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| **MANAGEMENT INFORMATION SYSTEMS** |
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| 1)  | Within organizations, who makes strategic decisions for the organization? |
|  | A) executives |
|  | B) front line managers |
|  | C) middle managers |
|  | D) assembly line workers |

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| 2)  | Sensitivity analysis in information systems includes all the following **except** \_\_\_\_\_. |
|  | A) more than one parameter |
|  | B) what-if-analysis |
|  | C) teamwork compatibility |
|  | D) increasing or decreasing variables to determine the effect on profit |

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| 3)  | In information systems and decision support, what are simplified representations, or abstractions of reality? |
|  | A) reports |
|  | B) structured problem solving |
|  | C) models |
|  | D) artificial construct |

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| 4)  | Which of the following are not characteristics of data quality? |
|  | A) coordinate jurisdiction |
|  | B) logical consistency |
|  | C) completeness |
|  | D) attribute accuracy |

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| 5)  | SQL was first developed \_\_\_\_\_. |
|  | A) by IBM |
|  | B) by ANSI |
|  | C) based on ANSI specifications |
|  | D) in 1982 |

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| 6)  | Internet processors can be any of the following **except** \_\_\_\_\_. |
|  | A) switches |
|  | B) routers |
|  | C) protocols |
|  | D) gateways |

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| 7)  | Apache HTTP Server and Microsoft Internet Information Server are examples of \_\_\_\_\_. |
|  | A) e-commerce servers |
|  | B) data collection devices |
|  | C) web server software packages |
|  | D) web server hardware systems |

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| 8)  | Strong cohesion in object-oriented design means \_\_\_\_\_. |
|  | A) that the elements within a subsystem form a single, unified concept |
|  | B) that the objects are clearly marked |
|  | C) each user screen is specifically designed for that user’s use |
|  | D) that the linked objects have been properly documented |

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| 9)  | What is the benefit of using 2.4 GHz Wi-Fi over 5 GHz? |
|  | A) produces higher internet speed |
|  | B) can cover a larger area |
|  | C) is more powerful |
|  | D) has more channels |

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| 10)  | In a CRM model, which phase rewards the most loyal and profitable customers? |
|  | A) enhance |
|  | B) retain |
|  | C) acquire |
|  | D) attract |

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| 11)  | The set of computer programs used to manage hardware resources is called \_\_\_\_\_. |
|  | A) Microsoft Office Suite |
|  | B) system software |
|  | C) general software |
|  | D) application software |

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| 12)  | Who is the responsible group that maintains records for a functional area of an organization? |
|  | A) the information system managers |
|  | B) everyone in the organization |
|  | C) a records manager |
|  | D) the database analysts |

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| 13)  | Which one of the following best describes when a company has both online and physical storefronts? |
|  | A) hardscape and shopping carts |
|  | B) clicks and mortar |
|  | C) bricks and clicks |
|  | D) bricks and mortar |

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| 14)  | A(n) \_\_\_\_\_ approach to the SDLC is used when the exact requirements of a system or needs of users are not well understood. |
|  | A) system |
|  | B) incremental |
|  | C) focused |
|  | D) adaptive |

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| 15)  | The Internet has had which one of the following impacts on the way you purchase your textbooks? |
|  | A) The Internet decreases your bargaining power. |
|  | B) The Internet increases your bargaining power. |
|  | C) The Internet provides you with less information. |
|  | D) The Internet gives you fewer choices. |

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| 1) | A |
| 2) | C |
| 3) | C |
| 4) | A |
| 5) | A |
| 6) | C |
| 7) | C |
| 8) | A |
| 9) | B |
| 10) | B |
| 11) | B |
| 12) | C |
| 13) | B |
| 14) | D |
| 15) | B |