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CLEP Information Systems and Computer Applications Exam (College Level Examination Program)

Questions & Answers PDF

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Question: 1

The electronic data interchange work process includes all of the following steps EXCEPT:

A. Loading trucks in a service bay.
B. Sending completed documents over the network.
C. Printing case labels and universal product codes.
D. Receiving an order from the buyer over the Internet.
E. Creating shipping invoices.

Answer: A

Explanation:
Loading trucks in a service bay. The steps typical of an electronic data interchange process include the following: (1) The buyer sends an order to a company. (2) The company receives the order electronically and then sets up orders by the case, printing labels for the cases and creating shipping notices and invoices. (3) The company, as a last step, sends all related documents across the network to various different computers.

Question: 2

To integrate data and processes of an organization into a single system, which of the following processes should be used?

A. ABX.
B. ERP.
C. CRM.
D. SCM.
E. PLM.

Answer: B

Explanation:
Enterprise resource planning (ERP) is a way to integrate data and processes of an organization into a single system. The acronyms ABX and PLM do not stand for anything. Customer relationship management (CRM) is a process by which to build long-term relationships with business customers. Supply change management (SCM) is a process by which to manage the supply network for a company, including all raw materials and goods needed to make a product or service.

Question: 3

To build long-term relationships with business customers, which of the following processes should be used?

A. ABX.
B. ERP.
C. CRM.
D. SCM.
E. PLM.

Answer: C

Explanation:
Customer relationship management (CRM) is a process by which to build long-term relationships with business customers. The acronyms ABX and PLM do not stand for anything. Enterprise resource planning (ERP) is a way to integrate data and processes of an organization into a single system. Supply change management (SCM) is a process by which to manage the supply network for a company, including all raw materials and goods needed to make a product or service.

Question: 4

To manage the supply network for a company, including all raw materials and goods needed to make a product or service, which of the following process should be used?

A. ABX.
B. ERP.
C. CRM.
D. SCM.
E. PLM.

Answer: D

Explanation:
Supply change management (SCM) is a process to by which to manage the supply network for a company, including all raw materials and goods needed to make a product or service. The acronyms ABX and PLM do not stand for anything. Enterprise resource planning (ERP) is a way to integrate data and processes of an organization into a single system. Customer relationship management (CRM) is a process by which to build long-term relationships with business customers.

Question: 5

A magnetic device internal to the computer that is used to store data is the:

A. Hard drive.
B. Internal modem card.
C. Network interface card.

D. Arithmetic-logical unit.
E. Central processing unit

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Answer: A

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Explanation:
The hard drive is the primary repository for data storage inside the computer.
These drives are magnetic and store and retrieve data, using tiny magnets and platters of material that respond to the magnets. An internal modem is a device inside a computer that can connect to standard phone lines for communication with other computers or devices. These are analog signals only. A network interface card usually includes an RI-45 port that can connect to other computers and devices. An arithmetic-logical unit does complex calculations inside the computer, in conjunction with the central processing unit, and is responsible for the primary workload inside the computer.

Question: 6

A computer device that is used to connect a computer to hubs, networks, and other computers is called the:

A. Hard drive.
B. Internal modem card.
C. Network interface card.
D. Arithmetic-logical unit.
E. Central processing unit

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Answer: C

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Explanation:
A network interface card usually includes an RJ-45 port that can
connect to other computers and devices. The hard drive is the primary repository for data storage inside the computer. These drives are magnetic and store and retrieve data, using tiny magnets and platters of material that respond to the magnets. An internal modem is a device that is inserted inside a computer that can connect to standard phone lines for communication with other computers or devices. These are analog signals only. An arithmetic-logical unit does complex calculations inside the computer, in conjunction with the central processing unit (CPU). The CPU is responsible for the primary workload inside the computer.

Question: 7

The central part of a computer that is responsible for the main processing load is the:

A. Hard drive.
B. Internal modem card.
C. Network interface card.
D. Arithmetic-logical unit

E. Central processing unit.

Explanation:
Central processing unit. The central processing unit (CPU) is responsible for the primary workload inside the computer. The hard drive is the primary repository for data storage inside the computer. These drives are magnetic and store and retrieve data, using tiny magnets and platters of material that respond to the magnets. An internal modem is a device that is inserted inside a computer that can connect to standard phone lines for communication with other computers or devices. These are analog signals only. A network interface card usually includes an RI-45 port that can connect to other computers and devices. An arithmetic-logical unit does complex calculations inside the computer in conjunction with the CPU.

Question: 8

Which of the following is primarily a computer input device?

A. Keyboard.
B. Monitor.
C. Network interface card.
D. Central processing unit.
E. Internal expansion slot.

Explanation:
A keyboard is usually the primary input device for the computer unit. While a monitor, such as a touch-screen, can be an input device, it is used primarily to display output. A network interface card is a device that connects the computer to a network. It is used as an input and output device, depending on the needs of the computer and the user. The central processing unit, or the brains of the computer, does nearly all of the processing for the computer unit. An internal expansion slot is used to add expansion cards inside the computer and can be used for input, output, or absolutely nothing, depending on the needs of the computer.

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