

# CPS/CAP Review – JEOPARDY!

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## Review/Answer Sheet

### CATEGORY: Basic Management Principles

1. Q – The Statement of an organization’s reason for existence:  
A – **What is a Mission Statement?**
2. Q – The principle of management that focuses on the number of persons or activities that a manager supervises:  
A – **What is the Span of Control**
3. Q – The person known as the “father of office management:”  
A – **Who was William Leffingwell?**
4. Q – Communication between employees of the same level for coordination purposes:  
A – **What is Lateral (Horizontal) Communication?**
5. Q – The decision-making style that is creative and focused on long-term needs:  
A – **What is Conceptual?**

### For Further Review – Category – Basic Management Principles

1. **Mission Statement**– the statement of an organization’s reason for existence.
2. **Span of Control**– the span (number) of persons or activities assigned to one manager.
3. **William Leffingwell**– the “father of office management” applied the principles of scientific management to office work in his book *Scientific Office Management*, published in 1917. His principles included planning, scheduling, and completing work; measuring and evaluating work; and issuing rewards.
4. **Lateral (Horizontal) Communication**– communication that flows between employees on the same level, within the same department or in different departments, usually for coordination purposes.
5. **Conceptual Decision Making**– focused on the long-term and creative.

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## Review/Answer Sheet

### CATEGORY: Records Management

1. Q – The series of steps from the time the record is created until final disposition:  
A – What is the Record Cycle?
2. Q – When a minimum number of documents has accumulated for a specific person or organization these documents are file in an:  
A – What is an Individual Folder?
3. Q – Organized related facts and data in one or more computer files can be achieved by:  
A – What is creating a Database?
4. Q – When floor space available for storage units is limited, side-to-side storage is provided with:  
A – What is Lateral Mobile Storage Units?
5. Files using a numeric or alphanumeric classification system:  
A – What is a Relative Index?

### For Further Review – Category – Records Management

1. **Record Cycle**– record’s life cycle extends from the moment the record is created until its final disposition. (\*\*See “figure I” on last page of review sheet)
2. **Individual Folder**– file folder that includes all correspondence for one correspondent, subject or account.
3. **Database**– a large collection of data files containing all records and data fields available.
4. **Lateral Mobile Storage Units**– side-to-side storage, one storage unit is mounted to the wall with one or two rows of moveable shelving mounted to the floor directly in front. The sliding shelving units move laterally to allow access to the fixed shelving in the back.
5. **Relative Index**– card containing reference information for files using a numeric or alphanumeric classification system; a back-up for numeric and alphanumeric systems that consists of cards filed alphabetically, providing a complete list of names or subjects already included in the filing system, individual card or computer listing of all names in alphabetical order to which numbers have been assigned.

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## Review/Answer Sheet

### CATEGORY: Computer Hardware, Systems & Configuration

1. Q – Changing unorganized data into business information:  
A – **What is Information Processing?**
2. Q – All technical resources shared within an organization:  
A – **What is Information Infrastructure?**
3. Q – Electronic output viewed on a computer screen:  
A – **What is a Soft Copy?**
4. Q – The microcomputer evolution began after the invention of this:  
A – **What is the Microprocessor?**
5. Q – During processing, raw data are manipulated and changed into information by this:  
A – **What is the Central Processing Unit (CPU)?**

### **For Further Review – Category – Records Management**

1. **Information Processing**– take unorganized facts (data) and produce meaningful information that is timely and useful.
2. **Information Infrastructure**– all technical resources shared within an organization. Resources are computer hardware, software, storage, data management, and networks.
3. **Soft Copy**– electronic output viewed on a computer screen.
4. **Microprocessor**– computer component that includes the control unit and the arithmetic logic unit mounted on a single silicon chip; it is the main technology of microcomputers.
5. **Central Processing Unit (CPU)**– computer system component that manipulates raw data, moves information, and performs required arithmetic or logic operations in a digital computer system; consists of a control unit and the arithmetic logic unit. Interprets and executes instructions.

#### **History of the Central Processing Unit**

Central Processing Unit (CPU) history starts in 1971, when a small unknown company, Intel, for the first time combined multiple transistors to form a CPU - a chip called Intel 4044. However, it was eight years before the first Personal Computer was constructed.

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## Review/Answer Sheet

### CATEGORY: Critical Thinking and Decision-Making Processes

1. Q – After September 11, 2001, many businesses were faced with making decisions about their security that had never been made before. These decisions were:  
A – **What are Nonprogrammed Decisions?**
2. Q – The generation of new ideas refers to:  
A – **What is creativity?**
3. Q – Information about how a learner is performing; necessary for both learning and motivation:  
A – **What is Feedback?**
4. Q – The method of research that follows scientific rules so that knowledge can be obtained in an unbiased manner:  
A – **What is The Scientific Method?**
5. Q – A technique designed to help individuals become freer in exercising their creativity, to generate ideas in the decision process:  
A – **What is Brainstorming?**

### For Further Review – Category – Critical Thinking and Decision-Making Processes

1. **Nonprogrammed Decisions**–decisions that have no precedents and represent situations that have not been dealt with previously, and if so, only on a limited basis within the organization.
2. **Creativity**– the generation of new ideas.
3. **Feedback**– information about how a learner is performing; necessary for both learning and motivation.
4. **Scientific Method**– The steps of logical thinking which include identifying and defining the problem; gathering information about the problem; developing alternative solutions; evaluating alternatives; and choosing an alternative.
5. **Brainstorming**– a group problem-solving technique that involves the spontaneous contribution of ideas from all members of the group; also; the mulling over of ideas by one or more individuals in an attempt to devise or find a solution to a problem.

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## Review/Answer Sheet

### **DOUBLE JEOPARDY**

1. Q – A theory of managerial decision making, based on the work of Herbert A. Simon, that describes how managers actually make decisions in business situations:

A – **What is the Behavioral (administrative) Theory of Decision Making?**

### **For Further Review – Category – Final Jeopardy!**

1. **Behavioral (administrative) Theory of Decision Making**– A theory of managerial decision making, based on the work of Herbert A. Simon that describes how managers actually make decisions in business situations.

# CPS/CAP Review – JEOPARDY!

## Review/Answer Sheet

### **\*\*FIGURE I -- RECORDS CYCLE**

