

Question Set #1

Name _____

1. Define operational excellence. How can information systems help achieve it? (Points: 10)

2. What is the difference between information technology and information systems? Describe some of the functions of information systems. (Points: 10)

3. Define business process. What might be a business process used at a hospital? (Points: 10)

4. How does a company's use of information systems affect its corporate strategies? Provide an example. (Points: 10)

5. Describe at least two benefits of using enterprise systems. (Points: 10)

6. You are consulting with the owner of Better Bodies, a national chain of gyms. What strategies might Better Bodies use in applying information services to achieve a competitive advantage? (Points: 10)

7. _____ (True or False) Operational management is responsible for directing the day-to-day operations of the business and therefore needs transaction-level information. (Points: 2)

8. _____ (True or False) Transaction processing systems are most commonly used by the senior management level of an organization. (Points: 2)

9. _____ (True or False) Functional systems that support business processes within a single functional group, such as human resources, are being phased out in favor of cross-functional systems. (Points: 2)

10 _____ (True or False) Management information systems typically support nonroutine decision making. (Points: 2)

11. _____ (True or False) One type of competitive advantage Amazon was able to implement in selling books over the Internet was that of being a new market entrant. (Points: 2)

12. _____ (True or False) Customers are one of the competitive forces that affect an organization's ability to compete. (Points: 2)

13. _____ (True or False) Strong linkages to customers and suppliers decrease switching costs. (Points: 2)

14. _____ (True or False) The idea driving synergies is that when the output of some units can be used as inputs to other units, the relationship can lower cost and generate profits. (Points: 2)

15. _____ (Multiple Choice) Which systems are typically a major source of data for other systems? (Points: 4)

- A. transaction processing systems
- B. management information systems
- C. executive support systems
- D. decision-support systems

16. _____ (Multiple Choice) Executive support systems are information systems that support the (Points: 4)

- A. long-range planning activities of senior management.
- B. knowledge and data workers in an organization.
- C. decision-making and administrative activities of middle managers.
- D. day-to-day processes of production.

17. _____ (Multiple Choice) _____ systems integrate supplier, manufacturer, distributor, and customer logistics processes. (Points: 4)

- A. Collaborative distribution
- B. Supply-chain management
- C. Reverse logistics
- D. Enterprise planning

18. _____ (Multiple Choice) An organization is a (Points: 4)

- A. stable, formal social structure that takes resources from the environment and processes them to produce outputs.
- B. formal, legal entity with internal rules and procedures that must abide by laws.
- C. collection of social elements.
- D. B and C
- E. A, B, and C

19. _____ (Multiple Choice) Which of the following would NOT be considered a disruptive technology? (Points: 4)

- A. instant messaging
- B. e-mail
- C. Internet telephony
- D. PCs

20. _____ (Multiple Choice) Mintzberg's classification of organizational structure categorizes the knowledge-based organization where goods and services depend on the expertise and knowledge of professionals as a(n): (Points: 4)

- A. entrepreneurial structure.
- B. divisionalized bureaucracy.
- C. professional bureaucracy.
- D. adhocracy.