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Business Processes, Information Systems, and Information (week 3) ► Chapter 2 PSI

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**Grade** 20.00 out of 20.00 (100%)

**Question 1**

Correct

Mark 1.00 out of  
1.00

A company's information system discovers a customer's poor credit history only after certain goods have been shipped to him. The information produced, as a result, was not useful because the data was \_\_\_\_\_.

Select one:

- ☐ a. inaccurate
- ☐ b. irrelevant
- ☒ c. ill-timed ✓
- ☐ d. insufficient

**Question 2**

Correct

Mark 1.00 out of  
1.00

A company's \_\_\_\_\_ serve as instructions for users to use and access data.

Select one:

- ☒ a. procedures ✓
- ☐ b. processes
- ☐ c. repositories
- ☐ d. activities

**Question 3**

Correct

Mark 1.00 out of  
1.00

A dotted arrow in the BPMN model represents the \_\_\_\_\_.

Select one:

- ☐ a. swimlanes
- ☒ b. flow of the data that is named on the arrow ✓
- ☐ c. beginning and end of the business process
- ☐ d. flow of action that is named on the arrow

**Question 4**

Correct

Mark 1.00 out of  
1.00

A \_\_\_\_\_ is referred to as a subset of the activities in a business process that is performed by a particular individual.

Select one:

- ☒ a. role ✓
- ☐ b. task
- ☐ c. decision
- ☐ d. process

**Question 5**

Correct

Mark 1.00 out of  
1.00

A \_\_\_\_\_ is referred to as a sequence of activities for accomplishing a function.

Select one:

- ☐ a. value chain
- ☒ b. business process ✓
- ☐ c. repository
- ☐ d. information system

**Question 6**

Correct

Mark 1.00 out of 1.00

A storage disk is an example of the \_\_\_\_\_ component of an information system.

Select one:

- ☒ a. hardware ✓
- ☐ b. software
- ☐ c. procedure
- ☐ d. data

**Question 7**

Correct

Mark 1.00 out of 1.00

Customers' names, numbers, and addresses are an example of the \_\_\_\_\_ component of an information system.

Select one:

- ☐ a. software
- ☒ b. data ✓
- ☐ c. hardware
- ☐ d. process

**Question 8**

Correct

Mark 1.00 out of 1.00

Decisions in the BPMN model are represented by \_\_\_\_\_.

Select one:

- ☐ a. triangles
- ☐ b. circles
- ☒ c. diamonds ✓
- ☐ d. rectangles with rounded corners

**Question 9**

Correct

Mark 1.00 out of 1.00

Dynamic processes are evaluated on effectiveness more than efficiency because \_\_\_\_\_.

Select one:

- ☒ a. they change so fast that it is often not possible to measure efficiency over time ✓
- ☐ b. they are highly controlled and standardized
- ☐ c. the efficient use of resources does not matter in the case of such processes
- ☐ d. they are difficult to change

**Question 10**

Correct

Mark 1.00 out of 1.00

\_\_\_\_\_ is a critical part of structured processes.

Select one:

- ☐ a. Adaptation
- ☐ b. Rapid change
- ☐ c. Innovation
- ☒ d. Control ✓

**Question 11**

Correct

Mark 1.00 out of 1.00

Procedures for dynamic processes are \_\_\_\_\_.

Select one:

- ☒ a. supportive ✓
- ☐ b. standardized
- ☐ c. predefined
- ☐ d. prescriptive

**Question 12**

Correct

Mark 1.00 out of 1.00

The procedures for structured processes are \_\_\_\_\_.

Select one:

- ☐ a. innovative
- ☐ b. dynamic
- ☒ c. prescriptive ✓
- ☐ d. supportive

**Question 13**

Correct

Mark 1.00 out of 1.00

Which of the following components of a functioning information system includes the computer, keyboard, and monitor?

Select one:

- ☐ a. software
- ☒ b. hardware ✓
- ☐ c. procedures
- ☐ d. data

**Question 14**

Correct

Mark 1.00 out of 1.00

Which of the following is a benefit of standardizing business processes?

Select one:

- ☐ a. It allows businesses to take further risks.
- ☐ b. It provides non-scalable solutions.
- ☐ c. It produces varying results.
- ☒ d. It enables the business to enforce policies. ✓

**Question 15**

Correct

Mark 1.00 out of 1.00

Which of the following is a critical data characteristic?

Select one:

- ☒ a. just sufficient ✓
- ☐ b. arrival after task completion
- ☐ c. random
- ☐ d. high cost

**Question 16**

Correct

Mark 1.00 out of 1.00

Which of the following is a feature of a structured process?

Select one:

- ☐ a. It changes rapidly as requirements and situations change.
- ☒ b. It is a formally defined process. ✓
- ☐ c. It is adaptive rather than being controlled.
- ☐ d. Its procedures are supportive rather than prescriptive.

**Question 17**

Correct

Mark 1.00 out of 1.00

Which of the following is an example of a dynamic process?

Select one:

- ☐ a. scheduling work shifts
- ☒ b. deciding the location for a new store ✓
- ☐ c. computing a sales commission
- ☐ d. placing an order

**Question 18**

Correct

Mark 1.00 out of 1.00

Which of the following refers to recorded facts and figures?

Select one:

- ☐ a. policies
- ☐ b. procedures
- ☒ c. data ✓
- ☐ d. programs

**Question 19**

Correct

Mark 1.00 out of  
1.00

Which of the following statements is true about processes and procedures of an information system?

Select one:

- ☒ a. Each information system has a different procedure for every process it supports. ✓
- ☐ b. A process will have the same procedure for every information system.
- ☐ c. Procedures do not change with the changes made to an information system.
- ☐ d. Changes to an information system will not affect the processes that use it.

**Question 20**

Correct

Mark 1.00 out of  
1.00

WordPerfect, a word-processing program, is an example of a \_\_\_\_\_.

Select one:

- ☒ a. software ✓
- ☐ b. data set
- ☐ c. procedure
- ☐ d. hardware