1. High-priority objectives that must be achieved to fulfill the company’s mission are called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Answer:

critical success factors. See page 51.

1. The starting point for most projects is called a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which is a formal way of asking for IT support.

Answer:

systems request. See page 55.

1. Some common security controls include passwords, various levels of user access, and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, or coding data to keep it safe from unauthorized users.

Answer:

encryption. See page 56.

1. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ evaluates systems requests at most large companies.

Answer:

systems review committee. See page 60.

1. When assessing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ feasibility, a systems analyst must consider the interaction between time and costs.

Answer:

schedule. See page 64.

1. The first step in evaluating \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is to identify and weed out systems requests that are not achievable.

Answer:

feasibility. See page 64.

1. A type of project where management has no choice in implementing it is referred to as a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ project.

Answer:

nondiscretionary. See page 65.

1. An Ishikawa diagram, which is a popular technique for investigating causes and effects, is also called a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Answer:

fishbone diagram. See page 67.

1. Systems analysts may use a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which is a widely used tool for visualizing issues that need attention.

Answer:

Pareto chart. See page 71.

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ section of a typical preliminary investigation report contains the results of the investigation, including a description of the project’s scope, constraints, and feasibility.

Answer:

findings. See page 74.