

Test Bank for Management Information Systems 3rd Edition
Rainer

Prince and Watson 111889538X

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~~Package Title: Testbank Questions~~

~~Course Title: MIS 3e~~

~~Chapter Number: Plug IT In 1~~

Question Type: True/False

1) A business process has inputs and outputs

Answer: True

Title: Testbank Question P11.01

Learning Objective 1: P11.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: P11.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Knowledge

2) The activities of a business process can be measured

Answer: True

Title: Testbank Question P11.02

Learning Objective 1: P11.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: P11.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Knowledge

3) Business processes can be completed either within a single functional area or

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across multiple

functions. Answer: True

Title: Testbank Question PI1.03

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Knowledge

4) In a cross-functional process, one functional area is responsible for its execution.

Answer: False

Title: Testbank Question PI1.04

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Comprehension

5) The procurement process includes the sales

area. Answer: False

Title: Testbank Question PI1.05

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Knowledge

6) An organization's business processes can create a competitive

advantage. Answer: True

Title: Testbank Question PI1.06

Learning Objective 1: PI1.1 Discuss ways in which information systems enable

cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Comprehension

7) A business process always includes information

systems. Answer: False

Title: Testbank Question PI1.07

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Comprehension

8) BPR is a strategy for improving the efficiency of an organization's data collection.

Answer:

False

Title: Testbank Question PI1.08

Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Medium

Bloom's Taxonomy: Comprehension

9) BPM is an implementation of

BPR. Answer: False

Title: Testbank Question PI1.09

Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Hard
Bloom's Taxonomy: Comprehension

10) BPM can improve an organization's flexibility.

Answer: True

Title: Testbank Question PI1.10
Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.
Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management
Difficulty: Medium
Bloom's Taxonomy: Comprehension

11) Information Technology is a key enabler of business process reengineering (BPR).

Answer:

True

Title: Reading Question PI1.11
Difficulty: Easy
Learning Objective 1: PI1.2 Compare and contrast *business process reengineering* and *business process management* to determine the different advantages and disadvantages of each.
Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management
Bloom's Taxonomy: Comprehension

12) Refer to IT's About Business PI1.1- The case specifically discusses the changes Chevron made to its billing process using cross-functional business process design.

Answer: False

Title: Testbank Question PI1.12
Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.
Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Medium
Bloom's Taxonomy: Comprehension

Question Type: Multiple Choice

13) Which of the following statements concerning business processes is false?

- a) A process has inputs.
- b) A process has outputs.
- c) A process has activities that can be measured.
- d) A process creates value.
- e) A process cannot cross functional area boundaries.

Answer: e

Title: Testbank Question PI1.13

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Comprehension

14) Applying copyrights and trademarks is an example of a(n):

- a) Accounting Business Process
- b) Finance Business Process
- c) Marketing Business Process
- d) Production Business Process
- e) Management Information Systems Business Process

Answer: c

Title: Testbank Question PI1.14

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Comprehension

15) Reconciling bank accounts is an example of a(n):

- a) Accounting Business
- Process b) Finance Business
- Process
- c) Marketing Business
- Process d) Production
- Business Process
- e) Management Information Systems Business Process

Answer: a

Title: Testbank Question PI1.15

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Application

16) Managing account collections is an example of a(n):

- a) Accounting Business
- Process b) Finance Business
- Process
- c) Marketing Business
- Process d) Production
- Business Process
- e) Management Information Systems Business Process

Answer: b

Title: Testbank Question PI1.16

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

17) Collecting sales tax is an example of a(n):

- a) Accounting Business
- Process b) Finance Business
- Process
- c) Marketing Business Process
- d) Production Business Process
- e) Management Information Systems Business Processes

Answer: c

Title: Testbank Question PI1.17

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

18) Managing purchasing is an example of a(n):

a) Accounting Business

Process b) Finance Business
Process

c) Marketing Business

Process d) Production

Business Process

e) Management Information Systems Business Processes

Answer: d

Title: Testbank Question PI1.18

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

19) Managing pay and payroll is an example of a(n):

a) Accounting Business

Process b) Finance Business
Process

c) Marketing Business Process

d) Human Resources Business Process

e) Management Information Systems Business Processes

Answer: d

Title: Testbank Question PI1.19

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Application

20) Which of the following processes involves the warehouse, purchasing, and accounting functional areas?

- a) Procurement
- b) Fulfillment
- c) Order entry
- d) Accounts receivable
- e) Payroll

Answer: a

Title: Testbank Question PI1.20

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Application

21) Which of the following processes involves the warehouse, sales, and accounting functional areas?

- a) Procurement
- b) Fulfillment
- c) Order entry
- d) Accounts receivable
- e) Payroll

Answer: b

Title: Testbank Question PI1.21

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Application

22) Information processes perform all of the following roles in business processes except _____.

- a) Setting standards

- b) Executing the process
- c) Capturing and storing process data
- d) Monitoring process performance
- e) Detecting problems with the

process. Answer: a

Title: Testbank Question PI1.22

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

23) The procurement process is comprised of _____ steps that are completed in _____ different functional areas of the firm.

- a) three, three
- b) six, three
- c) five, three
- d) six, six
- e) five, five
- f) None of the choices are correct

Answer: c

Title: Reading Question PI1.23

Learning Objective 1: Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section reference 1: PI1.1 Business Processes: Cross-Functional Processes

Difficulty: Medium

Bloom's Taxonomy: Analysis

24) The fulfillment process is triggered when receives a purchase order.

- a) a vendor
- b) the sales department
- c) the warehouse
- d) accounting

Answer: b

Title: Reading Question PI1.24

Difficulty: Medium

Learning Objective 1: Discuss ways in which information systems enable cross- functional business processes and business processes for a single functional area.

Section reference 1: PI1.1 Business Processes: Cross-Functional Processes

Bloom's Taxonomy: Comprehension

25) Information systems play a vital role in which of the following functions?

- a) Executing the process
- b) Capturing and storing process data
- c) Monitoring process performance
- d) All of the choices are correct

Answer: d

Title: Reading Question PI1.25

Difficulty: Easy

Learning Objective 1: Discuss ways in which information systems enable cross- functional business processes and business processes for a single functional area.

Section reference 1: PI1.1 Business Processes: Information Systems and Business Processes

Bloom's Taxonomy: Comprehension

26) Hyo runs an ice cream store with her family. Which of the following activities is a component of their procurement process?

- a) Recording their daily sales revenue
- b) Sending an order to their sugar supplier
- c) Making the ice cream
- d) Setting up an employee schedule
- e) Generating an invoice for their supplier

Answer: b

Title: Testbank Question PI1.26

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

27) Hyo runs an ice cream store with her family. Which of the following activities is not a component of their procurement process?

- a) Send an order to a supplier
- b) Decide what to order
- c) Record daily sales revenue
- d) Record goods received
- e) Send a check to a supplier

Answer: c

Title: Testbank Question PI1.27

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

28) Hyo runs an ice cream store with her family. Which of the following activities is a component of their fulfillment process?

- a) Receiving goods from their supplier
- b) Making ice cream
- c) Recording daily sales revenue
- d) Recording goods received
- e) Making a custom-order ice cream cake

Answer: e

Title: Testbank Question PI1.28

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

29) Hyo runs an ice cream store with her family. Which of the following is not a

component of their fulfillment process?

- a) Sending an order to their supplier
- b) Taking an order for a custom-made ice cream cake
- c) Obtaining the ingredients for a custom-made ice cream cake
- d) Scheduling the production of ice cream
- e) Collecting payment for a custom-made ice cream cake

Answer: a

Title: Testbank Question PI1.29

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

30) Hyo runs an ice cream store with her family. She told you that because they are small and just have the one store, they really don't need any information systems to support their business processes. Which of the following is not an example of how information systems could support the store's business processes?

- a) Evaluate staffing decisions based on sales.
- b) Deciding when to hold sales training.
- c) Capturing data about sales of flavors throughout the day.
- d) Being able to compare purchase orders to products

received. Answer: b

Title: Testbank Question PI1.30

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Analysis

31) Hyo runs an ice cream store with her family. At the end of each week, they do a physical count of inventory. This is an example of a(n):

- a) Accounting Business Process
- b) Finance Business Process

- c) Marketing Business
- Process d) Production
- Business Process
- e) Management Information Systems Business Process

Answer: d

Title: Testbank Question PI1.31

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

32) Hyo runs an ice cream store with her family. At the end of each shift, the manager reconciles the cash in the drawer and the total amount charged to the sales amount for the shift. This is an example of a(n):

- a) Accounting Business
- Process b) Finance Business
- Process
- c) Marketing Business
- Process d) Production
- Business Process
- e) Management Information Systems Business Process

Answer: a

Title: Testbank Question PI1.32

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

33) Hyo runs an ice cream store with her family. They run a Frequent Scoop program. Each time the card holder gets a cone/dish of ice cream, the card is punched. The eleventh cone/dish is free. This is an example of a(n):

- a) Accounting Business
- Process b) Finance Business
- Process
- c) Marketing Business
- Process d) Production
- Business Process
- e) Management Information Systems Business Process

Answer: c

Title: Testbank Question PI1.33

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

34) Hyo runs an ice cream store with her family. As the weather turns colder, they need to look at their projections for the colder months and what the cash flow will look like. This is an example of a(n):

- a) Accounting Business
- Process b) Finance Business
- Process
- c) Marketing Business
- Process d) Production
- Business Process
- e) Management Information Systems Business Process

Answer: b

Title: Testbank Question PI1.34

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

35) Hyo runs an ice cream store with her family. Before anyone uses the sales terminal he/she must enter in a password. This is an example of a(n):

- a) Accounting Business
- Process b) Finance Business
- Process
- c) Marketing Business
- Process d) Production
- Business Process
- e) Management Information Systems Business Process

Answer: e

Title: Testbank Question PI1.35

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single

functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Application

36) For many organizations, business process reengineering

- . a) is easy to implement
- b) is not disruptive to implement
- c) has little impact on the organization's facilities
- d) is inexpensive
- e) has a major impact on the corporate

culture. Answer: e

Title: Testbank Question PI1.36

Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Medium

Bloom's Taxonomy: Analysis

37) Which of the following statements is false?

- a) BPM is a task-oriented approach.
- b) BPM can help companies reduce costs.
- c) BPM can help companies increase revenue.
- d) BPM can improve customer satisfaction.
- e) BPM can improve organizational

flexibility. Answer: a

Title: Testbank Question PI1.37

Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Medium

Bloom's Taxonomy: Application

38) Which of the following statements is false?

- a) BPM begins with process modeling.
- b) Process modeling is a graphical depiction of all the steps in a process.
- c) BPM uses Web-enabled technologies for user interfaces.
- d) Business activity monitoring is used to measure and manage business processes.
- e) Business activity monitoring is a type of scheduled

reporting. Answer: e

Title: Testbank Question PI1.38

Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Medium

Bloom's Taxonomy: Analysis

39) Which of the following is not one of the 5 basic phases of a successful BPI project?

- a) define phase
- b) measure phase
- c) process modeling phase
- d) control phase
- e) analysis phase

Answer: c

Title: Reading Question PI1.39

Difficulty: Easy

Learning Objective 1: PI1.2 Compare and contrast *business process reengineering* and *business process management* to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Bloom's Taxonomy: Comprehension

40) Many organizations prefer _____ because it is less risky and less costly than _____.

- a) BPR; BPI

b) BPR;
BPM c) BPI;
BPR d) BPI;
BPM

Answer: c

Title: Reading Question PI1.40

Difficulty: Easy

Learning Objective 1: PI1.2 Compare and contrast *business process reengineering* and *business process management* to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Bloom's Taxonomy: Comprehension

41) _____ is a management technique that includes methods and tools to support the design, analysis, implementation management and optimization of business processes.

- a) BPM
- b) BPR
- c) Cross-Functional Processes
- d) None of the choices is correct

Answer: a

Title: Reading Question PI1.41

Difficulty: Easy

Learning Objective 1: PI1.2 Compare and contrast *business process reengineering* and *business process management* to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Bloom's Taxonomy: Comprehension

42) Which of the following statements is false?

- a) BPM begins with process modeling.
- b) Process modeling is a graphical depiction of all the steps in a process.
- c) BPM uses Web-enabled technologies for user interfaces.
- d) Business activity monitoring is used to measure and manage business processes.
- e) Business activity monitoring is a type of scheduled reporting.

Answer: e

Title: Reading Question PI1.42

Difficulty: Easy

Learning Objective 1: PI1.2 Compare and contrast *business process reengineering* and *business process management* to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Bloom's Taxonomy: Comprehension

Question Type: Essay

43) What is a business

process? Title: Testbank

Question PI1.43

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Easy

Bloom's Taxonomy: Knowledge

44) What is unique about cross-functional business

processes? Title: Testbank Question PI1.44

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Knowledge

45) Explain the procurement

process. Title: Testbank Question

PI1.45

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Knowledge

46) Explain the fulfillment process.

Title: Testbank Question PI1.46

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Knowledge

47) Explain the three roles that information systems play in business processes: execute the process, capture and store process data, and monitor process performance.

Title: Testbank Question PI1.47

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium.

Bloom's Taxonomy: Synthesis

48) How can organizations use an information system to detect problems with a process?

Title: Testbank Question PI1.48

Learning Objective 1: PI1.1 Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.

Section Reference 1: PI1.1 Business Processes

Difficulty: Medium

Bloom's Taxonomy: Application

49) What is business process

reengineering? Title: Testbank Question

PI1.49

Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Easy
Bloom's Taxonomy: Knowledge

50) What is business process

management? Title: Testbank Question

PI1.50

Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Easy

Bloom's Taxonomy: Knowledge

51) Identify and discuss the three components of business process

management. Title: Testbank Question PI1.51

Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Medium

Bloom's Taxonomy: Analysis

52) Compare and contrast business process reengineering and business process management.

Title: Testbank Question PI1.52

Learning Objective 1: PI1.2 Compare and contrast business process reengineering and business process management to determine the different advantages and disadvantages of each.

Section Reference 1: PI1.2 Business Process Reengineering and Business Process Management

Difficulty: Hard

Bloom's Taxonomy: Synthesis