1) MIS efficiency metrics measure the impact the information system or technologies have on the organization's activities and its ability to meet its goals and objectives.
   1. True
   2. False
   
2) A Physical DFD
   1. Provides an overview of the entire system or process being modeled and what types of inputs and outputs come into or are produced by the system
   2. Provides a detailed view of the specific actions and subprocesses that make up the system or process being modeled
   3. Provides a detailed view of the entities (people and things) that make up the system or process being modeled
   4. Provides a detailed view of the structure of a database
   5. None of the above

3) Every internal entity must have at least one flow coming into it and one flow going out it.
   1. True
   2. False

4) Data stores are always included in the Context Diagram
   1. True
   2. False

5) Raw facts, statistics, or numbers that require further processing to be used in decision making are:
   1. Important inputs
   2. Management information systems
   3. Internal entities in a DFD
   4. Data
   5. Information
6) Which of the following represents an illegal data flow in a DFD?
   1. A flow from an external entity to an internal entity
   2. A flow from an internal entity to an external entity
   3. A flow from an internal entity to another internal entity
   4. A flow from an external entity to a data store
   5. A flow from an internal entity to a data store

7) If an entity is involved in an information processing activity, it must be internal to the process or system being modeled
   1. True
   2. False

8) The label of a data flow should always include an action verb that describes whether the data are being sent or received
   1. True
   2. False

9) Identify the primary value activity associated with the firm's value chain concept
   1. Business process improvement
   2. Value chain
   3. Delivering a product or service
   4. The infrastructure of the firm
   5. Procurement

10) Business Process Reengineering (BPR) involves only making small incremental changes to existing processes
    1. True
    2. False