

Chapter 7 IT Infrastructures

True/False Questions

1. An IT infrastructure includes the hardware, software, and telecommunications equipment that, when combined, provide the underlying foundation to support the organization's goals.
2. IT infrastructure is an easy term to define because it means the same thing to all organizations.
3. An intranet is restricted to an organization and certain outsiders, such as customers and suppliers.
4. A thin client is a workstation with a small amount of processing power and costs less than a full powered workstation.
5. The disaster recovery cost curve charts (1) the cost to your organization of the unavailability of information and technology and (2) the cost to your organization of recovering from a disaster over time.
6. A client/server network is a network in which one or more computers are clients and provide services to the other computers which are called servers.
7. A hot site is a separate facility that does not have any computer equipment but is a place where the knowledge workers can move after the disaster.
8. Flexibility is how well your system can adapt to increased demands.
9. Capacity planning determines the future IT infrastructure requirements for new equipment and additional network capacity.
10. Data cleansing is the term that describes the process of ensuring that all information is inaccurate.
11. Accessibility determines when your IT system will be available for knowledge workers to access.
12. Performance measures how many ways a single system can be designed to perform exactly the same function.

13. An integration allows separate systems to communicate directly with each other by automatically exporting data files from one system and importing them into another.
14. Flexibility refers to how well your IT system can adapt to increased demands.
15. A decision-processing enterprise information portal provides knowledge workers with corporate information for making key business decisions.
16. Workflow defines all of the steps or business rules, from beginning to end, required for a process to run correctly.
17. A database-based workflow system sends work assignments through an e-mail system.
18. Backup is the process of reinstalling emergency copies of information.
19. Backing up is not necessary.
20. Disaster recovery plans specify how an IT system or information can be recovered in the event of a catastrophe.
21. A disaster recovery plan should consider the location of the backup information.
22. An SLA defines the specific responsibilities of the service provider and sets the customer's expectations.
23. A Web farm is the name of a location that stores a group of servers in a single place.
24. Hot sites and cold sites should be located as close to the main facility as possible for convenience and lowest cost.
25. A 3-tier infrastructure suffers the same data sharing issues as a 2-tier or even a 4-tier infrastructure.
26. A collaborative-processing enterprise information portal is more of a newsletter—it is static and unchanging.
27. A digital dashboard displays key information gathered from several sources in a standardized format for multiple knowledge workers to share.

28. An integration helps separate applications communicate with one another by automatically exporting data files from one application and importing them into another.
29. Microsoft's .Net is a version of web services.
30. The .NET framework competes with the .NET platform.
31. Applications for the .NET platform must be created using Visual Studio .NET.
32. Java 2 Enterprise Edition was developed by Microsoft prior to their development of the .NET platform.
33. .NET only runs on Microsoft operating systems.
34. Java 2 Enterprise Edition runs only on Microsoft operating systems.
35. An application service provider provides software applications and related services over the Internet so that these applications do not have to reside on in-house computers.
36. An ASP is a company that provides Internet access.
37. Network area storage uses an existing server to provide storage space for client machines.
38. A storage area network is just one form of network area storage.
39. The major difference between a NAS and an SAN is the maximum amount of storage capacity.
40. A server farm provides redundancy in case of failure—if one server fails, others can take over immediately.
41. A server cluster differs from a server farm in that a server cluster is simply a group of servers located in the same room—the servers are not connected to one another and cannot perform any backup functions.

Multiple Choice Questions

42. Which of the following is included in an IT infrastructure?
- A) Hardware
 - B) Software
 - C) Telecommunications equipment
 - D) All of the above
43. What is a network in which one or more computers are servers and provide services to the other computers which are called clients?
- A) Client/server network
 - B) Intranet
 - C) Extranet
 - D) Thin client
44. What is a workstation with a small amount of processing power and costs less than a full powered workstation?
- A) Client/server network
 - B) Intranet
 - C) Extranet
 - D) Thin client
45. What is an internal organizational Internet that is guarded against outside access by a special security feature called a firewall (which can be software, hardware, or a combination of the two)?
- A) Client/server network
 - B) Intranet
 - C) Extranet
 - D) Thin client
46. What is an intranet that is restricted to an organization and certain outsiders, such as customers and suppliers?
- A) Client/server network
 - B) Intranet
 - C) Extranet
 - D) Thin client
47. What is a detailed process for recovering information or an IT system in the event of a catastrophic disaster such as a fire or flood?
- A) Disaster recovery plan
 - B) Hot site
 - C) Cold site
 - D) Disaster recovery cost curve

48. What is a separate facility that does not have any computer equipment but is a place where the knowledge workers can move after the disaster?
- A) Disaster recovery plan
 - B) Hot site
 - C) Cold site
 - D) Disaster recovery cost curve
49. What is a separate and fully equipped facility where the company can move immediately after the disaster and resume business?
- A) Disaster recovery plan
 - B) Hot site
 - C) Cold site
 - D) Disaster recovery cost curve
50. What charts (1) the cost to your organization of the unavailability of information and technology and (2) the cost to your organization of recovering from a disaster over time?
- A) Disaster recovery plan
 - B) Hot site
 - C) Cold site
 - D) Disaster recovery cost curve
51. Which factor determines when your IT system will be available for knowledge workers to access?
- A) Availability
 - B) Accessibility
 - C) Reliability
 - D) None of the above
52. Which factor determines who has the right to access different types of IT systems and information?
- A) Availability
 - B) Accessibility
 - C) Reliability
 - D) Scalability
53. Which factor ensures your IT systems are functioning correctly and providing accurate information?
- A) Availability
 - B) Accessibility
 - C) Reliability
 - D) Scalability
54. Which factor represents how well your system can adapt to increased demands?
- A) Availability
 - B) Accessibility
 - C) Reliability
 - D) Scalability

55. Which factor represents a system's ability to change quickly?
- A) Flexibility
 - B) Performance
 - C) Capacity planning
 - D) Benchmark
56. What measures how quickly an IT system performs a certain process?
- A) Flexibility
 - B) Performance
 - C) Capacity planning
 - D) Benchmark
57. What is a set of conditions used to measure how well a product or system functions?
- A) Flexibility
 - B) Performance
 - C) Capacity planning
 - D) Benchmark
58. What determines the future IT infrastructure requirements for new equipment and additional network capacity?
- A) Flexibility
 - B) Performance
 - C) Capacity planning
 - D) Benchmark
59. What allows separate systems to communicate directly with each other by automatically exporting data files from one system and importing them into another?
- A) Integration
 - B) EAI
 - C) Interoperability
 - D) None of the above
60. What provides knowledge workers with access to workgroup information such as e-mails, reports, meeting minutes, and memos?
- A) Intranet-processing enterprise information portal
 - B) Collaborative-processing enterprise information portal
 - C) Decision-processing enterprise information portal
 - D) None of the above
61. What provides knowledge workers with corporate information for making key business decisions?
- A) Intranet-processing enterprise information portal
 - B) Collaborative-processing enterprise information portal
 - C) Decision-processing enterprise information portal
 - D) None of the above

62. What stores a document in a central location and automatically asks the knowledge workers to access the document when it's their turn to edit the document?
- A) EIP
 - B) Database-based workflow system
 - C) ASP
 - D) Messaging-based workflow system
63. What automates business processes?
- A) Workflow
 - B) ASP
 - C) Workflow system
 - D) EIP
64. What defines all of the steps or business rules, from beginning to end, required for a process to run correctly?
- A) Workflow
 - B) EIP
 - C) Workflow system
 - D) SLA
65. What sends work assignments through an e-mail system?
- A) Database-based enterprise information portal
 - B) Messaging-based enterprise information portal
 - C) Database-based workflow system
 - D) Messaging-based workflow system
66. What is a company called that provides an outsourcing service for businesses software applications?
- A) ASP
 - B) SLA
 - C) Both of the above
 - D) None of the above
67. What defines the specific responsibilities of the service provider and sets the customer expectations?
- A) ASP
 - B) SLA
 - C) Both of the above
 - D) None of the above

68. Which term means that a company rents space and telecommunications equipment from another company?
- A) Collocation
 - B) Server farm
 - C) EIP
 - D) None of the above
69. What is the name of a location that stores a group of servers in a single place?
- A) Collocation
 - B) Server farm
 - C) Web farm
 - D) None of the above
70. What is either a Web site that has multiple servers, or an ISP that provides Web site outsourcing services using multiple servers?
- A) Collocation
 - B) Server farm
 - C) Web farm
 - D) None of the above
71. Which term represents a company that rents space and telecommunications equipment from another company?
- A) Collocation
 - B) Collocation
 - C) Co-location
 - D) All of the above
72. Which of the following is the primary characteristic of an intranet?
- A) People outside the organization can access it
 - B) People inside the organization can't access it
 - C) People outside the organization can't access it
 - D) None of the above
73. Which of the following can be information hosted on an intranet?
- A) Benefits
 - B) Schedules
 - C) Employee directories
 - D) All of the above
74. A disaster recovery cost curve charts:
- A) The cost to your organization of the unavailability of information
 - B) The cost to your organization of recovering from a disaster over time
 - C) All of the above
 - D) None of the above

75. Which item would be included in a typical SLA?
- A) Availability
 - B) Accessibility
 - C) Performance
 - D) All of the above
76. In which type of infrastructure is the majority of the system logic and intelligence located on client PCs?
- A) Client/server
 - B) Thin client
 - C) 2-tier infrastructure
 - D) 3-tier infrastructure
77. Which infrastructure includes application servers, data servers, and clients?
- A) Client/server
 - B) Thin Client
 - C) 2-tier infrastructure
 - D) 3-tier infrastructure
78. Which of the following is not a characteristic of enterprise information portals?
- A) They are dynamic
 - B) They provide real-time notification of important new information via e-mail
 - C) They present critical information in the form of graphics and charts
 - D) All of the above are characteristics of EIPs
79. Which information system displays key information gathered from several sources in a tailored format for individual knowledge workers?
- A) Collaborative-processing enterprise information portal
 - B) Decision processing enterprise information portal
 - C) Digital dashboard
 - D) Digital speedometer
80. Which concept suggests that different applications and computer systems should be able to communicate with one another?
- A) Integration
 - B) Web services
 - C) Scalability
 - D) Interoperability
81. Which service encompasses all technologies used to transmit and process information on an across a network?
- A) Interoperability
 - B) Scalability
 - C) Benchmarking
 - D) Web services

82. The goal of Microsoft .NET is to make applications available:
- A) Any time
 - B) Any place
 - C) Any device
 - D) All of the above
83. What component of .NET includes all tools, technologies, and services that support Microsoft's vision of connected applications?
- A) Platform
 - B) Framework
 - C) Visual Studio
 - D) System
84. What component of .NET includes services used to support web services?
- A) Platform
 - B) Framework
 - C) Visual Studio
 - D) System
85. What advantages does network area storage offer users?
- A) Recovery
 - B) Automated backup software
 - C) All of the above
 - D) None of the above
86. What type of storage system uses special-purpose servers to provide file storage to users who access the device over a network?
- A) Network area storage
 - B) Storage area network
 - C) Server farm
 - D) Web farm
87. What type of storage system creates a network of servers to provide file storage for users?
- A) Network area storage
 - B) Storage area network
 - C) Server farm
 - D) Web farm
88. Which process can prevent a knowledge worker from losing their work due to computer problems or human errors?
- A) backup
 - B) recovery
 - C) benchmarking
 - D) data cleansing

89. Which process is used to reinstall data from a copy when the original data has been lost?
- A) backup
 - B) recovery
 - C) benchmarking
 - D) data cleansing
90. What describes a process of continuously measuring results and comparing those results to optimal performance so that actual performance may be improved?
- A) Performance
 - B) Capacity planning
 - C) Benchmarking
 - D) Data cleansing

Fill in the Blank Questions

91. A(n) _____ includes the hardware, software, and telecommunications equipment that, when combined, provide the underlying foundation to support the organization's goals.
92. A(n) _____ defines the specific responsibilities of the ASP and set customer expectations.
93. _____ uses special-purpose servers to provide file storage to users who access the device over a network.
94. A(n) _____ creates a network of servers to provide file storage for users.
95. A(n) _____ stores a group of servers in a single place.
96. A(n) _____ specifies a process for recovering information or an IT system following a disaster.
97. A(n) _____ is a separate facility that does not include computer equipment but can be occupied by knowledge workers following a disaster.
98. _____ refers to how well your IT system can adapt to increased demands.
99. _____ is a process of continuously measuring results and comparing those results to optimal performance so that actual performance may be improved.

100. A(n) _____ displays key information gathered from several sources in a tailored format for individual knowledge workers.
101. _____ suggests that different applications and computer systems should be able to communicate with one another.
102. _____ service encompasses all technologies used to transmit and process information on an across a network.
103. The .NET _____ includes all tools, technologies, and services that support Microsoft's vision of connected applications.
104. Applications for the .NET platform must be created using _____.
105. A(n) _____ sends work assignments through an e-mail system.
106. A(n) _____ is an internal organizational Internet that is guarded against outside access by a special security feature called a firewall (which can be software, hardware, or a combination of the two).
107. A(n) _____ is a separate and fully equipped facility where the company can move immediately after the disaster and resume business.
108. A(n) _____ is the process of reinstalling the backup information in the event the information was lost.
109. The disaster recovery cost curve charts (1) the _____ to your organization of the unavailability of information and technology and (2) the _____ to your organization of recovering from a disaster over time.
110. A(n) _____ is a network in which one or more computers are servers and provide services to the other computers which are called clients.
111. _____ is the term that describes the process of ensuring that all information is accurate.
112. A(n) _____ is a set of conditions used to measure how well a product or system functions.
113. _____ measures how quickly an IT system performs a certain process.

114. A(n) _____ allows separate systems to communicate directly with each other by automatically exporting data files from one system and importing them into another.
115. A(n) _____ is a workstation with a small amount of processing power and costs less than a full powered workstation.
116. Information sharing may become an issue when using a(n) _____ infrastructure.
117. A(n) _____ allows knowledge workers to access company information via a web interface in a dynamic fashion.
118. A(n) _____ presents knowledge workers with corporate information for decision-making purposes.
119. _____ provides knowledge workers with access to workgroup information such as e-mails, reports, meeting minutes, and memos.
120. A(n) _____ stores the document in a central location and automatically asks the knowledge workers to access the document when it's their turn to edit the document.
121. A(n) _____ automates business processes.
122. _____ simple means that a company rents space and telecommunications equipment from another company, or a collocation vendor.
123. A(n) _____ is a company that provides an outsourcing service for businesses software applications.