

1. Managing Hardware and Software Assets:

Computer Hardware and Information Technology Infrastructure:

1. Which of the following is NOT a primary component of an IT infrastructure?

- A) Software
- B) Data
- C) Internet connection
- D) Human resources

Answer: D) Human resources

2. Which of the following is an example of system software?

- A) Microsoft Word
- B) Linux
- C) Adobe Photoshop
- D) Salesforce

Answer: B) Linux

Categories of Computers and Computer Systems:

3. Which category of computers is best suited for handling large-scale operations for a multinational organization?

- A) Personal computers
- B) Minicomputers
- C) Mainframe computers
- D) Microcomputers

Answer: C) Mainframe computers

4. Which of the following is a characteristic of a microcomputer?

- A) Used by large businesses for critical operations
- B) High processing power for scientific research
- C) Small in size and primarily used for personal tasks

- D) Can handle multiple users simultaneously
- Answer:** C) Small in size and primarily used for personal tasks

Managing Hardware and Software Assets:

5. What is the key challenge in managing hardware and software assets in organizations?

- A) Ensuring software updates are completed regularly
- B) Balancing the budget for hardware and software purchases
- C) Ensuring compatibility between hardware and software
- D) All of the above

Answer: D) All of the above

2. Managing Data Resources:

Organizing Data in a Traditional File Environment:

6. Which of the following is a major limitation of a traditional file-based system for data management?

- A) Data redundancy and inconsistency
- B) High cost of database management systems
- C) Low-speed data processing
- D) Complex data security issues

Answer: A) Data redundancy and inconsistency

7. In a traditional file environment, how is data typically organized?

- A) By using a centralized database management system
- B) In separate files stored on a physical storage device
- C) Through a cloud-based file-sharing system
- D) In relational database tables

Answer: B) In separate files stored on a physical storage device

Database Approach to Data Management:

8. Which of the following is an advantage of using a database management system (DBMS) over a traditional file system?

- A) Improved data security and integrity
- B) Easier to manage large amounts of data
- C) Reduced data redundancy
- D) All of the above

Answer: D) All of the above

9. What is the main purpose of data normalization in databases?

- A) To reduce data redundancy
- B) To speed up data retrieval
- C) To provide real-time updates
- D) To enable data encryption

Answer: A) To reduce data redundancy

3. Telecommunications and Networks:

Components and Functions of Telecommunications Systems:

10. Which of the following is NOT a component of a telecommunications system?

- A) Transmission medium
- B) Protocols
- C) Database management software
- D) Switches and routers

Answer: C) Database management software

11. Which telecommunications technology is most commonly used for long-distance communication?

- A) Local Area Network (LAN)
- B) Wide Area Network (WAN)
- C) Personal Area Network (PAN)
- D) Metropolitan Area Network (MAN)

Answer: B) Wide Area Network (WAN)

Communications Networks:

12. Which network type is most suitable for connecting computers within a small geographic area, such as a single office?

- A) LAN
- B) WAN
- C) MAN
- D) VPN

Answer: A) LAN

13. Which of the following best describes a Virtual Private Network (VPN)?

- A) A private local network connecting devices within a home
- B) A secure network that uses encryption to connect remote users to a corporate network
- C) A network used for e-commerce transactions
- D) A network designed specifically for video conferencing

Answer: B) A secure network that uses encryption to connect remote users to a corporate network

4. The Internet and the New Information Technology Infrastructure:

The New Information Technology (IT) Infrastructure for Digital Firms:

14. Which technology is primarily responsible for the digital transformation of businesses by providing scalable and flexible IT resources?

- A) Cloud computing
- B) Blockchain
- C) Artificial Intelligence
- D) Augmented Reality

Answer: A) Cloud computing

15. What is the key characteristic of a digital firm?

- A) It has no physical office spaces

- B) It relies heavily on online marketing
- C) Its business processes are integrated and supported by IT infrastructure
- D) It only operates in e-commerce

Answer: C) Its business processes are integrated and supported by IT infrastructure

5. Knowledge Management for The Digital Firm:

Knowledge Management in the Organization:

16. What is the main goal of Knowledge Management (KM) in an organization?

- A) To improve the accuracy of financial reporting
- B) To store and retrieve documents in a more efficient way
- C) To facilitate the creation, sharing, and application of knowledge
- D) To protect organizational data from cyber threats

Answer: C) To facilitate the creation, sharing, and application of knowledge

17. Which of the following is an example of a knowledge management tool?

- A) Email
- B) Intranet
- C) Video conferencing
- D) All of the above

Answer: D) All of the above

6. Enhancing Management Decision Making for the Digital Firm:

Decision Support Systems (DSS):

18. What is the main function of a Decision Support System (DSS)?

- A) To automate routine tasks in the organization
- B) To support managerial decision-making with data and analytical tools
- C) To manage employee records

- D) To facilitate communication between different departments

Answer: B) To support managerial decision-making with data and analytical tools

19. Which of the following is a feature of Group Decision-Support Systems (GDSS)?

- A) They support individual decision-makers only
- B) They allow multiple users to collaborate on decision-making
- C) They are used only for financial decisions
- D) They work without any human input

Answer: B) They allow multiple users to collaborate on decision-making

7. General Knowledge on Business IT Systems:

20. Which of the following is a key advantage of using Enterprise Resource Planning (ERP) systems in organizations?

- A) Improved communication across departments
- B) Increased data redundancy
- C) Reduced need for employee training
- D) Simplified external business communication

Answer: A) Improved communication across departments

21. What is a major challenge that organizations face when implementing new IT systems?

- A) Lack of data privacy laws
- B) High upfront costs
- C) Lack of customer demand for technology
- D) Absence of the internet

Answer: B) High upfront costs