**NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Directions:** Answer each of the following questions.

**Objective A**

1. What is information management?

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1. How does information management differ from a management information system (MIS)?

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 3. What two forms does information usually come in?

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 4. How should organizations prioritize information management needs?

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 5. Why should businesses integrate information management throughout the entire
organization?

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 6. Who is responsible for information management?

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 7. Which of the following actions is a part of information management:

 a. Creating technology

 b. Observing competitors

 c. Creating data

 d. Disseminating information

 8. Which of the following is a true statement about a management information system (MIS):

 a. It may be one part of a business’s overall information management program.

 b. It is the same thing as an information management program.

 c. It does not assist with a business’s information management program.

 d. It includes people, processes, and practices.

 9. Which of the following is a true statement about information:

 a. It is simple to manage.

 b. It is data put into a useful form.

 c. It is the same thing as data.

 d. It has no value for an organization.

 10. Which of the following is an example of a type of information a business ***must*** manage:

 a. Government spending

 b. Employees’ personal bills

 c. Competitors’ payrolls

 d. Accounting records

 11. Information usually comes in either physical form or \_\_\_\_\_\_\_\_\_\_ form.

 a. book

 b. note card

 c. verbal

 d. electronic

12. A benefit of informed decisions is that they

 a. are usually bad decisions.

 b. reduce a business’s risk.

 c. cost less money.

 d. hurt a business’s chances at competing.

 13. Appropriate information management saves businesses time and money by

 a. maintaining higher levels of productivity.

 b. increasing information overload.

 c. increasing paper trails.

 d. maintaining yearly raises for employees.

 14. How does appropriate information management affect a business’s relationship with its
customers?

 a. Businesses earn higher profits.

 b. Businesses lose focus on customers.

 c. Businesses serve customers more effectively.

 d. Businesses make better financial decisions.

 15. Appropriate information management helps a business build a good reputation by

 a. being consistent.

 b. charging high prices.

 c. eliminating all mistakes.

 d. offering quality products.

 16. Which of the following U.S. laws relates to information management:

 a. The Sherman Anti-Trust Act

 b. The Sarbanes-Oxley Act

 c. The Landrum-Griffin Act

 d. The Taft-Hartley Act

 17. Managing information regarding copyrights and trademarks helps a company to preserve its

 a. inventory.

 b. correspondence.

 c. customers.

 d. identity.

 18. Managing information for business continuity is important in case of

 a. high employee turnover.

 b. low sales volume.

 c. a disaster.

 d. a drop in stock price.

 19. Carson is a staff accountant, and he needs to look at last year’s tax return. However, he
can’t find it anywhere. Which information management guideline is not being followed in
this situation?

 a. Make sure that information is retrievable.

 b. Make sure that information is accurate.

 c. Set and consistently follow organizational information management practices.

 d. Prioritize information management needs according to business needs.

 20. Who is responsible for information management?

 a. The information management department

 b. An information technology manager

 c. Everyone in the organization

 d. The chief executive officer

 21. Information management can be a challenge because

 a. there is often not enough information to manage.

 b. there is only one right way to do it.

 c. many people don’t understand what it is.

 d. no one wants to participate in it.

 22. Information management can be a challenge because the business world is

 a. constantly changing.

 b. suffering from a lack of information.

 c. not open to new technology.

 d. completely dependent on paper files.

 23. A risk involved with information management is being unprepared for a government

 a. tax break.

 b. audit.

 c. election.

 d. loan.

24. A risk involved with information management is leaving customers unprotected from

 a. bad customer service.

 b. identity theft.

 c. high prices.

 d. faulty products.

25. Which of the following is a trend in information management:

 a. Decreased competition

 b. Decreased number of electronic documents

 c. Increased number of workers in the office

 d. Increased compliance laws and regulations

26. Wireless networks are now more common due to

 a. information overload.

 b. government regulations requiring them.

 c. increased competition.

 d. increased distribution of the workforce.