

Link 13.4 Answers to Exercise 13.1

1. What does the acronym *cloud* stand for?
 - Cloud is an acronym for Common Location Independent, Online Utility.
2. Why is cloud computing referred to as on-demand computing?
 - Cloud computing is referred to as on-demand computing because the payment model is that of a metered service where an organization only pays for the service that it has used. The IT capacity is elastic responding to the organization's changing demands for storage and processing facilities.
3. Which is more secure, a private cloud or a public cloud? Why?
 - A private cloud is more secure than a public cloud because the organization has dedicated use of the cloud.
4. Which is the most cost effective, a private cloud or a public cloud? Why?
 - A public cloud is more cost effective than a private cloud because the amount of service rented can easily be changed. In a private cloud, the organization must pay for the maximum capacity it needs even though the maximum capacity will not be continuously used.
5. What is the difference between Infrastructure as a Service and Software as a Service?
 - Infrastructure as a Service (IAAS) is where an organization rents access to the technological infrastructure (such as servers).
 - Software as a Service (SAAS) is where an organization rents access to software applications that are hosted in the cloud, rather than purchasing and installing applications on specific computers in the organization.
6. How does remote access differ from mobile access?
 - Remote access refers to the ability to access, store, and change information that is stored at another location.
 - Mobile access refers to the ability to continue to access and use information systems whilst in transit.

7. What is m-commerce?
 - M-commerce refers to e-business transactions conducted on a mobile device.
8. List three features of a mobile telephone that need to be considered when using it to access large documents.
 - Screen size.
 - Bandwidth.
 - Data format supported.
 - Risk of disconnection.
9. What type of location-based query is 'find the nearest café'?
 - This is an example of a simple query.
10. How is a location determined in location-based services?
 - Location is determined in location-based services by geometric models using GPS co-ordinates or symbolic modelling
11. What is meant by the *Internet of Things*?
 - The Internet of Things is a vision of allocating an IP address to anything to connect it to the Internet.
12. What are the two dimensions of building controls?
 - Building controls can have manual or automatic operation, and either react or anticipate responses.
13. What ethical issues arise from the installation of a swipe card in a building?
 - Swipe cards could be used to monitor the movement of staff, invade their privacy and monitor how they work.
14. Is an enterprise resource planning system one system or a set of modules?
 - An enterprise resource planning system is a set of modules.
15. Why does the implementation of an ERP system often require business processes to change?
 - Business rules are embedded into the design of ERP software and the rules are unlikely to exactly meet the requirements of the organization. The implementation of an ERP system may therefore require business processes of the organization to change.

16. What is the difference between configuring an ERP system and customizing an ERP system?

- ERP systems are configured to reflect the specific business rules in the organization, which may involve deactivating some rules or functions and incorporating the organization's control structures into the system.
- Customizing an ERP system involves changing the program code in the application to meet the needs of the organization.

17. Why is the quality of data important in an ERP system?

- The modules in an ERP system are integrated by the flow of data and so poor quality data will adversely affect other areas of the organization as it flows through the system.

18. What is the difference between a document management system and a content management system?

- A document management system provides a repository for electronic documents and electronic copies of paper documents.
- A content management system provides a repository for content elements, facilitating the reuse of content in different information products. It also includes other features such as workflow tasks.

19. What is meant by systematic reuse?

- Systematic reuse enables content to be automatically inserted into new content being created.

20. What are three advantages of adopting a single source strategy?

- One place to look for information.
- Information is up to date and reliable.
- When the reused content is updated, the updated version is shown in all content where it is used.