

1.6: Study Questions

? Study Question 1.6.1

What are the components that make up an information system?

Answer

Information systems comprise six major components: hardware, software, network communications, data, people, and processes.

? Study Question 1.6.2

List three examples of information system hardware.

Answer

There are many. Some examples can be seen or touched easily, while others reside inside a device that can only be seen by opening up the device's case. Keyboards, mice, pens, disk drives, iPads, printers, and flash drives are all visible examples. Computer chips, motherboards, and internal memory chips are the hardware that resides inside a computer case and are not usually visible from the outside.

? Study Question 1.6.3

Identify which component of information systems includes Microsoft Windows.

Answer

Operating System software.

? Study Question 1.6.4

What is software? What is application software?

Answer

Software is a program that comprises a set of computer instructions that direct a computer or device on how to perform specific tasks. Application software is one or more programs designed to interact with end-users to perform particular tasks or functions on a computer or device.

? Study Question 1.6.5

Describe the different roles people play in information systems

Answer

Examples from the chapter include programmer, IT support, and helpdesk support.

? Study Question 1.6.6

Describe what a process is and its purpose.

Answer

A process is a series of steps to achieve a desired outcome or goal.

? Study Question 1.6.7

What was invented first, the personal computer or the Internet?

Answer

The Internet was activated in 1969, and the personal computer was introduced in 1975.

? Study Question 1.6.8

Which comes first, the Internet or the world wide web?

Answer

The Internet was activated in 1969, and the browser was introduced in 1989.

? Study Question 1.6.9

What helps make the Internet usable for the masses, not just researchers?

Answer

Personal computers got cheaper, an email killer app was introduced, and restrictions were lifted in 1991 to allow the commercialization of the Internet.

? Study Question 1.6.10

What does it mean to say we are in a "post-PC and Web 2.0 world"?

Answer

People can interact anytime, anywhere, and on any device. Individuals and companies can leverage IS to generate income.

? Study Question 1.6.11

What is Carr's main argument about information technology? Is it true then, and is it true now?

Answer

Information systems were just a cost-saving tool and could not be used to gain competitive advantages. The text mentions examples of companies achieving both.

Exercises

1. Suppose you had to explain to a member of your family or closest friends the concept of an information system. How would you define it? Write a one-paragraph description in your own words that you feel would best describe an information system to your friends or family.
2. Which of the six components of an information system (hardware, software, data, network communications, people, process) is the most important to a business organization's success? Write a one-paragraph answer to this question that includes an example from your personal experience to support your answer.
3. We all interact with various information systems daily: at the grocery store, at work, at school, and even in our cars (at least some of us). Make a list of the different information systems you interact with every day. See if you can identify the technologies, people, and processes in making these systems work.
4. Do you agree that we are in a post-Web 2.0 stage in the evolution of information systems? Some argue that we will always need a personal computer, but it will not be the primary device to manipulate information. Others think a new era of mobile, biological, or even neurological computing is coming. Do some original research and predict what business computing will look like in the next three to five years.

5. The Walmart case study introduced how that company used information systems to become the world's leading retailer. Walmart has continued to innovate and is still looked to as a leader in the use of technology. Do some original research and write a one-page report detailing a new technology that Walmart has recently implemented or is pioneering to stay competitive.
 6. Research and write a report on how Amazon uses Information System to create competitive advantage and relate your personal experience as an Amazon customer.
-

This page titled [1.6: Study Questions](#) is shared under a [CC BY 4.0](#) license and was authored, remixed, and/or curated by [Ly-Huong T. Pham and Tejal Desai-Naik](#) ([Evergreen Valley College](#)) .

- [1.6: Study Questions](#) by Ly-Huong T. Pham, Tejal Desai-Naik, Laurie Hammond, & Wael Abdeljabbar is licensed [CC BY 3.0](#).