer indicating that the slow cooker is on "low."

D) The slow cooker running on "low" for 6 hours.

241) If you were thinking about a slow cooker as a system, which of the following represents the process?

A) The uncooked ingredients.

B) The cooked food.

C) A light and timer indicating that the slow cooker is on "low."

D) The slow cooker running on "low" for 6 hours.

242) If you were thinking about a slow cooker as a system, which of the following represents the feedback?

A) The uncooked ingredients.

B) The cooked food.

C) A light and timer indicating that the slow cooker is on "low."

D) The slow cooker running on "low" for 6 hours.

243) If you were thinking about a movie theater, which of the following represents the inputs?

A) The movie player, movie, speakers, digital projector, screen, and electricity.

B) Playing the movie including the audio through the speakers and the movie on the screen.

C) An error message stating that the movie cannot be played.

D) Loading the movie to play, pause, rewind, or fast forward.

244) If you were thinking about a movie theater, which of the following represents the outputs?

A) The movie player, movie, speakers, digital projector, screen, and electricity.

B) Playing the movie including the audio through the speakers and the movie on the screen.

C) An error message stating that the movie cannot be played.

D) Loading the movie to play, pause, rewind, or fast forward.

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B) Playing the movie including the audio through the speakers and the movie on the screen.

C) An error message stating that the movie cannot be played.

D) Loading the movie to play, pause, rewind, or fast forward.

247) Describe the information age and the differences between data, information, business intelligence, and knowledge.

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

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