1. The letters SWOT stand for strengths, weaknesses, options, and threats.   
T  
Incorrect. See page 51.  
F  
Correct.

2. Stronger controls and reduced cost are two of the main reasons for systems requests.   
T  
Correct.  
F  
Incorrect. See page 55.

3. Some industry experts predict that bar code technology will be overshadowed in the future by electronic product code (EPC) technology that uses RFID tags to identify and monitor the movement of each individual product, from the factory floor to the retail checkout counter.

T  
Correct.  
F  
Incorrect. See page 58.

4. Customer relationship management systems integrate all customer-related events and transactions, including marketing, sales, and customer service activities.  
T  
Correct.  
F  
Incorrect. See page 58.

5. Many organizations assign responsibility for evaluating systems requests to a computer resources committee.   
T  
Correct.  
F  
Incorrect. See page 59.

6. Economic feasibility means that the projected benefits of a proposed system outweigh the estimated costs.   
T  
Correct.  
F  
Incorrect. See page 63.

7. Projects where management has a choice in implementing them are called voluntary projects.   
T  
Incorrect. See page 65.  
F  
Correct.

8. Gathering data about project usability, cost, benefits, and schedules is the objective of fact-finding.   
T  
Correct.  
F  
Incorrect. See page 68

9. The XY chart, which is a problem-solving tool, is sometimes called a scatter diagram.   
T  
Correct.  
F  
Incorrect. See page 72

10. The first section of a typical preliminary investigation report is the case for action.   
T  
Incorrect. See page 74.  
F  
Correct.