

Office Systems & Technology
Chapter 1 – C

1. _____ Computer Hardware
2. _____ DSS
3. _____ ESS
4. _____ Information Architecture
5. _____ IT Infrastructure
6. _____ KWS
7. _____ MIS
8. _____ OS
9. _____ TPS

- A. All physical equipment used for input, process, output and storage functions in an information system.
- B. Basic to business operations, used for capturing the records of daily transactions necessary in conducting business.
- C. For senior management queries on external and internal data.
- D. Includes all the technical resources shared within the organization.
- E. Information technology applications designed to increase productivity by supporting the coordination and communication activities of the typical office.
- F. The conceptual design of how an organization achieves business processes and goals.
- G. Use sophisticated analytical models to support semi-structured decisions of a digital organization.
- H. Used to create new information and knowledge by workers with advanced degrees. Includes simulations and models that produce graphical output or models.
- I. Uses internal data from the TPS to produce structured summary and exception reports addressing management functions of planning, controlling and making decisions.

True / False

10. _____ Typical processing includes sorting, listing, merging and updating.
11. _____ The main users of the TPS are administrative professionals.
12. _____ Accounts Receivable is an example of an Office System.
13. _____ Hardware, software, Data management, Storage and Networks are all part of an IT infrastructure.
14. _____ Networking does not require a physical communication device.

15. Match the system types to the organizational level

- _____ Executive Support System (ESS)
- _____ Knowledge Work Systems (KWS)
- _____ Management Information System (MIS)
- _____ Office Systems (OS)
- _____ Transaction Processing System (TPS)
and Decision Support System (DSS)

1. Knowledge
2. Management
3. Office
4. Operational
5. Strategic