

Chapter 01 - Introduction to Systems Analysis and Design

True / False

1. Most firms give their IT budgets a low priority in good economic times.

- a. True
- b. False

ANSWER: False

RATIONALE: Most firms give their IT budgets a high priority, in good times or bad.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 3

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.01 - Describe the impact of information technology on society

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: What is Information Technology?

KEYWORDS: Bloom's: Understand

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2. A mission-critical system is one that is unimportant to a company's operations.

- a. True
- b. False

ANSWER: False

RATIONALE: A mission-critical system is one that is vital to a company's operations.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 5

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.02 - Describe the five main components of an information system

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Information System Components

KEYWORDS: Bloom's: Remember

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3. In an information system, data is information that has been transformed into input that is valuable to users.

- a. True
- b. False

ANSWER: False

RATIONALE: Information is data that has been transformed into output that is valuable to users.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 5

Chapter 01 - Introduction to Systems Analysis and Design

QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.02 - Describe the five main components of an information system
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information System Components
KEYWORDS: Bloom's: Understand
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4. Transaction processing (TP) systems are inefficient because they process a set of transaction-related commands individually rather than as a group.

- a. True
- b. False

ANSWER: False
RATIONALE: Transaction processing (TP) systems are efficient because they process a set of transaction-related commands as a group rather than individually.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 12
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.05 - Identify the seven types of information systems used in business
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Business Information Systems
KEYWORDS: Bloom's: Understand
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5. In a knowledge management system, a knowledge base consists of logical rules that identify data patterns and relationships.

- a. True
- b. False

ANSWER: False
RATIONALE: A knowledge management system uses inference rules, which are logical rules that identify data patterns and relationships.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 13
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.05 - Identify the seven types of information systems used in business
NATIONAL STANDARDS: United States - BUSPROG: Technology

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RDS:

TOPICS: Business Information Systems

KEYWORDS: Bloom's: Remember

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6. Most large companies require systems that combine transaction processing, business support, knowledge management, and user productivity features.

- a. True
- b. False

ANSWER: True

RATIONALE: Most large companies require systems that combine transaction processing, business support, knowledge management, and user productivity features.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 15

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.05 - Identify the seven types of information systems used in business

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Business Information Systems

KEYWORDS: Bloom's: Remember

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7. Since middle managers focus on a longer time frame, they need less detailed information than top managers, but somewhat more than supervisors who oversee day-to-day operations.

- a. True
- b. False

ANSWER: False

RATIONALE: Because they focus on a somewhat shorter time frame, middle managers need more detailed information than top managers but somewhat less than supervisors who oversee day-to-day operations.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 17

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.06 - Describe the types of information the four classes of users need

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: What Information Do Users Need?

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KEYWORDS: Bloom's: Understand

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8. Many companies find that a trend called empowerment, which gives employees more responsibility and accountability, improves employee motivation and increases customer satisfaction.

- a. True
- b. False

ANSWER: True

RATIONALE: Many companies find that a trend called empowerment, which gives employees more responsibility and accountability, improves employee motivation and increases customer satisfaction.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 17

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.06 - Describe the types of information the four classes of users need

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: What Information Do Users Need?

KEYWORDS: What Information Do Users Need?

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9. Network administration includes hardware and software maintenance, support, and security.

- a. True
- b. False

ANSWER: True

RATIONALE: Network administration includes hardware and software maintenance, support, and security.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 28

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.09 - Discuss the seven main functions of the information technology department

NATIONAL STANDARD: United States - BUSPROG: Technology

TOPICS: The Information Technology Department

KEYWORDS: Bloom's: Remember

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10. The responsibilities of a systems analyst at a small firm are exactly the same as those at a large corporation.

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- a. True
- b. False

ANSWER: False

RATIONALE: The responsibilities of a systems analyst at a small firm are different from those at a large corporation.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 32

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.10 - Describe the roles and responsibilities of a systems analysts within the enterprise

NATIONAL STANDARD S: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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11. Tools make it easier to build an information system, thereby boosting IT productivity and improving the quality of the finished product.

- a. True
- b. False

ANSWER: True

RATIONALE: Tools make it easier to build an information system, thereby boosting IT productivity and improving the quality of the finished product.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 25

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.08 - List the tools that enable the systems analyst to develop, manage, and maintain large-scale information systems

NATIONAL STANDARD ARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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12. After developing a model, many CASE tools can generate program code, which impedes and slows down the implementation process.

- a. True
- b. False

ANSWER: False

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RATIONALE: After developing a model, many CASE tools can generate program code, which speeds the implementation process.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 25

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.08 - List the tools that enable the systems analyst to develop, manage, and maintain large-scale information systems

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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13. Application software consists of programs that support day-to-day business functions and provide users with the information they need.

- a. True
- b. False

ANSWER: True

RATIONALE: Application software consists of programs that support day-to-day business functions and provide users with the information they need.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 5

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.02 - Describe the five main components of an information system

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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14. User support provides users with technical information, training, and productivity support.

- a. True
- b. False

ANSWER: True

RATIONALE: User support provides users with technical information, training, and productivity support.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 28

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QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVE S: SAD.12e.01.09 - Discuss the seven main functions of the information technology department
NATIONAL STANDARD S: United States - BUSPROG: Technology
TOPICS: The Systems Analyst
KEYWORDS: Bloom's: Understand
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15. Assistive technology refers to the combination of hardware, software, and services that people use to manage, communicate, and share information.

- a. True
- b. False

ANSWER: False
RATIONALE: Information technology refers to the combination of hardware, software, and services that people use to manage, communicate, and share information.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 3
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.01 - Describe the impact of information technology on society
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: The Systems Analyst
KEYWORDS: Bloom's: Understand
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16. A large concentration of networked computers working together is called a data ranch.

- a. True
- b. False

ANSWER: False
RATIONALE: A large concentration of networked computers working together is called a data center.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 5
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.02 - Describe the five main components of an information system
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: The Systems Analyst

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KEYWORDS: Bloom's: Understand
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17. System software controls the flow of data, provides data security, and manages network operations.

- a. True
- b. False

ANSWER: True

RATIONALE: System software controls the flow of data, provides data security, and manages network operations.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 5

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVE SAD.12e.01.02 - Describe the five main components of an information system
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NATIONAL STANDARDS United States - BUSPROG: Technology
:

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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18. Examples of company-wide applications, called legacy applications, include order processing systems, payroll systems, and company communications networks.

- a. True
- b. False

ANSWER: False

RATIONALE: Examples of company-wide applications, called enterprise applications, include order processing systems, payroll systems, and company communications networks.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 5

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.02 - Describe the five main components of an information system
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NATIONAL STANDARDS United States - BUSPROG: Technology
:

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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19. Hardware consists of everything in the physical layer of the information system.

- a. True
- b. False

ANSWER: True

RATIONALE: Hardware consists of everything in the physical layer of the information system.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 5

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.02 - Describe the five main components of an information system

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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20. When planning an information system, a company must consider how a new system will interface with older systems, which are called horizontal systems.

- a. True
- b. False

ANSWER: False

RATIONALE: When planning an information system, a company must consider how a new system will interface with older systems, which are called legacy systems.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 6

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.02 - Describe the five main components of an information system

NATIONAL STANDARDS:

United States - BUSPROG: Technology

TOPICS:

The Systems Analyst

KEYWORDS: Bloom's: Understand

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21. Traditional relational models are still used, but so-called NoSQL databases are gaining in popularity due to their ability to scale to extremely large and unstructured datasets.

- a. True
- b. False

ANSWER: True

RATIONALE: Traditional relational models are still used, but so-called NoSQL databases are gaining in popularity due to their ability to scale to extremely large and unstructured datasets.

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POINTS: 1

DIFFICULTY: Easy

REFERENCES: 6

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.02 - Describe the five main components of an information system

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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22. On mobile devices, the user interacts with the system with an app, but the same back-end services are accessed as when the user interacts with a web page.

- a. True
- b. False

ANSWER: True

RATIONALE: Internet-based systems involve various hardware and software designs, but a typical model is a series of web pages that provides a user interface, which communicates with database management software and a web-based data server. On mobile devices, the user interacts with the system with an app, but the same back-end services are accessed.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 8

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.03 - Explain Internet business strategies and relationships, including B2C and B2B

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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23. A business profile is a specific set of transactions, events, and results that can be described and documented.

- a. True
- b. False

ANSWER: False

RATIONALE: A business process is a specific set of transactions, events, and results that can be described and documented.

POINTS: 1

DIFFICULTY: Moderate

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REFERENCES: 9
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.04 - Explain how to use business profiles and models
NATIONAL STANDARD: United States - BUSPROG: Technology
TOPICS: The Systems Analyst
KEYWORDS: Bloom's: Understand
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24. Business process modeling notation (BPMN) includes standard shapes and symbols to represent events, processes, workflows, and more.

- a. True
- b. False

ANSWER: True
RATIONALE: Business process modeling notation (BPMN) includes standard shapes and symbols to represent events, processes, workflows, and more.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 10
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.04 - Explain how to use business profiles and models
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: The Systems Analyst
KEYWORDS: Bloom's: Understand
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25. When one is using a transaction processing system, if a single element of a transaction fails, the system will skip the corrupt element and continue to process the rest of the transaction.

- a. True
- b. False

ANSWER: False
RATIONALE: Transaction processing systems ensure that if any single element of a transaction fails, the system does not process the rest of the transaction.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 12
QUESTION TYPE: True / False
HAS VARIABLES: False

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LEARNING OBJECTIVES: SAD.12e.01.05 - Identify the seven types of information systems used in business

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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26. When companies first installed word processing systems, managers expected to reduce the number of employees as office efficiency increased.

- a. True
- b. False

ANSWER: True

RATIONALE: When companies first installed word processing systems, managers expected to reduce the number of employees as office efficiency increased.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 15

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.05 - Identify the seven types of information systems used in business

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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27. Knowledge workers and team leaders are included in the top level of the organizational model.

- a. True
- b. False

ANSWER: False

RATIONALE: Top managers are in the top level of the typical organizational model.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 16

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.06 - Describe the types of information the four classes of users need

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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28. The waterfall model emphasizes interactivity among the phases.

- a. True
- b. False

ANSWER: False

RATIONALE: The waterfall model does not emphasize interactivity among the phases.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 19

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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29. Object-oriented methods provide an easy transition to O-O programming languages such as C++, Java, and Swift.

- a. True
- b. False

ANSWER: True

RATIONALE: Object-oriented methods provide an easy transition to O-O programming languages such as C++, Java, and Swift.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 22

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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30. The structure of the IT department varies among companies, as do its name and placement within the organization.

- a. True
- b. False

ANSWER: True

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RATIONALE: The structure of the IT department varies among companies, as do its name and placement within the organization.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 26

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.09 - Discuss the seven main functions of the information technology department

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Understand

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Multiple Choice

31. When planning an information system, a company must consider how a new system will interface with older systems, which are called ____.

- a. enterprise applications
- b. network operating systems (NOS)
- c. operating applications
- d. legacy systems

ANSWER: d

RATIONALE: When planning an information system, a company must consider how a new system will interface with older systems, which are called legacy systems.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 6

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.02 - Describe the five main components of an information system

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Information System Components

KEYWORDS: Bloom's: Remember

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32. Internet-based commerce is called ____ and includes two main sectors: B2C (business-to-consumer) and B2B (business-to-business).

- a. electronic commerce
- b. network-oriented commerce
- c. virtual trading

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- d. online trading

ANSWER: a

RATIONALE: Internet-based commerce is called e-commerce (electronic commerce).

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 8

9

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVE S: SAD.12e.01.03 - Explain Internet business strategies and relationships, including B2C and B2B

NATIONAL STANDARD S: United States - BUSPROG: Technology

TOPICS: Business Today

KEYWORDS: Bloom's: Remember

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33. Which is one of the main sectors of ecommerce?

- a. C2C (consumer-to-consumer)
- b. B2C (business-to-consumer)
- c. C2B (consumer-to-business)
- d. BPM (business process model)

ANSWER: b

RATIONALE: Internet-based commerce, called e-commerce, includes B2C (business-to-consumer) as well as B2B (business-to-business) transactions.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 9

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.03 - Explain Internet business strategies and relationships, including B2C and B2B

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Business Today

KEYWORDS: Bloom's: Remember

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34. _____ enabled computer-to-computer transfer of data between companies, usually over private telecommunications networks.

- a. Electronic data interchange (EDI)
- b. Radio frequency identification (RFID)
- c. Enterprise resource planning (ERP)

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d. Object-oriented (O-O) analysis

ANSWER: a
RATIONALE: EDI enabled computer-to-computer data transfer, usually over private telecommunications lines.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 9
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVE S: SAD.12e.01.03 - Explain Internet business strategies and relationships, including B2C and B2B
NATIONAL STANDARD S: United States - BUSPROG: Technology
TOPICS: Business Today
KEYWORDS: Bloom's: Remember
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35. A _____ is an overview that describes a company's overall functions, processes, organization, products, services, customers, suppliers, competitors, constraints, and future direction.

- a. business matrix
- b. business profile
- c. business index
- d. business glossary

ANSWER: b
RATIONALE: A business profile is an overview of a company's mission, functions, organization, products, services, customers, suppliers, competitors, constraints, and future direction.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 9
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.04 - Explain how to use business profiles and models
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Modeling Business Operations
KEYWORDS: Bloom's: Remember
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36. A _____ graphically displays one or more business processes, such as handling an airline reservation, filling a product order, or updating a customer account.

- a. business matrix model (BMM)
- b. business process model (BPM)

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- c. business indexing model (BIM)
- d. business strategic model (BSM)

ANSWER: b

RATIONALE: A business process model (BPM) graphically displays one or more business processes, such as handling an airline reservation, filling a product order, or updating a customer account.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 9

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.04 - Explain how to use business profiles and models

TIVES:

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Modeling Business Operations

KEYWORDS: Bloom's: Remember

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37. For complex models, analysts can choose computer-based modeling tools that use _____, which includes standard shapes and symbols to represent events, processes, workflows, and more.

- a. electronic data interchange (EDI)
- b. joint application development (JAD)
- c. business process modeling notation (BPMN)
- d. rapid application development (RAD)

ANSWER: c

RATIONALE: For complex models, analysts can choose computer-based modeling tools that use business process modeling notation (BPMN), which includes standard shapes and symbols to represent events, processes, workflows, and more.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 10

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.04 - Explain how to use business profiles and models

TIVES:

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Modeling Business Operations

KEYWORDS: Bloom's: Remember

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38. Transaction processing (TP) systems _____.

- a. provide job-related information to users at all levels of a company

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- b. simulate human reasoning by combining a knowledge base and inference rules that determine how the knowledge is applied
- c. process data generated by day-to-day business operations
- d. include email, voice mail, fax, video conferencing, word processing, automated calendars, database management, spreadsheets, and integrated mobile computing systems

ANSWER: c

RATIONALE: Transaction processing (TP) systems process data generated by day-to-day business operations.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 11

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.05 - Identify the seven types of information systems used in business

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Business Information Systems

KEYWORDS: Bloom's: Remember

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39. Business support systems _____.

- a. provide job-related information support to users at all levels of a company
- b. simulate human reasoning by combining a knowledge base and inference rules that determine how the knowledge is applied
- c. process data generated by day-to-day business operations
- d. include email, voice mail, fax, video conferencing, word processing, automated calendars, database management, spreadsheets, and integrated mobile computing systems

ANSWER: a

RATIONALE: Business support systems provide job-related information support to users at all levels of a company.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 12

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVE SAD.12e.01.05 - Identify the seven types of information systems used in business
S:

NATIONAL STANDARDS United States - BUSPROG: Technology

:

TOPICS: Business Information Systems

KEYWORDS: Bloom's: Remember

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40. _____ technology uses high-frequency radio waves to track physical objects.

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- a. Redundant array of independent disks (RAID)
- b. Radio frequency identification (RFID)
- c. Enterprise resource planning (ERP)
- d. Management information system (MIS)

ANSWER: b

RATIONALE: Automated data acquisition is possible using technology such as radio frequency identification (RFID), which uses high-frequency radio waves to track physical objects.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 13

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.05 - Identify the seven types of information systems used in business

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Business Information Systems

KEYWORDS: Bloom's: Remember

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41. Knowledge management systems use a large database called a(n) _____ that allows users to find information by entering keywords or questions in normal English phrases.

- a. inference engine
- b. knowledge base
- c. knowledge database management system
- d. inference manager

ANSWER: b

RATIONALE: Knowledge management systems use a large database called a knowledge base that allows users to find information by entering keywords or questions in normal English phrases.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 13

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.05 - Identify the seven types of information systems used in business

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Business Information Systems

KEYWORDS: Bloom's: Remember

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42. User productivity systems _____.

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- a. provide job-related information to users at all levels of a company
- b. simulate human reasoning by combining a knowledge base and inference rules that determine how the knowledge is applied
- c. process data generated by day-to-day business operations
- d. include groupware programs that enable users to share data, collaborate on projects, and work in teams

ANSWER: d

RATIONALE: User productivity systems also include groupware, which enables users to share data, collaborate on projects, and work in teams.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 14

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.05 - Identify the seven types of information systems used in business

NATIONAL STANDARDS: United States - BUSPROG: Technology

RDS:

TOPICS: Business Information Systems

KEYWORDS: Bloom's: Understand

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43. In a typical organizational model, top managers _____.

- a. develop long-range plans, called strategic plans, which define a company's overall mission and goals
- b. provide direction, necessary resources, and performance feedback to supervisors and team leaders
- c. oversee operation employees and carry out day-to-day functions, coordinating operational tasks and people
- d. include users who rely on transaction processing (TP) systems to enter and receive the data they need to perform their jobs

ANSWER: a

RATIONALE: Top managers develop long-range plans, called strategic plans, which define the company's overall mission and goals.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 16

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.06 - Describe the types of information the four classes of users need

NATIONAL STANDARDS: United States - BUSPROG: Technology

DS:

TOPICS: What Information Do Users Need?

KEYWORDS: Bloom's: Understand

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44. In a typical company organizational model, middle managers _____.
a. develop long-range plans, called strategic plans, which define the company's overall mission and goals
b. provide direction, necessary resources, and performance feedback to supervisors and team leaders
c. oversee operation employees and carry out day-to-day functions, coordinating operational tasks and people
d. include users who rely on transaction processing (TP) systems to enter and receive the data they need to perform their jobs

ANSWER: b

RATIONALE: Middle managers provide direction, necessary resources, and performance feedback to supervisors and team leaders.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 17

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVSAD.12e.01.06 - Describe the types of information the four classes of users need ES:

NATIONAL STANDAR United States - BUSPROG: Technology DS:

TOPICS: What Information Do Users Need?

KEYWORDS: Bloom's: Understand

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45. _____ is a systems development technique that produces a graphical representation of a concept or process that systems developers can analyze, test, and modify.

- a. Prototyping
- b. Rapid application development
- c. Scrum
- d. Modeling

ANSWER: d

RATIONALE: Modeling produces a graphical representation of a concept or process that systems developers can analyze, test, and modify.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 9

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTI SAD.12e.01.04 - Explain how to use business profiles and models VES:

NATIONAL STANDA United States - BUSPROG: Technology RDS:

TOPICS: Systems Development Tools

KEYWORDS: Bloom's: Remember

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46. A _____ describes the information that a system must provide.

- a. process model
- b. data model
- c. business model
- d. network model

ANSWER: c

RATIONALE: A business model describes the information that a system must provide.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 9

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.04 - Explain how to use business profiles and models

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Tools

KEYWORDS: Bloom's: Remember

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47. _____ is a systems development technique that tests system concepts and provides an opportunity to examine input, output, and user interfaces before final decisions are made.

- a. Scrum
- b. Prototyping
- c. Modeling
- d. Rapid application development

ANSWER: b

RATIONALE: Prototyping tests system concepts and provides an opportunity to examine input, output, and user interfaces before final decisions are made.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 24

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Systems Development Tools

KEYWORDS: Bloom's: Remember

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48. Identify a method of developing systems that is well-suited to traditional project management tools and techniques.

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- a. Object-oriented analysis
- b. Adaptive method
- c. Structured analysis
- d. Rapid application development

ANSWER: c

RATIONALE: Structured analysis is a traditional systems development technique that is time tested and easy to understand.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 18

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Understand

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49. The _____ method of developing systems produces code that is modular and reusable.

- a. object-oriented analysis
- b. adaptive
- c. structured analysis
- d. rapid application development

ANSWER: a

RATIONALE: The object-oriented method of developing systems produces code that is modular and reusable.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 18

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Understand

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50. Which method of system development stresses intense team-based effort and reflects a set of community-based values?

- a. Object-oriented analysis

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- b. Agile method
- c. Structured analysis
- d. Rapid application development

ANSWER: b

RATIONALE: The agile method stresses intense team-based effort and reflects a set of community-based values.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 18

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Understand

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51. One of the disadvantages of _____ methods of system development is that the overall project might be subject to scope change as user requirements change.

- a. object-oriented analysis
- b. agile
- c. structured analysis
- d. rapid application development

ANSWER: b

RATIONALE: One of the disadvantages of agile methods of system development is that the overall project might be subject to scope change as user requirements change.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 18

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Understand

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52. Structured analysis is a traditional systems development technique that uses a series of phases, called the _____, to plan, analyze, design, implement, and support an information system.

- a. object-oriented (O-O) analysis

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- b. systems development life cycle (SDLC)
- c. transaction processing (TP) system
- d. enterprise resource planning system (ERP)

ANSWER: b

RATIONALE: Structured analysis is a traditional systems development technique that uses a series of phases, called the systems development life cycle (SDLC), to plan, analyze, design, implement, and support an information system.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 18
19

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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53. Structured analysis is called a(n) _____ technique because it focuses on processes that transform data into useful information.

- a. iterative
- b. process-centered
- c. inferred
- d. model-specific

ANSWER: b

RATIONALE: Structured analysis focuses on processes that transform data into useful information and is called a process-centered technique.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 19

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Understand

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54. A(n) _____ shows the data that flow in and out of system processes.

- a. process model
- b. object model
- c. business model
- d. network model

ANSWER: a

RATIONALE: A process model shows the data that flow in and out of system processes.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 19

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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55. A(n) _____ uses various symbols and shapes to represent data flow, processing, and storage.

- a. process flow diagram
- b. object model
- c. data flow diagram
- d. network model

ANSWER: c

RATIONALE: A data flow diagram (DFD) uses various symbols and shapes to represent data flow, processing, and storage.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 19

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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56. In a(n) _____ model, the result of each phase is called a deliverable, which flows into the next phase.

- a. interactive

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- b. iterative
- c. waterfall
- d. spiral

ANSWER: c

RATIONALE: In the waterfall model, the result of each phase is called a deliverable, which flows into the next phase.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 19

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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57. The _____ usually begins with a formal request to the IT department, called a systems request, which describes problems or desired changes in an information system or a business process.

- a. systems design phase
- b. systems planning phase
- c. systems support and security phase
- d. systems analysis phase

ANSWER: b

RATIONALE: The systems planning phase usually begins with a formal request to the IT department, called a systems request, which describes problems or desired changes in an information system or a business process.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 20

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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58. In a systems development life cycle (SDLC) model, the purpose of the _____ is to build a logical model of the new

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system.

- a. systems analysis phase
- b. systems implementation phase
- c. systems design phase
- d. systems support and security phase

ANSWER: a

RATIONALE: The purpose of the systems analysis phase is to build a logical model of the new system.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 20

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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59. In a systems development life cycle (SDLC) model, the purpose of the _____ is to create a physical model that will satisfy all documented requirements for the system.

- a. systems implementation phase
- b. systems planning phase
- c. systems analysis phase
- d. systems design phase

ANSWER: d

RATIONALE: The purpose of the systems design phase is to create a physical model that will satisfy all documented requirements for the system.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 21

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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60. During the _____ of the systems development life cycle (SDLC), a new system is constructed.

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- a. systems planning phase
- b. systems support and security phase
- c. systems design phase
- d. systems implementation phase

ANSWER: d

RATIONALE: During the systems implementation phase, the new system is constructed.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 21

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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61. The systems implementation phase of the systems development life cycle (SDLC) includes an assessment, called a _____, to determine whether the system operates properly and if costs and benefits are within expectation.

- a. systems estimation
- b. systems verification
- c. systems validation
- d. systems evaluation

ANSWER: d

RATIONALE: The systems implementation phase also includes an assessment, called a systems evaluation, to determine whether the system operates properly and if costs and benefits are within expectations.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 21

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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62. During the _____ of the systems development life cycle (SDLC), the IT staff maintains, enhances, and protects the system.

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- a. systems support and security phase
- b. systems implementation phase
- c. systems analysis phase
- d. systems planning phase

ANSWER: a

RATIONALE: During the systems support and security phase, the IT staff maintains, enhances, and protects the system.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 21

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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63. In object-oriented analysis, objects possess characteristics called ____.

- a. properties
- b. orientations
- c. classes
- d. inheritances

ANSWER: a

RATIONALE: In object-oriented analysis, objects possess characteristics called properties.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 21

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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64. In object-oriented analysis, an object is a member of a(n) ____, which is a collection of similar objects.

- a. property
- b. class

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- c. message
- d. instance

ANSWER: b

RATIONALE: In object-oriented analysis, an object is a member of a class, which is a collection of similar objects.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 21

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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65. In object-oriented design, built-in processes called _____ can change an object's properties.

- a. methods
- b. functions
- c. attributes
- d. features

ANSWER: a

RATIONALE: In object-oriented design, built-in processes called methods can change an object's properties.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 22

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Remember

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66. Agile methods typically use a(n) _____, which represents a series of iterations based on user feedback.

- a. incremental model
- b. extreme model
- c. spiral model
- d. evaluative model

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ANSWER: c
RATIONALE: Agile methods typically use a spiral model, which represents a series of iterations, or revisions, based on user feedback.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 23
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Systems Development Methods
KEYWORDS: Bloom's: Understand
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67. The _____ group typically provides leadership and overall guidance, but the systems themselves are developed by teams consisting of users, managers, and IT staff members.

- a. web support
- b. application development
- c. systems support
- d. database administration

ANSWER: b
RATIONALE: The IT application development group typically provides leadership and overall guidance, but teams consisting of users, managers, and IT staff members develop the systems themselves.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 27
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.01.09 - Discuss the seven main functions of the information technology department
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: The Information Technology Department
KEYWORDS: Bloom's: Remember
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68. _____ provides vital protection and maintenance services for system hardware and software, including enterprise computing systems, networks, transaction processing systems, and corporate IT infrastructure.

- a. User support
- b. Database administration
- c. Systems support and security

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- d. Network administration

ANSWER: c

RATIONALE: Systems support and security provides vital protection and maintenance services for system hardware and software, including enterprise computing systems, networks, transaction processing systems, and corporate IT infrastructure.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 27

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.09 - Discuss the seven main functions of the information technology department

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Information Technology Department

KEYWORDS: Bloom's: Remember

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69. A _____ answers questions, troubleshoots problems, and serves as a clearinghouse for user problems and solutions.

- a. user support specialist
- b. database administrator
- c. web support specialist
- d. network administrator

ANSWER: a

RATIONALE: User support specialists answer questions, troubleshoot problems, and serve as a clearinghouse for user problems and solutions.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 28

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.09 - Discuss the seven main functions of the information technology department

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Information Technology Department

KEYWORDS: Bloom's: Remember

DATE CREATED: 1/30/2019 11:34 AM

DATE MODIFIED: 4/13/2019 11:42 AM

70. _____ design and construct web pages, monitor traffic, manage hardware and software, and link web-based applications to a company's information systems.

- a. User support specialists
- b. Database administrators

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- c. Web support specialists
- d. Network administrators

ANSWER: c

RATIONALE: Web support specialists design and construct web pages, monitor traffic, manage hardware and software, and link web-based applications to a company's information systems.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 28

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.09 - Discuss the seven main functions of the information technology department

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Information Technology Department

KEYWORDS: Bloom's: Remember

DATE CREATED: 1/30/2019 11:34 AM

DATE MODIFIED: 4/13/2019 11:46 AM

71. Many large IT departments use a(n) _____ team that reviews and tests all applications and systems changes to verify specifications and software quality standards.

- a. beta testing
- b. quality assurance
- c. alpha testing
- d. acceptance verifier

ANSWER: b

RATIONALE: Many large IT departments also use a quality assurance (QA) team that reviews and tests all applications and systems changes to verify specifications and software quality standards.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 28

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.09 - Discuss the seven main functions of the information technology department

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Information Technology Department

KEYWORDS: Bloom's: Remember

DATE CREATED: 1/30/2019 11:34 AM

DATE MODIFIED: 4/8/2019 3:37 PM

72. A(n) _____ investigates, analyzes, designs, develops, installs, evaluates, and maintains a company's information systems.

- a. application developer

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- b. database administrator
- c. network administrator
- d. systems analyst

ANSWER: d

RATIONALE: A systems analyst investigates, analyzes, designs, develops, installs, evaluates, and maintains a company's information systems.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: 28

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.10 - Describe the roles and responsibilities of a systems analysts within the enterprise

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Remember

DATE CREATED: 1/30/2019 11:34 AM

DATE MODIFIED: 4/9/2019 5:02 PM

73. Many hardware and software companies offer _____ for IT professionals, which verifies that an individual demonstrated a certain level of knowledge and skill on a standardized test.

- a. spot identification
- b. certification
- c. education
- d. accreditation

ANSWER: b

RATIONALE: Many hardware and software companies offer certification for IT professionals, which verifies that an individual demonstrated a certain level of knowledge and skill on a standardized test.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: 31

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: SAD.12e.01.10 - Describe the roles and responsibilities of a systems analysts within the enterprise

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: The Systems Analyst

KEYWORDS: Bloom's: Remember

DATE CREATED: 1/30/2019 11:34 AM

DATE MODIFIED: 4/8/2019 3:37 PM

Critical Thinking Questions

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Case 1-1

Roark has just joined a company and in his role as a lead analyst, he will be responsible for determining which systems development method the team uses to create a new application for a major medical supplier.

74. After spending a week getting to know the members of the team, including their strengths and weaknesses, and what has worked well (and not so well) for this particular team in the past, Roark realizes that one theme keeps recurring: the team has particularly weak communications skills. Which method is Roark *least* likely to use, given that he knows about the disadvantages of each method?

- a. Structured analysis
- b. Agile/adaptive methods
- c. Object-oriented analysis
- d. Rapid application development

ANSWER: b

RATIONALE: With agile methods, team members need a high level of technical and communications skills.

POINTS: 1

DIFFICULTY: Difficult

REFERENCES: 18

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

PREFACE NAME: case 1-1

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Apply

DATE CREATED: 1/30/2019 11:34 AM

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75. It is a new day at the firm. Roark has been in place for a few weeks, strengthening the communications skills of his employees, getting them to work much better together. Now, the challenge that he faces is not an internal one; it lies with the client, which is increasingly incapable of sticking with decisions. Roark, based on his past experience with other clients like this, is afraid that the client will throw them a curveball and want to make changes late in the game—but that they also will be unwilling to absorb the costs of those changes. For this reason, which method of development will Roark eliminate?

- a. Structured analysis
- b. Agile/adaptive methods
- c. Object-oriented analysis
- d. Rapid application development

ANSWER: a

RATIONALE: With structured analysis, changes can be costly, especially in later phases.

POINTS: 1

DIFFICULTY: Difficult

REFERENCES: 18

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

Chapter 01 - Introduction to Systems Analysis and Design

PREFACE NAME: case 1-1

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Apply

DATE CREATED: 1/30/2019 11:34 AM

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Essay

76. Who is a knowledge worker, and why is this kind of worker required by successful companies?

ANSWER: Knowledge workers include systems analysts, programmers, accountants, researchers, trainers, human resource specialists, and other professionals. Knowledge workers also use business support systems, knowledge management systems, and user productivity systems. Knowledge workers provide support for an organization's basic functions. Just as a military unit requires logistical support, a successful company needs knowledge workers to carry out its mission.

POINTS: 1

RUBRIC:

Criteria	0	1	2	3	4
	Failure	Below Expectations	Developing	Competent	Mastery
Explains who knowledge workers are.					
Explains why knowledge workers are required by successful companies.					

DIFFICULTY: Moderate

REFERENCES: 17

QUESTION TYPE: Essay

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

LEARNING OBJECTIVES: SAD.12e.01.06 - Describe the types of information the four classes of users need

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: What Information Do Users Need?

KEYWORDS: Bloom's: Understand

DATE CREATED: 1/30/2019 11:34 AM

DATE MODIFIED: 4/15/2019 10:12 AM

77. Discuss the pros and cons of agile methods.

ANSWER: Pros:
Very flexible and efficient in dealing with change.
Stresses team interaction and reflects a set of community-based values.

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Frequent deliverables constantly validate the project and reduce risk.

Cons:

Team members need a high level of technical and communications skills. Lack of structure and documentation can introduce risk factors.

Overall project might be subject to scope change as user requirements change.

POINTS:

1

RUBRIC:

Criteria	0	1	2	3	4
	Failure	Below Expectations	Developing	Competent	Mastery
Student lists pros.					
Student lists cons.					

DIFFICULTY:

Moderate

REFERENCES:

18

QUESTION TYPE:

Essay

HAS VARIABLES:

False

STUDENT ENTRY

Basic

MODE:

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Understand

DATE CREATED: 1/30/2019 11:34 AM

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78. Discuss the pros and cons of structured analysis.

ANSWER:

Pros:

Traditional method that has been very popular over time.

Relies heavily on written documentation.

Frequent phase iteration can provide flexibility comparable to other methods.

Well-suited to traditional project management tools and techniques.

Cons:

Changes can be costly, especially in later phases.

Requirements are defined early, and can change during development.

Users might not be able to describe their needs until they can see examples of features and functions.

POINTS:

1

RUBRIC:

Criteria	0	1	2	3	4
	Failure	Below Expectations	Developing	Competent	Mastery
Student lists pros.					
Student lists cons.					

DIFFICULTY:

Moderate

REFERENCES:

18

QUESTION TYPE:

Essay

HAS VARIABLES:

False

STUDENT ENTRY

Basic

Chapter 01 - Introduction to Systems Analysis and Design

MODE:

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Understand

DATE CREATED: 4/8/2019 2:13 PM

DATE MODIFIED: 4/15/2019 10:06 AM

79. Discuss the pros and cons of object-oriented analysis.

ANSWER: Pros:
Integrates easily with object-oriented programming languages.
Code is modular and reusable, which can reduce cost and development time.
Easy to maintain and expand because new objects can be created using inherited properties.
Cons:
Somewhat newer method might be less familiar to development team members.
Interaction of objects and classes can be complex in larger systems.

POINTS:

1

RUBRIC:

Criteria	0	1	2	3	4
	Failure	Below Expectations	Developing	Competent	Mastery
Student lists pros.					
Student lists cons.					

DIFFICULTY: Moderate

REFERENCES: 18

QUESTION TYPE: Essay

HAS VARIABLES: False

STUDENT ENTRY: Basic

MODE:

LEARNING OBJECTIVES: SAD.12e.01.07 - Distinguish among structured analysis, object oriented analysis, and agile systems development methods

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Understand

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80. Explain what is meant by "corporate culture." Why is it important?

ANSWER: Every firm has an underlying corporate culture. A corporate culture is the set of beliefs, rules, traditions, values, and attitudes that define a company and influence its way of doing business. To be successful, a systems analyst must understand the corporate culture and how it affects the way information is managed. Companies sometimes include statements about corporate culture in their mission statements. A systems analyst must understand the firm's culture and find it comfortable. If the company encourages personal growth and empowerment, work is much more enjoyable.

POINTS:

1

Chapter 01 - Introduction to Systems Analysis and Design

RUBRIC:

Criteria	0	1	2	3	4
	Failure	Below Expectations	Developing	Competent	Mastery
Student defines corporate culture.					
Student explains why corporate culture is important.					

DIFFICULTY: Moderate

REFERENCES: 32

QUESTION TYPE: Essay

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

LEARNING OBJECTIVES: SAD.12e.01.10 - Describe the roles and responsibilities of a systems analysts within the enterprise

NATIONAL STANDARDS: United States - BUSPROG: Technology

ARDS:

TOPICS: Systems Development Methods

KEYWORDS: Bloom's: Understand

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