1. The objective of the systems analysis phase is to understand the proposed project, ensure that it will support business requirements, and build a solid foundation for system development.   
T  
Correct.  
F  
Incorrect. See page 132.

2. IT professionals handle almost every aspect of systems development with little to no user participation.  
T  
Incorrect. See page 134.  
F  
Correct.

3. A potential disadvantage of rapid application development is its lack of emphasis on a company’s strategic business needs.  
T  
Correct.  
F  
Incorrect. See page 137.

4. The Unified Modeling Language uses object-oriented design concepts and provides various graphical tools, such as use case diagrams and sequence diagrams.   
T  
Correct.  
F  
Incorrect. See page 141.

5. Outputs, inputs, processes, performance, and controls are the five general categories of system requirements.   
T  
Correct.  
F  
Incorrect. See page 143.

6. Microsoft has developed a method for measuring scalability called Rapid Economic Justification (REJ).   
T  
Incorrect. See page 146.  
F  
Correct.

7. In an interview, closed-ended questions encourage spontaneous and unstructured responses.   
T  
Incorrect. See page 150.  
F  
Correct.

8. The Hawthorne Effect is a model that asks traditional fact-finding questions in a systems development context.   
T  
Incorrect. See page 155.  
F  
Correct.

9. People working in teams can use collaboration software, such as Google Docs and Microsoft Web Apps, to access data and share files.   
T  
Correct.  
F  
Incorrect. See page 161.

10. Microsoft Outlook and Novell’s GroupWise are examples of popular personal information managers, which include a personal calendar, a to-do list, and contact management features.   
T  
Correct.  
F  
Incorrect. See pages 162-163.