1. A \_\_\_\_\_ looks beyond day-to-day activities and focuses on a horizon that is three, five, ten, or more years in the future.

a. strategic plan  
b. SWOT analysis

1. business case
2. critical success factor

Analysis:

a. Correct.

b. Incorrect. See [Page 50]

c. Incorrect. See [Page 50]

d. Incorrect. See [Page 50]

1. The term \_\_\_\_\_ refers to the reasons, or justification, for a proposal.

a. strategic planning  
b. SWOT analysis

1. business case
2. critical success factor

Analysis:

a. Incorrect. See [Page 54]

b. Incorrect. See [Page 54]

c. Correct.

d. Incorrect. See [Page 54]

1. A(n) \_\_\_\_\_ is a hardware-based security control that can identify a person by a retina scan or by mapping a facial pattern.
2. encryption
3. biometric device
4. RFID
5. EPC

Analysis:

a. Incorrect. See [Page 56]

b. Correct.

c. Incorrect. See [Page 56]

d. Incorrect. See [Page 56]

1. \_\_\_\_\_ inventory systems rely on computer-to-computer data exchange to minimize unnecessary inventory.
2. CRM
3. RFID
4. EPC
5. JIT

Analysis:

a. Incorrect. See [Page 58]

b. Incorrect. See [Page 58]

c. Incorrect. See [Page 58]

d. Correct.

1. The IT director usually serves as a technical consultant to ensure that members of the \_\_\_\_\_ are aware of crucial issues, problems, and opportunities.
2. business case
3. systems review committee
4. preliminary investigation
5. discretionary project

Analysis:

a. Incorrect. See [Page 60]

b. Correct.

c. Incorrect. See [Page 60]

d. Incorrect. See [Page 60]

1. \_\_\_\_ feasibility means that a proposed system will be used effectively after it has been developed.
2. Schedule
3. Economic
4. Technical
5. Operational

Analysis:

a. Incorrect. See [Page 62]

b. Incorrect. See [Page 62]

c. Incorrect. See [Page 62]

d. Correct.

1. A system’s \_\_\_\_\_ includes ongoing system support and maintenance costs, as well as acquisition costs.
2. total cost of ownership
3. tangible cost
4. intangible cost
5. constraint

Analysis:

a. Correct.

b. Incorrect. See [Page 63]

c. Incorrect. See [Page 63]

d. Incorrect. See [Page 63]

1. A popular technique for investigating causes and effects is called a \_\_\_\_\_.
2. Pareto chart
3. fishbone diagram
4. SWOT analysis
5. scatter diagram

Analysis:

a. Incorrect. See [Page 67]

b. Correct.

c. Incorrect. See [Page 67]

d. Incorrect. See [Page 67]

1. The \_\_\_\_\_ is the primary method of obtaining information during the preliminary investigation.
2. documentation review
3. interview
4. survey
5. data analysis

Analysis:

a. Incorrect. See [Page 69]

b. Correct.

c. Incorrect. See [Page 69]

d. Incorrect. See [Page 69]

1. The final task in the preliminary investigation is to prepare a report to management that includes an evaluation of the systems request, an estimate of costs and benefits, and a \_\_\_\_\_, which is a summary of the project request and a specific recommendation.
2. total cost of ownership
3. business case
4. case for action
5. project scope

Analysis:

a. Incorrect. See [Page 74]

b. Incorrect. See [Page 74]

c. Correct.

d. Incorrect. See [Page 74]