<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
<th>Difficulty</th>
<th>Page Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A computer ___________ is a collection of computers that communicate with one another over transmission lines.</td>
<td>d</td>
<td>Easy</td>
<td>189</td>
</tr>
<tr>
<td>a. database</td>
<td>b. application</td>
<td>c. system</td>
<td>d. network</td>
</tr>
<tr>
<td>Answer: d</td>
<td><strong>Difficulty:</strong> Easy</td>
<td><strong>Page Reference:</strong> 189</td>
<td></td>
</tr>
<tr>
<td>2. A(n) _______________ connects computers at different geographic locations.</td>
<td>a</td>
<td>Easy</td>
<td>189</td>
</tr>
<tr>
<td>a. WAN</td>
<td>b. LAN</td>
<td>c. Internet tunnel</td>
<td>d. a root server</td>
</tr>
<tr>
<td>Answer: a</td>
<td><strong>Difficulty:</strong> Easy</td>
<td><strong>Page Reference:</strong> 189</td>
<td></td>
</tr>
<tr>
<td><strong>AACSB: Use of IT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. The computers on ____________ are usually within half a mile of each other.</td>
<td>b</td>
<td>Medium</td>
<td>189</td>
</tr>
<tr>
<td>a. a WAN.</td>
<td>b. a LAN.</td>
<td>c. the Internet.</td>
<td>d. a root server.</td>
</tr>
<tr>
<td>Answer: b</td>
<td><strong>Difficulty:</strong> Medium</td>
<td><strong>Page Reference:</strong> 189</td>
<td></td>
</tr>
<tr>
<td>4. An organization can design where it will place lines within a(n) ___________.</td>
<td>d</td>
<td>Medium</td>
<td>191</td>
</tr>
<tr>
<td>a. Web.</td>
<td>b. WAN.</td>
<td>c. MAN.</td>
<td>d. LAN.</td>
</tr>
<tr>
<td>Answer: d</td>
<td><strong>Difficulty:</strong> Medium</td>
<td><strong>Page Reference:</strong> 191</td>
<td></td>
</tr>
<tr>
<td><strong>AACSB: Use of IT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Sending a personal email to your friend at work can be an ethical issue at his company because:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. it took your time away from your family.</td>
<td>b. it consumed his company's resources.</td>
<td>c. it was a short email.</td>
<td>d. it had an attachment.</td>
</tr>
</tbody>
</table>
6. When you send your friend an email at his work, the infrastructure to transmit and store that email is only a part of the cost incurred by his company. What other significant cost does your email generate?

   a. The space on the company’s email server
   b. The cost of the electricity your friend's computer uses
   c. The processing cycles on your friend's company's router
   d. The cost of the time your friend takes at work to read and view your email
   e. The cost of the gasoline your friend uses to drive to work

   Answer: d

7. Computers and printers on a LAN are connected to a(n) ___________________ to communicate and transmit messages on the LAN.

   a. root server
   b. http server
   c. TLD
   d. switch
   e. routing table

   Answer: d

8. A(n) ______________________ is a network of networks.

   a. WAN
   b. LAN
   c. internet
   d. SOHO

   Answer: c

9. The Web is a subset of:

   a. a WAN.
   b. a LAN.
   c. the Internet.
   d. a root server.
   e. a system.

   Answer: c

10. The hardware component that connects a printer’s circuitry to the network is called a(n): 

    a. MAC.
    b. switch.
    c. router.
    d. NIC.
### Chapter 7

1. ________ is an example of a calculation system.
   - a. Inventory management
   - b. Compensation
   - c. Cash management
   - d. MRP

   **Answer:** a  
   **Difficulty:** Medium  
   **Page Reference:** 251

2. Functional applications are sometimes called islands of:
   - a. confusion.
   - b. functions.
   - c. integration.
   - d. automation.
   - e. data.

   **Answer:** d  
   **Difficulty:** Medium  
   **Page Reference:** 251

3. Systems that cross functional ________ are known as cross-functional systems.
   - a. processes
   - b. groups
   - c. boundaries
   - d. functions

   **Answer:** c  
   **Difficulty:** Medium  
   **Page Reference:** 252

4. Systems designed to integrate the activities in the third era of information systems are called ________ systems.
   - a. cross-functional
   - b. cross-departmental
   - c. process-based
   - d. all of the above
   - e. none of the above

   **Answer:** d  
   **Difficulty:** Medium  
   **Page Reference:** 252

5. ________ is an example of a primary activity of the value chain.
6. A network of value-creating activities is called a:
   a. value network.
   b. competitive advantage.
   c. primary value activities.
   d. value chain.
   Answer: d  Difficulty: Medium  Page Reference: 253

AACSB: Reflective Thinking

7. ________________ is an example of a primary activity in Porter’s value chain model.
   a. Accounting
   b. Shipping and receiving
   c. New IS development
   d. HR planning
   Answer: b  Difficulty: Medium  Page Reference: 253

8. ________________ is an example of a support activity in Porter’s value chain model.
   a. Sales
   b. Customer service
   c. Production
   d. HR benefits management
   Answer: d  Difficulty: Hard  Page Reference: 253

AACSB: Reflective Thinking

9. Receiving and storing raw materials for production would be an example of a(n) ________________ in Porter’s value chain model.
   a. linkage
   b. support
   c. primary
   d. integrated
   e. complex
   Answer: c  Difficulty: Medium  Page Reference: 253

10. Finding a vendor and negotiating a price for raw materials for production would be an example of a(n) ________________ in Porter’s value chain model.
Chapter 8

1. B2B refers to e-commerce sales between:
   a. industries.
   b. companies.
   c. departments.
   d. bands of consumers.
   Answer: b  Difficulty: Easy  Page Reference: 291

AACSB: Use of IT

2. In a B2G e-commerce model a company sells to:
   a. a group of partners.
   b. a department.
   c. the government.
   d. other companies.
   e. consumers.
   Answer: c  Difficulty: Easy  Page Reference: 292

3. A mark of the improved market efficiency of e-commerce is that it often leads to ________________, which is the elimination of the middle layers in the supply chain.
   a. a bullwhip effect
   b. disintermediation
   c. new economy effect
   d. price elasticity
   Answer: b  Difficulty: Medium  Page Reference: 293

AACSB: Analytical Skills

4. E-commerce also improves the flow of ________________ so users can more actively compare vendors.
   a. processes
   b. financial flows
   c. the supply chain
5. Sellers in e-commerce can more easily measure price **elasticity** by measuring the amount that demand rises or falls with changes in price.

   a. sensitivity  
   b. elasticity  
   c. accountability  
   d. distribution

**Answer:** b  
**Difficulty:** Medium  
**Page Reference:** 293

6. Most common server applications use a **three-tier** architecture.

   a. client/server  
   b. two-tier  
   c. three-tier  
   d. multi-tier

**Answer:** c  
**Difficulty:** Medium  
**Page Reference:** 295

AACSB: Use of IT

7. In a three-tier server architecture, computers on the **user** tier have browsers loaded on them that request and process Web pages.

   a. application  
   b. user  
   c. server  
   d. database  
   e. commerce

**Answer:** b  
**Difficulty:** Medium  
**Page Reference:** 295

8. The **server** tier of the three-tier server architecture is where the computers that process applications reside.

   a. client  
   b. user  
   c. server  
   d. database  
   e. commerce

**Answer:** c  
**Difficulty:** Hard  
**Page Reference:** 295

9. The **database** tier of the three-tier server architecture is where the computer receives and processes SQL requests to retrieve and store data.

   a. client  
   b. user  
   c. server  
   d. database  
   e. commerce
10. A ______________ is a program that processes the HTTP protocol; receives, displays and processes HTML documents, and transmits responses.

   a. browser  
   b. GUI  
   c. server script  
   d. Java script

   **Answer:** a  
   **Difficulty:** Hard  
   **Page Reference:** 295