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## MANANAGEMENT INFORMATION SYSTEMS

### Overview

The ability to design and implement an information system solution to effectively manage vast amounts of information is a valuable skill that leads to the success of many business entities today. The use of technology to develop these information systems plays a crucial role in a business' ability to compete in today's business environment. This event provides recognition for FBLA members who demonstrate an understanding of and ability to apply these skills.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members, and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/MANAGEMENTINFORMATIONSYSTEMS.pdf>

### Website Resources

- Association of Computing Machinery  
<http://www.acm.org/>
- Association for Information Systems  
<http://www.aisnet.org/>
- Decision Science Institute  
<http://www.decisionsciences.org/>
- eComInfoCenter  
<http://www.ecominfocenter.com/>
- IEEE - Advancing Technology for Humanity  
<http://www.ieee.org/>
- MIS Resources on the Internet  
<http://www.brint.com/>

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## MANAGEMENT INFORMATION SYSTEMS SAMPLE QUESTIONS

1. Expert Systems may use all of the following **except**:
  - a. neural networks
  - b. structured decision modeling
  - c. artificial intelligence
  - d. knowledge base

**Competency:** Systems Analysis & Design

2. Which one of the following is the acronym for the general reference to software that organizations use to make decisions?
  - a. ESS
  - b. EDSS
  - c. DSS
  - d. GDSS

**Competency:** Systems Analysis & Design

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3. Sensitivity analysis in information systems includes all of the following **except**:
- teamwork compatibility
  - more than one parameter
  - increasing or decreasing variables to determine the effect on profit
  - what-if-analysis

**Competency:** Systems Analysis & Design

4. In information systems and decision support, what are simplified representations, or abstractions of reality?
- models
  - reports
  - structured problem solving
  - artificial construct

**Competency:** Systems Analysis & Design

5. In the hierarchical model of decision making, which order does **not** correctly show the flow of decisions?
- board of directors, CEO, and executive vice presidents
  - executive, middle management, and operational level
  - department supervisors, shift supervisors, and floor employees
  - middle management, floor supervisors, and plant superintendent

**Competency:** Systems Analysis & Design

6. What was the first packet switching network?
- Pentonet
  - Internet
  - DARPAnet
  - ARPANET

**Competency:** Database Management and Modeling Concepts

7. Internet processors can be any of the following **except**:
- routers
  - protocols
  - gateways
  - switches

**Competency:** Database Management and Modeling Concepts

8. Network protocols are basically:
- switching devices
  - rules
  - advanced hubs
  - common practices

**Competency:** Database Management and Modeling Concepts

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9. Two information systems that support the entire organization are:
- enterprise resource planning systems and dashboards
  - enterprise resource planning systems and transaction processing systems
  - transaction processing systems and office automation systems
  - expert systems and office automation systems

**Competency:** Database Management and Modeling Concepts

10. Computer signals use voltage pulses and are in what form?
- digital
  - analog
  - optical
  - analog and digital

**Competency:** Database Management and Modeling Concepts

11. \_\_\_\_\_ is a data value or state that describes an object and helps identify one object from another of the same class.
- Object
  - Class
  - Inheritance
  - Attribute

**Competency:** Object Oriented Analysis and Design

12. One of the primary advantages of an object is that it contains:
- reusable data
  - messages
  - embedded graphics
  - reusable code

**Competency:** Object Oriented Analysis and Design

13. What is the acronym for Internet telephony?
- VoIP
  - IT
  - IP
  - WWW

**Competency:** Object Oriented Analysis and Design

14. The typical frequency of Wi-Fi wireless fidelity in bits per second is:
- 11-54 M
  - 100M
  - 10-16M
  - 100M-1G

**Competency:** Object Oriented Analysis and Design

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15. Of the following, which one supports the organization and transfer of data between nodes in the network?

- a. host-to-host transport layer
- b. network interface
- c. Internet protocol
- d. physical layer

**Competency:** Object Oriented Analysis and Design

16. In a CRM model, which phase rewards the most loyal and profitable customers?

- a. enhance
- b. acquire
- c. retain
- d. attract

**Competency:** User Interfaces

17. \_\_\_\_\_ is copyrighted software that is made available to the user at **no** cost for an unlimited period of time.

- a. Shareware
- b. Open source software
- c. Open systems
- d. Freeware

**Competency:** User Interfaces

18. Creating specific application software using an organization's own resources is called:

- a. in-house development
- b. contract software
- c. consultant-based development
- d. outsourcing

**Competency:** User Interfaces

19. The process of exchanging predetermined signals and characters to establish a telecommunications session between terminals and computers is:

- a. interconnectivity
- b. packet verification
- c. handshaking
- d. communication verification

**Competency:** User Interfaces

20. Which one of the following is **not** an input?

- a. production
- b. people
- c. energy
- d. time

**Competency:** User Interfaces

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21. \_\_\_\_\_ manage them without human intervention.
- Autonomic computing systems
  - Virtualized systems
  - Nanotechnology systems
  - Server farms

**Competency:** System Controls

22. Arrange the following in the **correct** sequence, from smallest to largest:
- megabyte – kilobyte – gigabyte – terabyte – exabyte – petabyte
  - kilobyte – megabyte – gigabyte – terabyte – petabyte – exabyte
  - exabyte – petabyte – terabyte – gigabyte – megabyte – kilobyte
  - petabyte – exabyte – kilobyte – gigabyte – kilobyte – terabyte

**Competency:** System Controls

23. Unlike the hardwired computers of the 1950s, modern software uses \_\_\_\_\_, where computer programs are executed in the computer's CPU.
- multithreading
  - multitasking
  - multiprogramming
  - stored program concept

**Competency:** System Controls

24. Maslow's hierarchy of needs indicates that organizations that want to satisfy the highest level of need must do the following:
- offer free lunch and day care services
  - offer the best vacation package
  - offer the most pay per hour
  - take time to be creative and innovative

**Competency:** System Controls

25. Who is the responsible group that maintains records for a functional area of an organization?
- the database analysts
  - everyone in the organization
  - the organization department
  - the information system managers

**Competency:** System Controls

26. A(n) \_\_\_\_\_ is a collection of related activities that produce a product or a service of value to an organization.
- supply chain
  - business process
  - information system
  - workflow pattern

**Competency:** Defining System and Business Requirements

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27. \_\_\_\_\_ conveys understanding, accumulated learning, and expertise as they apply to a current problem.
- a. Experience
  - b. Data
  - c. Knowledge
  - d. Information

**Competency:** Defining System and Business Requirements

28. A set of programs that enable the hardware to process data is:
- a. a network
  - b. hardware
  - c. a database
  - d. software

**Competency:** Defining System and Business Requirements

29. The Internet has had which one of the following impacts on the way you purchase your textbooks?
- a. The Internet gives you fewer choices.
  - b. The Internet decreases your bargaining power.
  - c. The Internet increases your bargaining power.
  - d. The Internet provides you with less information.

**Competency:** Defining System and Business Requirements

30. When providing online services that are high quality with guaranteed satisfaction and superior customer support during and following a sale, which one of the following is the best success factor?
- a. lowest price
  - b. fastest service
  - c. selection and value
  - d. performance and service efficiency

**Competency:** Defining System and Business Requirements