

- Chapter 12
- The ____ contains a list of technical specifications for equipment, software, and services determined during the system design phase and requests that vendors propose products that meet those specifications.
 - Request for proposal (RFP)
- A company's ____ oversees routing transaction processing and information systems activities, as well as other computer-related areas.
 - Chief information officer (CIO)
- ____ managers include supervisors, office managers, foremen, and other managers who supervise nonmanagement workers.
 - Operational
- A(n) ____ is responsible for setting up and managing large databases within an organization.
 - Database administrator
- Managers are usually classified into three categories: executive, ____, and operational.
 - Middle
- Mary is entering her sophomore year of college. She is interested in helping businesses identifying the business needs of a system and ensuring the systems meet those needs. Her advisor will probably tell her to look into becoming a ____.
 - Business analyst
- A company is planning to replace the old system by the new one all at once. This is called a ____ conversion.
 - Direct
- A(n) ____ is an information system that provides middle and executive managers with regular, routine, and timely information that is used to make decisions.
 - Decision support system (DSS)
- The use of intelligent software to find subtle patterns that may not be evident otherwise is called ____ and is often used with data warehouses and data marts to identify patterns and relationships between data.
 - Data mining
- A company is planning to implement the new system first in their New York location. If it works properly, they will extend it to their Boston and Chicago locations. This is called a ____ conversion.

- Pilot

□ When a proposal for a new system or system modification is submitted, one of the first steps is to conduct a ____.

- Preliminary investigation

□ With a ____, both systems are operated in tandem until it is determined that the new system is working correctly, and then the old system is deactivated.

- Parallel conversion

□ ____ refer to the variety of systems in place to record the details of financial transactions, such as payments and purchases.

- Accounting systems

□ Artificial intelligence systems that attempt to imitate the way a human brain works are called ____.

- Neural networks

□ ____ is the process of gathering, storing, accessing, and analyzing data about a company in order to make better business decisions.

- Business intelligence

□ A company is planning to implement the new system module by module. This is called a ____ conversion.

- Phased

□ ____ refers to the use of computers to help manage manufacturing operations and control machinery used in those processes.

- Computer-aided manufacturing (CAM)

□ ____ are often used in biometric identification systems, such as in the fingerprint reader shown in the accompanying figure.

- Data collection

□ ____ is the phase of system development in which the problem area is studied in depth and the needs of system users are assessed.

- System analysis

□ A(n) ____ uses a knowledge base which is a database that contains facts provided by a human expert and rules for making decisions based on those facts.

- Expert systems

□ Some benefits can be computed relatively easily by calculating the amount of labor the new system will save, the reduction in paperwork it will allow, and so on. These gains are called ____ because they represent quantifiable dollar amounts.

- Tangible benefits

□ The objective of ____ is to gather useful data about the system under study.

- Data collection

□ ____ are often used in biometric identification systems, such as in the fingerprint reader shown in the accompanying figure.

- Neural networks

□ When computer systems perform in ways that would be considered intelligent if observed in humans, it is commonly referred to as ____.

- Artificial intelligence (AI)

□ A(n) ____ is a collection of elements (people, hardware, software, and data) and procedures that interact to generate information needed by the users in an organization.

- Information system

□ ____ is a special type of large, integrated system that ties together all types of a company's activities, such as planning, manufacturing, sales, marketing, distribution, customer service, and finance.

- ERP

□ ____ carry on written (text-based) "conversations" with people in a natural language.

- Chatterbots