1. Although the Internet has triggered enormous changes in business methods and operations, it has had little impact in the area of software acquisition.   
T  
Incorrect. See page 260.  
F  
Correct.

2. An IBS solution is attractive to customers because it offers online data center support, mainframe computing power for mission-critical functions, and universal access via the Internet.  
T  
Correct.  
F  
Incorrect. See page 264.

3. Organizations with special systems requirements, such as colleges and banks, need horizontal applications to handle their unique business needs.  
T  
Incorrect. See page 267.  
F  
Correct.

4. Compared with software developed in-house, a software package almost always is less expensive, particularly in terms of initial investment.   
T  
Correct.  
F  
Incorrect. See page 269.

5. An evaluation and selection team must include users, who will participate in the selection process and feel a sense of ownership in the new system.   
T  
Correct.  
F  
Incorrect. See page 273.

6. An accurate forecast of TCO isn’t as critical as it might seem, because only 15% of total costs occur after the purchase of the hardware and software, according to Gartner, Inc.   
T  
Incorrect. See page 273.  
F  
Correct.

7. A request for proposal is more specific than a request for quotation because the required product or service is already known when the request for quotation is written.   
T  
Incorrect. See page 277.  
F  
Correct.

8. To determine whether a package can handle a certain transaction volume efficiently, a benchmark test can be performed.   
T  
Correct.  
F  
Incorrect. See page 279.

9. The systems requirements document is the basis for the presentations that are made to the IT department, the users, and most importantly, management.   
T  
Correct.  
F  
Incorrect. See page 282.

10. Depending on the project, system developers often blend traditional and cutting-edge development methods, because what works in one situation might not work in another.   
T  
Correct.  
F  
Incorrect. See page 283.