1. Computer systems rely on all the following components except …………
	1. Input
	2. Internet
	3. Processing
	4. Storage
2. The short SCM stands for:
	1. Supply Chain Management
	2. Setting Core Margins
	3. Server Code Management.
	4. Senior Control Manager.
3. Online transaction processing is considered a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ system because it captures and processes transactions immediately.
	1. customer service
	2. post-event
	3. batch processing
	4. real time
4. Information technology can be used to support \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
	1. Product development teams
	2. Customer support processes
	3. Any other business activity
	4. All the choices are correct.
5. The goal of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phase of a customer relationship is to help customers perceive the value of a superior product offered by an outstanding company.
	1. Acquiring
	2. Enhancing
	3. retaining
	4. All of the choices are correct.
6. The most widely used database model today is:
	1. Hierarchical Structure
	2. Network Structure
	3. Multidimensional Structure
	4. Relational Structure
7. Collection of programs to create, maintain, and use (retrieve) data in a database is called:
8. DML
9. DBMS
10. Data Mart
11. DBA
12. Which of the following is not one of the three basic categories of electronic commerce?
13. Government-to-business
14. Business-to-consumer
15. Business-to-business
16. Consumer-to-consumer.
17. The e-commerce component that deals with gathering data on customers and their website behavior and choices is:
18. Event notification
19. Profiling and personalizing
20. Search management
21. Access control and security
22. E-commerce applications that focus on the consumer share all of the following goals except:
23. Attracting potential buyers
24. Handling goods and services transactions
25. Building customer loyalty
26. Duplicating successful website layouts and functions
27. Decisions made at the strategic management level tend to be more:
	1. Structured
	2. Semi-structured
	3. Unstructured
	4. All the choices are correct.
28. A weekly sales report is a typical example of a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ report.
29. Periodic scheduled
30. Exception
31. Demand
32. Action
33. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are the potential for new business markets or innovative breakthroughs that might expand present markets.
34. Weaknesses
35. Opportunities
36. Threats
37. Strength
38. Economic feasibility is concerned with
	1. How well a proposed information system supports the objectives of the organization and its strategic plan for information systems
	2. Whether expected cost savings, increased revenue, increased profits, reductions in required investment, and other types of benefits will exceed the cost of developing and operating a proposed system
	3. Determining if reliable hardware and software capable of meeting the needs of a proposed system can be acquired or developed by the business in the required time
	4. The willingness and ability of management, employees, customers, suppliers, and others to operate, use, and support a proposed system
39. Which of the following factors is related to technical feasibility?
40. Customer acceptance
41. Governmental restrictions
42. Cost savings
43. Network reliability
44. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is software that can guess passwords.
	1. Logic bomb
	2. Password cracker
	3. Backdoor
	4. Sniffer
45. Fast retrieval and update of data from product, pricing, and customer databases is an example of a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ requirement.
46. user interface
47. processing
48. control
49. Storage
50. \_\_\_\_\_\_\_\_\_\_\_\_\_ is indiscriminate sending of unsolicited e-mail messages to many Internet users
51. Flaming
52. Spamming
53. Spoofing
54. Spying
55. The chief information officer is a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ level IT manager.
	1. Tactical
	2. Stragtic
	3. Operational
	4. Departmrntal
56. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ has a strong understanding of the issues related to
	1. protecting the data resources and information assets of the organization.
57. COO
58. CSO
59. CIO
60. CTO
61. Software that is not copyrighted is called:
	1. Shareware
	2. Open source
	3. Public domain
	4. None of the choices are correct.
62. Indiscriminate sending of unsolicited e-mail messages to many Internet users is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
	1. Flaming
	2. Spamming
	3. Spoofing
	4. Spying
63. Security monitors can control the use of all the following except:
	1. Hardware
	2. Software
	3. External networks
	4. Data resources
64. According to the text, backup files:
	1. Are duplicate files of data or programs
	2. Can be used to reconstruct the original files if they are destroyed
	3. May be stored off-premises, sometimes in special storage vaults in remote locations
	4. All of the choices are correct.
65. The text describes a/an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as a "gatekeeper" system that protects a company's intranets and other computer networks from intrusion by providing a filter and safe transfer point for access to and from the Internet and other networks.
	1. firewall
	2. filtered portal
	3. encoder
	4. telecommunications line
66. Good ergonomic design considers tools, tasks, the workstation, and \_\_\_\_\_\_\_\_\_\_\_\_.
	1. the users
	2. the environment
	3. the software
	4. previous injuries
67. Information technologies have caused a significant reduction in the following types of job opportunities, except:
	1. Accounting
	2. Control of machine tools
	3. E-commerce directors
	4. All the answers are jobs that have been reduced by information technologies
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	2. CSO
	3. CIO
	4. CTO

Q2) T/F:

* 1. Security suites integrate virus protection with firewalls, Web security, and encrypted e-mail. (FALSE) content blocking features.
	2. Security monitors can control the use of the hardware, software, and data resources of a computer system. (TRUE)
	3. Biometric control devices use special-purpose sensors to measure and digitize a biometric profile of an individual's fingerprints, voice, or other physical trait. (TRUE)
	4. IT security management should be periodically examined or audited by a company's internal auditing staff or auditors from professional accounting firms. (TRUE)
	5. Collaborative work management tools help people accomplish or manage individual work activities (False)
	6. Telecommunications is a highly technical, rapidly changing field, so most business professional do need detailed knowledge of these details (False)
	7. All computers are systems of input, processing, output, storage, and distribution components. (False) don’t
	8. Bandwidth is the capacity of a network (True)
	9. Event notification software works with workflow management software to monitor all ecommerce processes and record all relevant events, including unexpected changes or problem situations. (True)
	10. Databases contain data elements that describe both entities and the relationships among entities. (True)
	11. Data Mining stores data extracted from other databases. (False) **Data Warehouse**
	12. Instant messaging is considered a collaborative work management tool (False) **Electronic Communication Tools**
	13. Push reporting reduces information overload, instead of overwhelming decision makers with periodic, detailed reports of business activity. (False) reports sent without being requested
	14. Moving to an e-business environment involves a lot of procedural changes, but no major organizational change. (False)
	15. A threat is the potential for business and market losses posed by the actions of competitors and other competitive forces. (True)
	16. Genetic algorithm software is being used to model a variety of scientific, technical, and business processes. (True)
	17. Making users fill out long registration forms is a great way to attract users to your Web site because most people enjoy filling out forms and giving out personal information online. (False)
	18. Direct conversion should be considered only in extreme circumstances, where no other conversion strategy is available. (True)
	19. Companies are protecting themselves from computer crime by using antivirus software, intrusion-detection systems and biometrics. (True)
	20. Outsourcing is usually not an option for smaller businesses. (False) purchasing products/services that were previously provided internally;
	21. Biometric control devices use special-purpose sensors to measure and digitize a biometric profile of an individual's fingerprints, voice, or other physical trait. (True)
	22. (B2B) electronic commerce relies on many different information technologies, most of which can be implemented on the Internet, the World Wide Web, corporate intranets, or extranets. (True)
	23. With a pilot conversion, the old and new systems are run simultaneously until the end users and project coordinators are fully satisfied that the new system is functioning correctly and the old system is no longer necessary. (False) Parallel conversion
	24. Most business decision situations are either structured or unstructured. (False) **Decision Structure**

Fill in the blanks with appropriate answers

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. E-Mail Monitoring | 2. Commerce  | 3. Denial of Service Attacks | 4. Biometric Security | 5. Retaining | 6. RAM |
| 7. Security Monitors | 8. Fault Tolerant Systems | 9. Firewalls | 10. Real-time or online | 11.Encryption | 12. Push |
| 13. Data Warehouse | 14. Middleware | 15. What-if analysis | 16. Disaster Recovery | 17. CPU  | 18. First  |

1. Electronic ------------- is the buying, selling, marketing, and servicing of products,

services, and information over a variety of computer networks. (Commerce)

2. \_\_\_\_\_\_\_\_\_\_\_\_\_ is programs that mediate between other programs; an essential

part of IT infrastructure because it joins disparate systems. (Middleware)

3. There are two basic types of semiconductor memory: Read Only Memory (ROM)

and ------------- (Random Access Memory (RAM))

4. The ------------- is the main processing component of a computer system. (Central

processing unit (CPU))

5. Machine Language is the \_\_\_\_\_\_\_\_\_\_\_\_ generation language. (First)

6. \_\_\_\_\_\_\_\_\_\_\_\_\_ stores data extracted from other databases. (Data Warehouse)

7. Transaction processing systems process data in two basic ways: batch processing

and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_processing. (real-time or online)

8. In the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phase of a customer relationship, a business relies on

CRM software tools and databases to proactively identify and reward its most

loyal and profitable customers via targeted marketing programs. (Retaining)

9. Many companies are using webcasting to selectively broadcast reports and other

information to the networked PCs of managers and specialists over corporate

internets. This is an example of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ reporting.

(Push)

10. In \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ analysis, a user makes changes to variables, or relationships

among variables, and observes the resulting changes in the values of other

variables. (What-if analysis)

11. \_\_\_\_\_\_\_ using a mathematical algorithm to encode a message before transmission and descramble it for reception (**Encryption)**

12. \_\_\_\_\_\_ monitor systems for unauthorized use, fraud, and destruction (**Security Monitors)**

13. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ plan is a method for ensuring that an organization recovers from natural and human-caused disasters that affect its computer-based operations. These plans specify items such as hardware, software, employee duties, and facilities to be used.  (Disaster Recovery)

14. \_\_\_\_\_\_\_\_\_\_\_\_ a hardware or software gatekeeper that keeps unauthorized transmissions out of a system (**Firewalls)**