

Office Systems & Technology  
Chapter 1 – C

1. A - Computer Hardware
2. G - DSS
3. C - ESS
4. F - Information Architecture
5. D - IT Infrastructure
6. H - KWS
7. I - MIS
8. E - OS
9. B - 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. Uses 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. T - Typical processing includes sorting, listing, merging and updating.
11. F - The main users of the TPS are administrative professionals. (*supervisors and operations personnel*)
12. F - Accounts Receivable is an example of an Office System. (*example of TPS*)
13. T - Hardware, software, Data management, Storage and Networks are all part of an IT infrastructure.
14. F - Networking does not require a physical communication device. (*does require*)

15. Match the system types to the organizational level

- 5 - Executive Support System (ESS)
- 1 - Knowledge Work Systems (KWS)
- 2 - Management Information System (MIS)  
and Decision Support System (DSS)
- 3 - Office Systems (OS)
- 4 - Transaction Processing System (TPS)

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