1. \_\_\_\_\_ is a model of software deployment where an application is hosted as a service provided to customers over the Internet.

a. NPV  
b. VAR

1. SaaS
2. IC

Analysis:

a. Incorrect. See [Page 260]

b. Incorrect. See [Page 260]

c. Correct.

d. Incorrect. See [Page 260]

1. In a(n) \_\_\_\_\_ systems development environment, many applications require substantial desktop computing power and resources.

a. traditional  
b. Web-based

1. logical
2. application

Analysis:

a. Correct.

b. Incorrect. See [Page 262]

c. Incorrect. See [Page 262]

d. Incorrect. See [Page 262]

1. Oracle Corporation cites data that shows that businesses spend up to \_\_\_\_\_ percent of their IT budgets maintaining existing software and systems.
2. 20
3. 40
4. 60
5. 80

Analysis:

a. Incorrect. See [Page 263]

b. Incorrect. See [Page 263]

c. Incorrect. See [Page 263]

d. Correct.

1. The practice of shifting IT development, support, and operations to other countries is referred to as offshore \_\_\_\_\_.
2. computing
3. evaluating
4. outsourcing
5. hosting

Analysis:

a. Incorrect. See [Page 265]

b. Incorrect. See [Page 265]

c. Correct.

d. Incorrect. See [Page 265]

1. A(n) \_\_\_\_\_ is a firm that enhances a commercial software package by adding custom features and configuring it for a particular industry.
2. BPO
3. VAR
4. IBS
5. ROI

Analysis:

a. Incorrect. See [Page 267]

b. Correct.

c. Incorrect. See [Page 267]

d. Incorrect. See [Page 267]

1. Business requirements sometimes can be fulfilled by a(n) \_\_\_\_\_ application, rather than a formal information system or commercial package.
2. fixed fee
3. vertical
4. cloud
5. user

Analysis:

a. Incorrect. See [Page 270]

b. Incorrect. See [Page 270]

c. Incorrect. See [Page 270]

d. Correct.

1. The \_\_\_\_\_ of a project is the total value of the benefits minus the total value of the costs, with both costs and benefits adjusted to reflect the point in time at which they occur.
2. net present value
3. payback analysis
4. return on investment
5. value-added

Analysis:

a. Correct.

b. Incorrect. See [Page 274]

c. Incorrect. See [Page 274]

d. Incorrect. See [Page 274]

1. The \_\_\_\_\_ document is the end product of the SDLC systems analysis phase.
2. request for quotation
3. request for proposal
4. system requirements
5. business process

Analysis:

a. Incorrect. See [Page 275]

b. Incorrect. See [Page 275]

c. Correct.

d. Incorrect. See [Page 275]

1. A systems analyst can use industry trade journals as a source of information when researching \_\_\_\_\_ applications for a specific industry.
2. horizontal
3. vertical
4. user
5. subscription

Analysis:

a. Incorrect. See [Page 278]

b. Correct.

c. Incorrect. See [Page 278]

d. Incorrect. See [Page 278]

1. A software \_\_\_\_\_ could allow the software to be used on a single computer, a specified number of computers, a network, or an entire site, depending on the terms of the agreement.
2. newsgroup
3. benchmark
4. interface
5. license

Analysis:

a. Incorrect. See [Page 280]

b. Incorrect. See [Page 280]

c. Incorrect. See [Page 280]

d. Correct.