Chapter 1

1. **What is an information system? What are some of the ways information systems are changing our lives?**

   A set of interrelated components, that collect, sort and disseminate data. Information systems have turned our society into a information society where information itself is valuable.

2. **How is data different from information. Information from knowledege?**

   Data consists of raw facts. Information is the processing of these facts in a way such as the collection of data combined is more valuable than each piece of data individually. Knowledge is knowing how information can be used in a certain way to perform a certain task.

3. **Describe the various types of data**
   Alphanummeric. Image, Audio, and Video. I.e (Text, pictures, sound and video)

4. **What is the difference between efficiency and effectiveness**

   Efficiency is a measure of what is produced divided by what is consumed, while effectiveness is a measure of goal-acheivement, dividing the goals acheived with the goals stated.

5. **What are the components of any information system**

   Input, Processing, Output and Feedback.

   Input is the collection of raw data. Processing is a set of processes that forms this data into information. Output is this information.

6. **What is feedback? What are the possible consequences of insufficient feedback?**

   Feedback is information that is used to make changes in the input or processing activities. Without feedback, the system uncritically accepts any input, processes this and returns a potentially faulty piece of information.

7. **How is system performance measured?**

   Efficiency and effectiveness.

8. **What is a knowledge managment system (KMS)? Give an example**

   Similar to an information managment system, a Knowledge Managment System is a set of hardware, software and people that together store and process an organizations knowledge.

9. **What is a computer-based information system, what are its components?**

   A computer-based information system uses computing power to process inputted data into outputted information. It consists of hardware, software, telecommunications, people, procedures and databases.

10. **Describe the characteristics of a decision support system**
    A decision support system is an organized collection of people, devices, databases and procedures specifically aimed at solving problem-specific decision making.

    Different from MIS, a DSS more actively assists in solving problems, some of these unique or hard to solve

11. **What is the difference between an intranet and an extranet**

    An intranet is an internal network based on web-technology that allows people within an organization to texchange information and work on projects. An extranet is a network based on web technologies that allows selected outsiders, such as business partners and customers to access authorized resources of a company's intranet.

12. **What is m-commerce? Describe how it can be used.**
    M-commerce stands for mobile commerce and details using mobile devices for establishing transactions and place orders. An example of this is how you can use your mobile phone to buy a bus ticket on ATB, paying through your phone bill.

13. **What are the most common types of computer-based information systems used in business organizations today? Give an example of each.**

    E-commerce – using electronic applications such as a computer linked with the internet to perform transactions.

    M-commerce – See above

    Transaction Processing Systems – To handle payments to employees or handle payments from customers. In general: Business transactions.

Enterprise Resource Planning -

14. Describe three applications of virtual reality
Healtchare – Immersive demonstration of the body
Industry – Possibility of viewing and exploring full-scale models of things that aren't built yet.
Aviation – Training for fully immersed flight experiences in a safe environment.

15. What are computer literacy and information system literacy? Why are they important?

Computer literacy – The ability to use a computer effectively and without errors. This includes knowledge about hardware, software, databases and telecommunication.

Information System literacy – The ability to use information systems in such a way that it maintains the quality of the pieces of information stored. Knowing how information us stored and used by individuals and businesses. HOW and WHY information technology is used.

16. What are some of the benefits organizations seek to achieve through using information systems?
- Data analysis of health statistics can contribute to increased effectiveness of treatments and preventions of diseases.
- Analysis of business information can give better offers to customers, inrease the rate of sales and decrease the cost.

17. Identify the steps in the systems development process and state the goal of each.

System Investigation	Understand the problem
System Analysis	Understand Solutions
System Design	Select and plan Best Solution
System Implentation	Place Solution into effect
System Maintenance and Review	Evaluate results of solution

Chapter 2

1. **What is the difference between a value chain and a supply chain?**

   Value Chain – A series of activities that includes inbound logistics, warehouse and storage, production, finished product storage, outbound logistics, marketing and sales, and customer service.

2. **What is customer relationship managment?**

   CRM programs help companies of all sizes manage all aspects of customer ncounters, including marketing and advertising, sales, customer service after the sale and program to retain loyal customers. It uses information from sales from retail stores, surveys to give customers good deals, and to keep them loyal.

3. **What role does an information system play in todays organizations?**
   Organizations use information systems to control and monitor processes and effectiveness and efficiency.

4. **What is reengineering? What are the potential benefits of performing a process redesign?**

   Reenginering is a radical change, be it in business processes, organizational structures and information systems. Reenginering can reduce delivery time, increase reliability in product and service, increase customer satisfaction and profitability.

5. **What is user satisfaction?**

6. **What is the difference between reenginering and continuous improvement?**
   Reenginering is a radical restructuring of business organization and procesess, while continuous improvement details constantly making small changes to improve business processes and improving value of product an dservice.

7. **What is the difference between technology infusion and technology diffusion?**

   Technology infusion is a measure of how widely technology is spread throughout the organization. Technology diffusion is a measure of how integrated a technology is within an area or department.

8. **What is quality? What is total quality managment? What is Six Sigma?**

Quality is a measure of how a product or service meets or exceeds customer expectation.

Quality Management is having a keen awareness of customer needs, making sure to take the necessary steps that quality is always insured.

Six Sigma is a statistical term. Businesses that reaches Six Sigma on some of their product has a 99.9997% of customer satisfaction.

9. **What are organizational change and organizational learning?**
Organizational is about how organizations, both profit and non-profit, plan for, implements and handle change.

Organizational learning is about how organizations adapts to new conditions or adjustments. This is based on experience and ideas over time.

10. **List and define the basic organizational structures**

Strategic Managment
Tactical Managment
Operational Managment
Nonmanagment employees

11. **Sketch and briefly describe the organizational change model**

Unfreezing
Deals with unlearning old habits and processes, and creating an environment that is open for changes.

Moving
Learning new work methods, behaviors and systems.

Refreezing
Deals with enforcing these new methods, making them a natural part of the organizations method, and "second nature", also deals with general acceptance of these.

12. **What is downsizing. How is it different from outsourcing?**

Downsizing means to restructure the organization in a way that reduces the total number of employees. Outsourcing means to restructure the organization in a way to reduce non-core functions, often by buying services of some part of the organization to outside contractors.

13. What are some general strategies employed by organizations to acheive competitive advantage?

Cost Leadership – Deliver the lowest possible cost for products and services

Differentiation – Deliver diferent products and services. The keyword here is diversity and variation

Niche strategy – Offer something the competitors does not. Often in high-quality.

Altering the industry structure – Change the industry into the organizations favor. Make revolutionary changes

14. List and describe popular job-finding strategies.

Seeking out on-campus visits from recruiters

Seeking job oppurtunities on the web through recruiters like AcademicWorks

Seeking job oppurtunities directly to interesting companies through their webpage.

Seeking job oppurtunities on social media like Facebook or LinkedIn

15. Define the term productivity.

16. What is on-demand computing? What two advantages does it offer to a company?

On-demand computing means to outsource a part or a whole of their information systems to outside contractors.

* Can save money to the company

* Allows the IS-staff to concentrate on strategic issues.

17. What is the total cost of ownership?

The sum of all costs over the life of an information system, including the costs to acquire components, technical support, administrative costs, and end user operations.

18. Describe the role of the CIO.

The person in charge of the Information Systems. He employs the IS departments equipment and personell to help the organization attain its goals. Often a vice-president of the company and has an overall concern with the needs of it. He is often given responsibility and right to make important organization decisions.

Chapter 8

1. **What is buy-side e-commerce? What is sell-side e-commerce?**

2. **State two reasons for the steady growth of online purchases as a percent of total retail sales**

3. **What is the key benefit for producers of using B2C e-commerce to sell directly to the consumer, thus eliminating middlemen.**

4. **Identify the six stages consumers experience in the sales life cycle that must be supported by a succesful e-commerce system.**