1. Two major Web-based development environments are Microsoft’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and IBM’s WebSphere.

Answer:

.NET. See page 261.

1. An application service provider is a firm that delivers a software application, or access to an application, by charging a usage or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ fee.

Answer:

subscription. See page 264.

1. A make or buy decision is the choice between \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ versus purchasing software.

Answer:

developing. See page 266.

1. Companies tend to choose \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ development to satisfy unique business requirements, to minimize changes in business procedures and policies, to meet constraints of existing systems and existing technology, and to develop internal resources and capabilities.

Answer:

in-house. See page 268.

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, or information center, offers services such as hotline assistance, training, and guidance to users who need technical help.

Answer:

service desk. See page 271.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ determines how long it takes an information system to pay for itself through reduced costs and increased benefits.

Answer:

Payback analysis. See page 274.

1. An evaluation model is a technique that uses a common yardstick to measure and compare \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ratings.

Answer:

vendor. See page 276.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, or newsgroups, can be hosted by private or public entities, or reside in larger communities such as Google Groups or Yahoo Groups.

Answer:

Forums. See page 278.

1. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ agreement, which includes additional support and assistance from a vendor, is a supplement to a software purchase.

Answer:

maintenance. See page 280.

1. The presentation to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, one of the most critical milestones in the systems development process, occurs at the end of the systems analysis phase.

Answer:

management. See page 282.