

Processes, Systems, and Information (Kroenke/McKinney)
Chapter 9 Collaboration Processes and Information Systems

1) A cooperative team is a team in which each member works independently to accomplish his or her portion of the work.

Answer: TRUE

Page Ref: 274

Difficulty: Easy

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

2) The work product of a cooperative team is much better than that of a single individual working alone.

Answer: FALSE

Page Ref: 274

Difficulty: Easy

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

3) Members of a collaborative team work without reviewing or criticizing each other's work.

Answer: FALSE

Page Ref: 274

Difficulty: Easy

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

4) The ability to give and receive critical feedback is a critical collaboration skill.

Answer: TRUE

Page Ref: 275

Difficulty: Easy

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

5) Making decisions, solving problems, and managing projects are the primary purposes of collaborative teams.

Answer: TRUE

Page Ref: 277

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

6) Managerial decisions are decisions that support processes concerning day-to-day activities.

Answer: FALSE

Page Ref: 277

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

7) A supervisor decides to pay a set of invoices on a particular date. This is an example of a managerial decision.

Answer: FALSE

Page Ref: 277

Difficulty: Moderate

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

8) Managerial processes and decisions are concerned with the allocation and utilization of resources.

Answer: TRUE

Page Ref: 278

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

9) Most strategic decisions do not require collaboration.

Answer: FALSE

Page Ref: 278

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

10) Strategic decisions are decisions that support processes concerning broad-scope, organizational issues.

Answer: TRUE

Page Ref: 278

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

11) Few operational decisions require collaboration.

Answer: TRUE

Page Ref: 278

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

12) Collaborative decision making occurs when the final decision is made without iterations.

Answer: FALSE

Page Ref: 278

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

13) A problem is a perceived difference between what is and what ought to be.

Answer: TRUE

Page Ref: 280

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

14) The fundamental purpose of the starting activity in project management is to undertake project documentation.

Answer: FALSE

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

15) Equipment, personnel, and budgets are allocated to project managers during the starting activity of project management.

Answer: FALSE

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

16) The project schedule is determined during the planning activity of project management.

Answer: TRUE

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

17) Rescheduling activities in the project schedule is a sub-activity of the doing activity of project management.

Answer: TRUE

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

18) A key management challenge during the doing activity of project management is to ensure that activities are accomplished on time.

Answer: TRUE

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

19) Synchronous communication occurs when team members communicate without meeting at the same time using technology.

Answer: FALSE

Page Ref: 283

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

20) Two employees who work in different shifts communicate through e-mails. This is an example of synchronous communication.

Answer: FALSE

Page Ref: 283

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

21) Virtual meetings are meetings in which participants do not meet in the same place.

Answer: TRUE

Page Ref: 284

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

22) Communicating through a conference call is an example of asynchronous communication.

Answer: FALSE

Page Ref: 284

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

23) Multiparty text chat is a tool used for synchronous communication.

Answer: TRUE

Page Ref: 284

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

24) E-mail facilitates synchronous communication in workplaces.

Answer: FALSE

Page Ref: 284

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

25) Team members will be obligated to participate if a discussion forum is used for communication.

Answer: FALSE

Page Ref: 285

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

26) Discussion forums and surveys provide documentation of members' views and opinions.

Answer: TRUE

Page Ref: 285

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

27) Storing documents on a server provides a higher degree of control than sharing content through e-mails.

Answer: TRUE

Page Ref: 285

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

28) A wiki is a shared knowledge base in which the content is contributed and managed by the wiki's users.

Answer: TRUE

Page Ref: 286

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

29) Google Docs is a collaboration application for sharing documents, presentations, spreadsheets, drawings, and other data.

Answer: TRUE

Page Ref: 286

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

30) A Gmail account is essential to edit a document stored in Google Docs.

Answer: FALSE

Page Ref: 286

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

31) Microsoft SkyDrive is an application that provides version control.

Answer: FALSE

Page Ref: 287-288

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

32) Version-management systems limit the actions that can be taken by any particular user.

Answer: FALSE

Page Ref: 288

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

33) With version-control systems, each team member is given an account with a set of permissions.

Answer: TRUE

Page Ref: 288

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

34) Users have explicit control over checking documents in version-management systems such as Microsoft SkyDrive.

Answer: FALSE

Page Ref: 289

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

35) Microsoft SharePoint is a version-control application.

Answer: TRUE

Page Ref: 290

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

36) Microsoft SharePoint is a comprehensive platform for creating, operating, and administrating Web sites.

Answer: TRUE

Page Ref: 291

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

37) A SharePoint site is a collection of resources that is accessed using HTTP, HTML, and related protocols.

Answer: TRUE

Page Ref: 291

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

38) Office 365 is a program that includes e-mail and SharePoint.

Answer: TRUE

Page Ref: 291

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

39) The resources of a SharePoint site cannot be used for general-purpose Web sites.

Answer: FALSE

Page Ref: 291

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

40) SharePoint is fundamentally a list manager.

Answer: TRUE

Page Ref: 292

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

41) SharePoint does not have an option for sending e-mail alerts when changes are made to documents.

Answer: FALSE

Page Ref: 293

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

42) Users can create wiki libraries using SharePoint.

Answer: TRUE

Page Ref: 293

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

43) Document libraries serve as a repository for team documents.

Answer: TRUE

Page Ref: 295

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

44) Managers use the survey feature in SharePoint to verify workers' understanding of project goals and other topics.

Answer: TRUE

Page Ref: 295

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

45) The document library feature in SharePoint is used to publish opinions and get feedback on them.

Answer: FALSE

Page Ref: 295

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

46) Discussion forums are not effective if there is more than one discussion topic.

Answer: FALSE

Page Ref: 295

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

47) Workflow control is the act of listing documents in the SharePoint library.

Answer: FALSE

Page Ref: 296

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

48) A workflow is a sequence of activities that is managed and logged by SharePoint.

Answer: TRUE

Page Ref: 296

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

49) In a sequential workflow, review activities occur simultaneously.

Answer: FALSE

Page Ref: 296

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

50) Jennifer reviews Albert's documents only after he is done reviewing them himself. This is an example of parallel workflow.

Answer: FALSE

Page Ref: 296

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

51) Which of the following is a key difference between collaborative teams and cooperative teams?

A) Cooperative teams work to accomplish a specific task whereas collaborative teams need not have a collective purpose.

B) People work together in collaborative teams whereas each member works independently in cooperative teams.

C) Collaborative teams reduce the amount of time required to finish a task whereas cooperative teams require more time.

D) A cooperative team has less than five members while a collaborative team often has more than five.

Answer: B

Page Ref: 274

Difficulty: Moderate

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

52) Collaboration occurs when a group of people _____.

A) function independently to accomplish a particular task

B) work together using feedback and iteration

C) combine their work to create an output that appears as a whole

D) work without critically analyzing each other's work

Answer: B

Page Ref: 274

Difficulty: Easy

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

53) Which of the following is the most important collaborative skill?

- A) gregarious and dynamic personality
- B) experience as a businessperson
- C) persuasive presentation skills
- D) ability to give and receive critical feedback

Answer: D

Page Ref: 275

Difficulty: Easy

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

54) _____ decisions are decisions that support processes concerning day-to-day activities.

- A) Operational
- B) Strategic
- C) Corporate
- D) Managerial

Answer: A

Page Ref: 277

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

55) A warehouse manager issues a purchase order when inventory levels fall below reorder levels. This is an example of a(n) _____ decision.

- A) managerial
- B) strategic
- C) corporate
- D) operational

Answer: D

Page Ref: 277

Difficulty: Moderate

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

56) A floor supervisor is making a(n) _____ decision when she allocates tasks to workers.

- A) operational
- B) broad-scope
- C) corporate
- D) strategic

Answer: A

Page Ref: 277

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

57) Which of the following is the focus of managerial decisions?

- A) day-to-day activities
- B) allocation of resources
- C) strategic problems
- D) long-term decisions

Answer: B

Page Ref: 278

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

58) _____ decisions are concerned with broad-scope, organizational issues.

- A) Operational
- B) Managerial
- C) Strategic
- D) Automated

Answer: C

Page Ref: 278

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

59) The directors of a company meet to discuss a possible merger with one of the company's competitors. Here, the directors have to make a(n) _____ decision.

- A) operational
- B) strategic
- C) procedural
- D) managerial

Answer: B

Page Ref: 278

Difficulty: Moderate

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

60) Which of the following decisions is least likely to require collaboration?

- A) Should our company establish a joint venture with company A?
- B) How many units should we order from vendor B?
- C) What products should we market in Country B?
- D) Should we set up a manufacturing base in country A?

Answer: B

Page Ref: 278

Difficulty: Moderate

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

61) Which of the following statements is true about the relationship between the level of decision making and the need for collaboration?

- A) Broad-scope organizational issues do not require collaboration whereas day-to-day activities do.
- B) Operational decisions need to be more collaborative than strategic and managerial decisions.
- C) Unlike operational decisions, most strategic decisions require collaboration.
- D) Managerial decisions need to be more collaborative than broad-scope decisions.

Answer: C

Page Ref: 278

Difficulty: Moderate

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

62) Which of the following is the first activity in the decision-making collaboration process?

- A) establishing team rules
- B) gathering data
- C) formulating recommendations
- D) analyzing data

Answer: A

Page Ref: 278

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

63) A _____ is a perceived difference between what is and what ought to be.

- A) threat
- B) liability
- C) problem
- D) weakness

Answer: C

Page Ref: 280

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

64) In the project management process, deciding the project scope and budget to form a team is a sub-activity of the _____ activity.

- A) starting
- B) planning
- C) doing
- D) wrapping up

Answer: A

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

65) Which of the following is needed to perform the starting activity of project management?

- A) updated project schedule
- B) team member data
- C) archival documents
- D) updated project budget

Answer: B

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

66) In the project management process, determining the initial project schedule is a sub-activity of the _____ activity.

- A) starting
- B) planning
- C) doing
- D) wrapping up

Answer: B

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

67) Which of the following is needed to perform the planning activity of project management?

- A) team rules
- B) archival documents
- C) budget
- D) updated project schedule

Answer: C

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

68) The major tasks of a project are accomplished during the _____ activity of project management.

- A) planning
- B) starting
- C) doing
- D) wrapping up

Answer: C

Page Ref: 282

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

69) Documentation of project results is performed during the _____ activity of project management.

- A) planning
- B) starting
- C) doing
- D) wrapping up

Answer: D

Page Ref: 283

Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

70) Synchronous communication occurs when all team members _____.

- A) work from different locations
- B) speak the same language
- C) meet at the same time
- D) work in different shifts

Answer: C

Page Ref: 283

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

71) Which of the following is a tool used for synchronous communication?

- A) discussion forums
- B) webinars
- C) e-mail
- D) team surveys

Answer: B

Page Ref: 284

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

72) Which of the following is a tool used for asynchronous communication?

- A) discussion forums
- B) webinars
- C) conference calls
- D) multiparty text chat

Answer: A

Page Ref: 284

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

73) Altruon Inc., a manufacturing company, has production facilities in three different geographical locations. Production managers in each of these facilities use conference calls to communicate with each other. This is an example of _____ communication.

- A) asynchronous
- B) implied
- C) indirect
- D) synchronous

Answer: D

Page Ref: 284

Difficulty: Easy

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

74) Which of the following is an example of asynchronous communication?

- A) Two managers communicate using a webinar application.
- B) Charles sends an e-mail to his subordinate.
- C) Fred calls up a supplier to inquire about an order.
- D) Virtual teams communicate through videoconferencing.

Answer: B

Page Ref: 284

Difficulty: Moderate

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

75) Discussion forums are better than e-mail because _____.

- A) they evoke immediate responses from members
- B) they keep the discussion on track
- C) they facilitate synchronous communication
- D) they compel all members to participate in the discussion

Answer: B

Page Ref: 285

Difficulty: Moderate

AACSB: Use of information technology

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

76) Which of the following alternatives for sharing content provides the lowest degree of control?

- A) storing files on Microsoft SkyDrive
- B) using Wikis to share files
- C) sharing files using Google Docs
- D) exchanging files directly through e-mails

Answer: D

Page Ref: 285

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

77) Which of the following is a major disadvantage of sharing documents on a server using FTP?

- A) It creates incompatible versions of documents.
- B) It does not provide teams with a single storage location.
- C) It gives team members access to confidential information.
- D) It allows team members to interfere with one another's work.

Answer: D

Page Ref: 285

Difficulty: Moderate

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

78) Which of the following is a system that provides version management?

- A) content shared using Microsoft Word
- B) content shared through an e-mail attachment
- C) content stored on a server using FTP
- D) content shared using Microsoft SkyDrive

Answer: D

Page Ref: 286

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

79) A _____ is a shared knowledge base in which the content is contributed and managed by its users.

- A) social media page
- B) Web site
- C) wiki
- D) data mining system

Answer: C

Page Ref: 286

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

80) Which of the following is true about using Google Docs?

- A) Documents are stored on the user's server.
- B) Documents can be accessed and viewed only one user at a time.
- C) Anyone who edits a document must have a Google account.
- D) Microsoft Word or Excel documents cannot be stored on Google Docs.

Answer: C

Page Ref: 286-287

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

81) Which of the following is true about Microsoft SkyDrive?

- A) It provides the ability to store and share MS Office documents.
- B) It provides users with explicit control over checking documents.
- C) It provides version control.
- D) It provides the ability to limit the actions of particular users.

Answer: A

Page Ref: 287

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how information systems can be used to assist in decision making

82) With version control, shared documents are placed into shared directories called _____.

- A) libraries
- B) forms
- C) folders
- D) accounts

Answer: A

Page Ref: 288

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

83) With version-control systems, each team member _____.

- A) is given a shared server with unrestricted access
- B) is given their own private directory to share files
- C) is given an account with a set of permissions
- D) is notified every time a file is viewed

Answer: C

Page Ref: 288

Difficulty: Moderate

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

84) Which of the following is an application that provides version control?

- A) Microsoft SharePoint
- B) Google Docs
- C) wikis
- D) Microsoft SkyDrive

Answer: A

Page Ref: 290

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

85) _____ is a comprehensive platform for creating, operating, and administering Web sites.

- A) Microsoft SkyDrive
- B) Microsoft SharePoint
- C) Google Docs
- D) Quick Launch

Answer: B

Page Ref: 291

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

86) _____ is a program from Microsoft which includes Lync, Exchange (e-mail), and SharePoint.

- A) Office 365
- B) Microsoft SkyDrive
- C) Microsoft Access
- D) Windows Live

Answer: A

Page Ref: 291

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

87) A SharePoint site is a collection of resources that are _____.

- A) created and managed via Microsoft SkyDrive
- B) accessed without using network protocols
- C) created and managed via file transfer protocols
- D) accessed using HTTP, HTML, and related protocols

Answer: D

Page Ref: 291

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

88) On Microsoft SharePoint, which of the following options provides you with e-mail notifications every time someone changes a document?

- A) Quick Launch
- B) Reminder
- C) List option
- D) Alert Me

Answer: D

Page Ref: 293

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

89) _____ serve as a repository for team documents.

- A) Document libraries
- B) Project blogs
- C) Workflow templates
- D) Discussion forums

Answer: A

Page Ref: 295

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

90) Which of the following SharePoint tools is used to verify team members' understanding of project goals and other topics?

- A) document libraries
- B) lists
- C) blogs
- D) surveys

Answer: D

Page Ref: 295

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

91) Which of the following SharePoint features is used to publish opinions and obtain feedback on them?

- A) document libraries
- B) lists
- C) blogs
- D) surveys

Answer: C

Page Ref: 295

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

92) _____ is the process of ensuring that business processes are properly executed.

- A) Transactional processing
- B) Work cooperation
- C) Analytical processing
- D) Workflow control

Answer: D

Page Ref: 296

Difficulty: Easy

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

93) A(n) _____ is a sequence of activities that is managed and logged by SharePoint.

- A) system log
- B) event list
- C) file server
- D) workflow

Answer: D

Page Ref: 296

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

94) A manager wants a document to be first edited by an employee and then reviewed by another employee. This is an example of _____ workflow.

- A) concurrent
- B) parallel
- C) sequential
- D) synchronized

Answer: C

Page Ref: 296

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

95) In a _____ workflow, document reviews occur simultaneously.

- A) parallel
- B) sequential
- C) serial
- D) chronological

Answer: A

Page Ref: 296

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

96) How will SharePoint respond if a user does not perform a task assigned to him/her?

- A) It will create a new workflow for the task.
- B) I will send reminder e-mails to the user.
- C) It will delete the task.
- D) It will delete the workflow for the task.

Answer: B

Page Ref: 301

Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

97) What is a cooperative team? Provide an example.

Answer: A cooperative team is a group that works together to accomplish something, but each person works independently to accomplish his or her portion of the work. A team of painters working on a building is a cooperative team. Each is given a portion of the building to paint and works on his or her own.

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Difficulty: Easy

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

98) Explain the concept of collaborative teams.

Answer: A collaborative team is a group that works together using feedback and iteration. With a collaborative team, one person produces something, others review it, and the originator or others make revisions. The work proceeds in a sequence of steps or iterations of feedback and rework.

With collaborative teams, members learn from each other, and, as a result, the team can often produce a result that is better in quality than any team member could have produced on his or her own, in any amount of time.

Page Ref: 274

Difficulty: Moderate

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

99) Explain the importance of critical feedback in collaboration.

Answer: The power of collaboration arises from feedback. Collaborative workers should have the ability to give and receive feedback and, in particular, the ability to give and receive critical feedback. Critical feedback is essential for improving work product and team knowledge.

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Difficulty: Easy

Chapter LO: 1

Course LO: Explain how IS can enhance systems of collaboration and teamwork

100) List the three primary purposes for which businesses use collaborative teams.

Answer: Businesses use collaborative teams for three primary purposes:

- Making decisions
- Solving problems
- Managing projects

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Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

101) What are operational decisions? Provide an example.

Answer: Operational decisions are decisions that support operational processes concerning day-to-day activities. Examples of operational decisions include the following: (1) How many widgets should we order from vendor A? (2) Should we extend credit to vendor B? (3) Which invoices should we pay today?

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Difficulty: Moderate

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

102) Compare and contrast managerial decisions with strategic decisions.

Answer: Managerial processes concern the allocation and utilization of resources. The following are examples of managerial decisions: (1) How much should we budget for computer hardware and programs for department A next year? (2) How many engineers should we assign to project B?

Strategic decisions are decisions that support strategic processes concerning broad-scope, organizational issues. Typical decisions at the strategic level are: (1) Should we start a new product line? (2) Should we open a centralized warehouse in Tennessee? (3) Should we acquire company A?

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Difficulty: Moderate

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

103) How does the need for collaboration vary with the types of decisions?

Answer: Few operational decisions require collaboration. In fact, involving collaboration in routine, structured decisions is expensive, wasteful, and frustrating. In general, if a managerial decision requires consideration of different perspectives, then it will benefit from collaboration. As such, many managerial decisions do require collaboration. Strategic decisions are almost always collaborative. Further, when deciding whether a decision will benefit from collaboration, the key factor is whether feedback and iteration are required.

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Difficulty: Moderate

Chapter LO: 2

Course LO: Explain how information systems can be used to assist in decision making

104) What is a problem?

Answer: A problem is a perceived difference between what is and what ought to be. As a perception, it is a view held by an individual or a group. Because it is a perception, different users and groups can have different definitions of a problem.

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Difficulty: Easy

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

105) Briefly describe the four basic activities of a project's lifetime.

Answer:

(1) Starting activity: The fundamental purpose of the starting activity is to set the ground rules for the project and the team.

(2) Planning activity: The purpose of the planning activity is to determine "who will do what and by when." Work activities are defined, and resources like personnel, budget, and equipment are assigned to them.

(3) Doing activity: Tasks are accomplished during the doing activity. The key management challenge here is to ensure that activities are accomplished on time and, if not, to identify schedule problems as early as possible.

(4) Wrapping-up activity: The team needs to document its results, document information for future teams, close down the project, and disband the team during this activity.

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Difficulty: Moderate

Chapter LO: 2

Course LO: Explain how IS can enhance systems of collaboration and teamwork

106) What is the difference between synchronous communication and asynchronous communication?

Answer: Synchronous communication occurs when all team members meet at the same time, such as with conference calls or face-to-face meetings. Asynchronous communication occurs when team members do not meet at the same time. Employees who work different shifts at the same location or team members who work in different time zones around the world typically meet asynchronously.

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Difficulty: Moderate

AACSB: Communication abilities

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

107) What are some of the tools that facilitate synchronous communication?

Answer: Conference calls, webinars, videoconferencing, and multiparty text chat can be used to facilitate synchronous communication.

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Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 3

Course LO: Explain how IS can enhance systems of collaboration and teamwork

108) Describe the problems associated with sharing content using e-mails and shared servers.

Answer: Although e-mail is simple, easy, and readily available, it will not suffice for collaborations in which there are many document versions or for which there is a desire for content control. Incompatible versions of documents will be floating around if e-mail is used to share content.

Storing documents on servers is better than using e-mail attachments because documents have a single storage location. However, without any additional control it is possible for team members to interfere with one another's work.

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Difficulty: Moderate

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

109) What is version management? Name three applications that provide version management.

Answer: Systems that provide version management track changes to documents and provide features and functions to accommodate concurrent work. Wikis, Google Docs, and Microsoft SkyDrive are applications that provide version management.

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Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

110) What are Office Web Apps?

Answer: Web application versions of Word, Excel, PowerPoint, and OneNote are called Office Web Apps. These applications run in the browser and are quite easy to use. These programs have less functionality than desktop Office programs, but they are free and readily accessed on the Web.

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Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

111) Compare version-management systems with version-control systems.

Answer: Version-management systems improve the tracking of shared content and potentially eliminate problems caused by concurrent document access. They do not, however, provide version control. They do not limit the actions that can be taken by any particular user, and they do not give control over the changes to documents to particular users.

With version-control systems, each team member is given an account with a set of permissions. Shared documents are placed into shared directories called libraries.

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Difficulty: Moderate

AACSB: Use of information technology

Chapter LO: 4

Course LO: Explain how IS can enhance systems of collaboration and teamwork

112) What is Microsoft SharePoint?

Answer: Microsoft SharePoint is a comprehensive platform for creating, operating, and administrating Web sites. It is most widely known as a platform for creating and managing collaboration sites.

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Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

113) What is a SharePoint site?

Answer: A SharePoint site is a collection of resources that are created and managed via SharePoint and accessed using HTTP, HTML, and related protocols. A SharePoint site can contain one or more subsites, which are fully featured SharePoint sites in their own right.

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Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

114) Explain how document libraries are used in SharePoint.

Answer: Document libraries serve as a repository for team documents. You might have different libraries for different aspects of a project. For example, if your project involves cost assessments, you might have a library that has all the documents concerning costs. Or, you might put all the Word documents in one library, all the Excel documents in a second, and so forth. Document libraries can be set up to require check out and check in as well as to have version histories.

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Difficulty: Moderate

AACSB: Use of information technology

Chapter LO: 5

Course LO: Explain how IS can enhance systems of collaboration and teamwork

115) What is workflow control? Explain how it is performed in SharePoint.

Answer: Workflow control is the process of ensuring that business processes are properly executed. It is normally used in conjunction with processes that involve collaborative teamwork. SharePoint provides automated support for workflow control via a set of features called workflows. A workflow is a sequence of activities that is managed and logged by SharePoint.

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Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork

116) What is difference between a sequential workflow and a parallel workflow?

Answer: Review activities occur in sequence in a sequential workflow. In a parallel workflow, the reviews would occur simultaneously.

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Difficulty: Easy

AACSB: Use of information technology

Chapter LO: 6

Course LO: Explain how IS can enhance systems of collaboration and teamwork