Chapter 9
E-Government, C2C, E-Learning, and Other EC Applications

True-False Questions

1. CISCO allows employees to learn new software by means of computer-based tutorials and "classes." This is an example of e-learning.

   Answer: T   **Reference**: E-Learning at CISCO Systems

2. E-government is a federal concept and so does not include any form of state buying activity.

   Answer: F   **Reference**: E-Government: An Overview

3. E-government applies only to the interaction of the government with its business suppliers.

   Answer: F   **Reference**: E-Government: An Overview

4. The Paperwork Elimination Act ordered the top 500 forms used by citizens to be placed online by December 2000.

   Answer: T   **Reference**: E-Government: An Overview

5. E-government is the application of information technology to the process of government.

   Answer: T   **Reference**: E-Government: An Overview

6. All interactions between a government and its citizens that can take place electronically are categorized as G2C.

   Answer: T   **Reference**: Government-to-Citizens

7. The purpose of the government EBT system is to conduct online bids for the supplies it uses in day-to-day operations.

   Answer: F   **Reference**: Electronic Benefits Transfer

8. The cost of distributing government benefits electronically is much lower than the conventional check distribution system.

   Answer: T   **Reference**: Electronic Benefits Transfer

9. Forward auctions are replacing traditional RFQ programs in some government purchasing.

   Answer: F   **Reference**: Government E-Procurement

10. Many government entities are using online forward auctions to improve the sale of surplus assets.

    Answer: T   **Reference**: Forward E-Auctions

11. G2G includes all intragovernmental activities among government units, as well as interactions with other governments.

    Answer: T   **Reference**: Government-to-Government

12. The U.S. Navy's Lifelines system is an example of G2E EC.

    Answer: T   **Reference**: Government-to-Employees

13. The first stage in Deloitte's transformation process is information publishing and dissemination.

    Answer: T   **Reference**: The Transformation Process

14. The creation of multipurpose portals in G2C allows citizens with differing needs to access information via a single portal entry point.

    Answer: T   **Reference**: The Transformation Process

15. The greatest advantage of the Deloitte transformation process is the speed of implementation this process allows.

    Answer: F   **Reference**: Implementation Issues

16. G2C is easier to implement than G2B.

    Answer: F   **Reference**: Implementation Issues

17. E-government is totally dependent on the Internet.

    Answer: F   **Reference**: Non-Internet E-Government

18. In the new-medium approach to online publishing, publishers create new material or add multimedia content to paper publications.

    Answer: T   **Reference**: Online Publishing Approaches and Methods

19. In the publishing-intermediation approach, the publisher creates an online archive.

     Answer: F   **Reference**: Online Publishing Approaches and Methods

20. In point-casting, content is personalized in real time.

    Answer: T   **Reference**: Online Publishing Approaches and Methods

21. The most important issue today in publishing music online is payment for intellectual property.

Answer: T   **Reference**: Publishing of Music, Videos, Games, and Entertainment

22. Webcasting provides music fans the opportunity to share music files from one user to another via the Internet.

Answer: F   **Reference**: Webcasting

23. Webinars are seminars broadcast over the Internet.

Answer: T   **Reference**: Webcasting

24. Edutainment is the broadcasting of traditional lectures and text materials over the Internet for the purpose of educating the user.

Answer: F   **Reference**: Edutainment

25. E-books are digitized books which can be read on computer screens.

Answer: T   **Reference**: Electronic Books

26. One of the major advantages of e-books over traditional print media is e-books are typically distributed without charge.

Answer: F   **Reference**: Electronic Books

27. The primary source of revenue anticipated by electronic publishers is fee income from selling the software required to view the books on conventional computer displays.

Answer: F   **Reference**: Electronic Books

28. In an online bookshelf, a collection of simple books without hyperlinks is made available online or via download.

Answer: T   **Reference**: Electronic Books

29. In a BYO decision book, the traditional text of a book is stored online and users can pick and choose which chapters of the book they want to read.

Answer: F   **Reference**: Electronic Books

30. A Rubic's-cube hyperlink book is an online-only product.

Answer: T   **Reference**: Electronic Books

31. The primary advantage of e-books from the perspective of publishers is the reduced cost of production and distribution.

    Answer: T   **Reference**: Electronic Books

32. In print-on-demand, traditional texts are made available online and readers can download all or part of the text in whatever order they choose.

    Answer: T   **Reference**: Print-On-Demand

33. A print-on-demand text is called a blog.

    Answer: F   **Reference**: Weblogging

34. By eliminating barriers of time, distance, and socioeconomic status, e-learning has the potential to be the great equalizer in education.

    Answer: T   **Reference**: Benefits of E-Learning

35. While online delivery is cheaper than the traditional classroom, studies indicate that student retention is lower in an online environment than in a traditional classroom.

    Answer: F   **Reference**: Benefits of E-Learning

36. One major benefit of e-learning is that it is much easier to update a Web site than a traditional textbook.

    Answer: T   **Reference**: Benefits of E-Learning

37. Retaining and motivating students over a long period of time is a major challenge in e-learning.

    Answer: T   **Reference**: Drawbacks and Challenges of E-Learning

38. Knowledge is of limited value to an organization unless it is shared with others in the organization.

    Answer: T   **Reference**: Knowledge Management and E-Commerce

39. In C2C e-commerce, both the buyer and the seller are individuals, not businesses.

    Answer: T   **Reference**: Customer-to-Customer E-Commerce

40. P2P networks utilize the Internet to connect people directly to other people.

    Answer: T   **Reference**: Characteristics of P2P Systems

Multiple Choice Questions

41. All of the following are examples of e-government **EXCEPT:**

a. a recent college graduate consults a Web site operated by the state employment office to learn about job openings in his town.
b. a company sells army surplus supplies at auction over the Internet.
c. a state purchasing officer places an online order for office supplies from an e-catalog sent to her by a national office supply store.
d. a homebuilder submits an application for a building permit using a city hall Web site.

Answer: b   **Reference**: Scope and Definition

42. E-government in the United States was especially driven by the:

a. 1999 E-Government Act.
b. 1998 Government Paperwork Elimination Act.
c. 1997 G2C Act.
d. 2000 Paper-free Government Act.

Answer: b   **Reference**: Scope and Definition

43. An example of G2C is:

a. a road contractor uses the Internet to submit a closed bid on a paving contract.
b. an employee at the Chamber of Commerce gets local demographic data from a U.S. Census site.
c. a driver applies for and pays for the renewal of his auto tag online.
d. a regional hospital conducts an online reverse auction for cleaning supplies.

Answer: c   **Reference**: Government-to-Citizens

44. Harold reports quarterly sales from his business to city hall over the Internet. He pays his local business tax with a credit card. This is an example of:

a. G2G e-commerce.
b. G2B e-commerce.
c. ETB.
d. E-Procurement.

Answer: b   **Reference**: Government-to-Business

45. A government uses an online reverse auction to satisfy the tendering system requirements specified by law. This is an example of:

   a. G2G e-commerce.
   b. G2E e-commerce.
   c. ETB.
   d. E-Procurement.

   Answer: d   **Reference**: Government E-Procurement

46. A citizen goes to the state Web site and pays her income tax from her home computer. This is an example of:

   a. G2G EC.
   b. G2B EC.
   c. G2C EC.
   d. P2P EC.

   Answer: c   **Reference**: Government-to-Citizens

47. The transfer of government benefits electronically directly to the accounts of recipients is called:

   a. G2G E-commerce.
   b. G2B E-commerce.
   c. EBT.
   d. E-Procurement.

   Answer: c   **Reference**: Electronic Benefits Transfer

48. The nationwide EBT system now under development by the federal government:

   a. requires that every person receiving federal benefits have a checking account.
   b. has, thus far, proven to be too costly to be effective.
   c. will replace the current procurement system.
   d. will provide a smart card to every benefit recipient who doesn't have a checking account that will be used to access benefits at ATMs.

   Answer: d   **Reference**: Electronic Benefits Transfer

49. According to Deloitte's transformation process for moving government into the digital age, the first step is:

    a. to develop multipurpose portals which will allow users to access data from multiple departments.
    b. individual government departments will set up their own Web sites for customers providing information, the range of available services, and contacts for further information.
    c. clustering of services along common lines to accelerate the delivery of shared services.
    d. to establish "official" two-way transactions using digital signatures over secure Web sites.

    Answer: b   **Reference**: The Transformation Process

50. According to the Deloitte transformation study, most governments:

    a. are moving rapidly through the six steps of transformation.
    b. are approaching level five in the transformation process.
    c. have not yet begun the transformation process.
    d. are still in stage 1 of the transformation process.

    Answer: d   **Reference**: Implementation Issues

51. In transforming government into the digital era, G2B EC:

    a. will be much slower to implement than G2C.
    b. has already found a cheap solution to security concerns associated with making customer records available online.
    c. is easier than G2C.
    d. will not move forward until government employees are willing to receive and supply personal records over the Internet.

    Answer: c   **Reference**: Implementation Issues

52. A publisher digitizes its newspapers from the last five years and offers them online without change to print subscribers. This is an example of the:

    a. online-archive approach.
    b. new-medium approach.
    c. publishing-intermediation approach.
    d. dynamic approach.

    Answer: a   **Reference**: Online Publishing Approaches and Methods

53. A publisher digitizes its newspapers from the last five years and offers them online with added cross reference links to material on similar topics. This is an example of the:

   a. online-archive approach.
   b. new-medium approach.
   c. Publishing-intermediation approach.
   d. dynamic approach.

   Answer: b   **Reference**: Online Publishing Approaches and Methods

54. An online entrepreneur builds a Web site which offers links to providers of a wide variety products and services geared to small businesses. This is an example of the:

   a. online-archive approach.
   b. new-medium approach.
   c. publishing-intermediation approach.
   d. dynamic approach.

   Answer: c   **Reference**: Online Publishing Approaches and Methods

55. A new Web service provides sports scores, stock prices, and breaking news to subscribers in real time. The information sent is determined by the interests of the subscriber as determined by an online survey sent to subscribers when they sign up for the service.
   This is an example of the:

   a. online-archive approach.
   b. new-medium approach.
   c. publishing-intermediation approach.
   d. dynamic approach.

   Answer: d   **Reference**: Online Publishing Approaches and Methods

56. The electronic delivery of newspapers, magazines, books, videos, music, and other digitizable information over the Internet is called:

   a. an information delivery service.
   b. online publishing.
   c. infomediary services.
   d. EDS (Electronic Delivery Service)

   Answer: b   **Reference**:   Online Publishing, E-Books, and E-Blogging

57. An online service transmits jazz concerts from venues around the world to subscribers who pay a fee for each concert as well as a monthly membership fee. This is an example of:

    a. point casting.
    b. just-in-time publishing.
    c. Webcasting.
    d. edutainment.

    Answer: c   **Reference**: Webcasting

58. An example of edutainment is:

    a. two students sharing music over the Internet.
    b. an online science fiction game whose object is to blast as many aliens as possible in a 60 second round.
    c. a community college providing an online college course.
    d. a CD game that uses colorful characters to teach young children about numbers.

    Answer: d   **Reference**: Edutainment

59. The publishing of Stephen King's e-book published in March 2000:

    a. was an unqualified success and established electronic publishing as a legitimate competitor for traditional publishers.
    b. was disrupted by hackers who breached security, then distributed free copies of the book.
    c. was a failure because the cost of the book was too high.
    d. produced very few sales.

    Answer: b   **Reference**: Electronic Books

60. An author offers his new book for download in linear form through an online publisher. This is an example of an e-book:

    a. in a traditional book format.
    b. in Rubic's-cube hyperlink format. .
    c. in BYO decision book format.
    d. in the dynamic book format.

    Answer: a   **Reference**: Electronic Books

61. An author offers his new book online. The book is filled with hyperlinks and allows the reader to explore the book nonlinearly. This is an example of an e-book:

    a. in a traditional book format.
    b. in Rubic's-cube hyperlink format. .
    c. in download book format.
    d. in the dynamic book format.

    Answer: b   **Reference**: Electronic Books

62. An author has written a new book that uses VRML and multimedia. The book puts the reader in the driver's seat by allowing him/her to move freely through the book and make decisions that will impact plot. This is an example of an e-book:

   a.   in a traditional book format.
   b.   in Rubic's-cube hyperlink format.
   c.   in BYO decision book format.
   d.   in the dynamic book format.

   Answer: c   **Reference**: Electronic Books

63. All of the following are steps in the print-on-demand process **EXCEPT**:

   a.   the publisher creates a digital master.
   b.   the book is distributed via the Internet as an e-book.
   c.   the order specifies which pieces of the master to include and in which order.
   d.   the book is packaged and shipped.

   Answer: b   **Reference**: Print-On-Demand

64. A teen fan creates a Web site which serves as a public daily journal of her thoughts about a new boy band. This is an example of:

   a.   print-on-demand.
   b.   Webcasting.
   c.   e-book.
   d.   a blog.

   Answer: d   **Reference**: Weblogging

65. The online delivery of information for purposes of education, training, knowledge management, or performance management is called:

   a.   edutainment.
   b.   distance learning.
   c.   a virtual university.
   d.   e-learning.

   Answer: d   **Reference**: The Basics of E-Learning

66. All of the following are advantages of e-learning **EXCEPT**:

   a.   knowledge retention is higher.
   b.   it costs less to deliver education online than in a traditional classroom.
   c.   college professors are anxious to develop new online courses.
   d.   learning time is reduced.

   Answer: c   **Reference**: Benefits of E-Learning

67. All of the following are potential drawbacks of e-learning **EXCEPT**:

    a. knowledge retention is lower than in traditional classroom settings.
    b. instructors must be retrained.
    c. assessment issues remain to be resolved.
    d. the protection of intellectual property of content developers.

    Answer: a   **Reference**: Drawbacks and Challenges of E-Learning

68. All of the following are drawbacks of e-learning **EXCEPT**:

    a. the highly specialized equipment needed to adequately develop and deliver courses is very expensive.
    b. instructors have to be retrained.
    c. it is difficult to control the transmission of e-copyrighted works downloaded from e-learning sites.
    d. e-learning materials must be regularly updated.

    Answer: a   **Reference**: Drawbacks of E-Learning

69. Most universities are using e-learning:

    a. as a total replacement for traditional classrooms.
    b. exclusively in reaching students who couldn't otherwise attend classes.
    c. only when forced by administrators to use it as a way to reduce costs.
    d. as a supplementary channel to traditional classrooms.

    Answer: d   **Reference**: Implementing E-Learning in Learning Centers

70. The primary difference between knowledge management and e-learning is:

    a. e-learning is conducted on an intranet and knowledge management occurs via the Internet.
    b. e-learning applies knowledge to individual learning while knowledge management is concerned with collecting, storing, and analyzing information for the organization.
    c. knowledge management is concerned only with internal data while e-learning looks at both internal and external data.
    d. e-learning is concerned with the sharing of knowledge learned with others while in knowledge management; the learner retains all information gathered for him/her.

    Answer: b   **Reference**: Knowledge Management and E-Commerce

71. Employee knowledge, competencies, and creativity are called:

    a. human capital.
    b. corporate capital.
    c. structural capital.
    d. cultural capital.

    Answer: a   **Reference**: KM Types and Activities

72. The capability to leverage knowledge through sharing and transferring is called:

    a. human capital.
    b. corporate capital.
    c. structural capital.
    d. cultural capital.

    Answer: c   **Reference**: KM Types and Activities

73. All of the following are advantages of Internet-based classified ads compared with traditional classified ads **EXCEPT:**

    a. search engines make it easier to narrow the search in online ads.
    b. Internet ads are only available to regional customers.
    c. online ads are easy to edit.
    d. placing an online ad on one site assures that the ad will be visible at many other partner locations, thus increasing the exposure of the ad without additional cost.

    Answer: b   **Reference**: Classified Ads

74. In P2P networks:

    a. each workstation on the network has similar capabilities.
    b. payment of subscription fees allows access to proprietary extranets.
    c. at least one computer must act as a server for other client computers.
    d. computers communicate through a central server.

    Answer: a   **Reference**: Peer-to-Peer Networks and Applications

75. All of the following are key characteristics of P2P systems **EXCEPT:**

    a. the system provides connections with other users.
    b. the system includes tools to support users who want to create content and functionality.
    c. the system supports "cross-networking" protocols.
    d. users interface through a Web browser.

    Answer: d   **Reference**: Characteristics of P2P Systems

76. P2P signifies a shift in emphasis in peer networking from:

    a. applications to hardware.
    b. browsers to database software.
    c. hardware to applications.
    d. servers to clients.

    Answer: c   **Reference**: Characteristics of P2P Systems

77. Harriet uses instant messaging to tell her friends about a new movie she has just seen. This is an example of the P2P application called:

    a. content distribution.
    b. distributed search.
    c. collaboration.
    d. business process automation.

    Answer: c   **Reference**: Models of P2P Applications

78. Two music fans swap their favorite songs using Napster. This is an example of:

    a. content distribution.
    b. distributed search.
    c. collaboration.
    d. business process automation.

    Answer: a   **Reference**: Models of P2P Applications

79. In contrast to eBay auctions, an auction based on file sharing allows:

    a. any user to upload a picture of a product, which the central server makes available to all interested bidders.
    b. the auction site to direct interested parties to the computer of the seller where information about the item for sale is stored.
    c. the delivery of digital goods directly through a central server.
    d. a central computer to store all information about items for sale and to notify bidders when an auction ends.

    Answer: b   **Reference**: Other Commercial P2P Applications in C2C

Essay Questions

80. Define e-government and give an example of e-government as it applies to businesses, other government entities, and citizens.

    Answer: E-Government is the use of information technology in general and e-commerce in particular to provide citizens and organizations with more convenient access to government information and services and to provide delivery of public services to citizens, business partners, and those working in the public sector.

    Examples will vary, including:
    G2C – any electronic interaction between a government and its citizens.
    G2B - e-procurement, group purchasing, forward auctions, and tax collection.
    G2G - electronic interactions between governments and between functional units within a government.
    G2E – electronic interactions between governments and their employees.

    Reference: E-Government: An Overview

81. List and describe three online publishing approaches.

    Answer: Three of the following:
    1. Online-archive approach – Transfer paper publications to digitized form and make the information available online.
    2. New-medium approach – Publishers create new material or add content and multimedia to paper publications.
    3. Publishing-intermediation approach – Creation of online directories of goods, services, and products available online.
    4. Dynamic approach – Personalizes content in real-time and transmits it on the fly in the format best suited to the user's location, tastes, and preferences.

    Reference: Online Publishing Approaches and Methods

82. List three issues in the widespread adoption of e-books.

    Answer: Three of the following:
    1. How to protect copyrights.
    2. How to distribute and sell e-books.
    3. How much to charge for e-books.
    4. How to best support e-book navigation.
    5. Which standards to use.
    6. How to increase reading speed.
    7. How to transform readers from print to e-books.
    8. How to design an e-book.
    9. How publishers can justify e-books in terms of profitability and market share.
    10. How to secure content.

    Reference: E-Book Issues

83. List three benefits of e-learning.

   Answer: Three of the following:
   1. Reduced training time.
   2. Opportunity to provide training to large numbers of workers with diverse cultural and educational levels.
   3. Reduced training costs.
   4. Higher content retention.
   5. Ability to adjust time, location, content, and speed of learning to the schedules of learners.
   6. Easier and quicker to keep updated.
   7. Creates a fear-free learning environment.

   Reference: Benefits of E-Learing

84. List five characteristics of P2P systems.

   Answer: Five of the following:
   1. User interfaces load outside of a Web browser.
   2. User computers can act as both clients and servers.
   3. The overall system is easy to use and is well integrated.
   4. The system includes tools to support users wanting to create content and functionality.
   5. The system provides connections with other users.
   6. The system supports "cross-networking" protocols.
   7. The system does something new or exciting.

   Reference: Characteristics of P2P Systems