## SAD/CW-ben Chaptens: Instangang-System Requirenging-world-6e-satzinger

TRUE/FAL	SE
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1.	Systems analysis inv	olves th	e creation of lo	ogical n	nodels.
	ANS: T	PTS:	1	REF:	p44
2.	The reason an analysystem.	st uses n	nany different r	nodels	is that each relates to a different aspect of the
	ANS: T	PTS:	1	REF:	p44
3.	Textual models are using formulas.	ised to r	epresent precis	e aspec	ts of the system that can be best represented by
	ANS: F	PTS:	1	REF:	p45
4.	Sometimes a narrativ	ve descr	iption is the be	st form	to use for recording information.
	ANS: T	PTS:	1	REF:	p45
5.	A key reason that moinformation systems		is important in	system	development is the complexity of describing
	ANS: T	PTS:	1	REF:	p45
6.	Before gathering det	ailed in	formation, and	analyst	identifies every type of stakeholder.
	ANS: T	PTS:	1	REF:	p47
7.	In the RMO CSMS jinterview them or us				sidered stakeholders because it is not feasible to s.
	ANS: F	PTS:	1	REF:	p48
8.	Core Process 3 invo				what the information system needs to accomplish in benefits.
	ANS: T	PTS:	1	REF:	p41
9.	Beginning analysts of	often un	derestimate hov	w much	there is to learn about the work the users perform.
	ANS: T	PTS:	1	REF:	p41
10.	A fact finding user in	nterview	can usually be	compl	eted in one comprehensive session.
	ANS: F	PTS:	1	REF:	p49
11.	If the analysts under comprehensive list of		•	•	esses, it is not usually necessary to create a

	ANS: F	PTS:	1	REF:	p50
12.	The first and most i involved.	mportant	step in prepari	ng for a	an interview is to determine who should be
	ANS: F	PTS:	1	REF:	p51
13.	Asking about error documents the basic				er interviews after the analyst understands and
	ANS: F	PTS:	1	REF:	p52
14.	A good way to reme	ember the	e details of an i	nterviev	v is to use a tape recorder.
	ANS: F	PTS:	1	REF:	p52
15.	Reviewing existing accurate policies an		•	d idea f	or analysts because it is a dependable source of
	ANS: F	PTS:	1	REF:	p56
16.	When observing bu detail.	siness pro	ocesses, it is no	ot neces	sary to observe all the processes at the same level of
	ANS: T	PTS:	1	REF:	p56
17.	It is a good idea to of functions into the no		_	o that tl	ne analyst will know exactly how to build the
	ANS: F	PTS:	1	REF:	p56
18.	The term "I'll know	it when	I see it" applie	s to one	valid way to get requirements definition.
	ANS: T	PTS:	1	REF:	p57
19.	A decision point wi	thin an ac	ctivity diagram	may be	shown with an activity symbol.
	ANS: T	PTS:	1	REF:	p58
20.	A synchronization be workflow in separate		activity diagrar	n allow	s multiple agents or actors to participate in a
	ANS: F	PTS:	1	REF:	p57-58
MUL	ГІРЬЕ СНОІСЕ				
1.	The term technolog  a. the software resinformation sys  b. the hardware, not software	sources w tems	hich make up t	the c.	the combination of information systems and the hardware infrastructure the configuration of the old technology and new technology within an organization

	ANS	: В	PTS:	1	Rl	EF:	p37
2.	a. tl	ication architecthe organization oftware solution ystems	and con	figurat	tion of all	c.	the architectural structure of the subsystems within a software application
	b. tl	he application of solve busines			on system	d.	the relationship between software applications and the areas of the organization that they support
	ANS	: A	PTS:	1	Rl	EF:	p37
3.	Whic	ch of the follow	ing item	s is NO	OT a part of	the	application architecture?
	b. p	oftware programming la pools	nguages	and de	evelopment		user-interface technology virtual private networks
	ANS	: D	PTS:	1	Rl	EF:	p37
4.	Whic	ch of the follow	ing desc	ribes w	what the syst	tem i	is required to do?
	a. F	unctional requi	irements		•	c.	User requirements
		General requires					Nonfunctional requirements
	ANS	: A	PTS:	1	RI	EF:	p42
5.			nts are ba	ased or	the proced	ures	and rules that the organization uses to run its
	busin a. P	ness. Physical				c.	Logical
		Functional					System
	ANS	: В	PTS:	1	Rl	EF:	p42
6.			nts are cl	naracte	ristics of the	e sys	tem other than the business procedures it must
	suppo a. S	ort. System				c.	Nonfunctional
		Physical				d.	Implementation
	ANS	: C	PTS:	1	RI	EF:	p43
7.	The S	S in the FURPS	acronyı	n stanc	ls for		
		Screen and repo		uireme	ents		System requirements
	ANS	Software require	PTS:	1	Rl		Security requirements
							Pio
8.	The I	P in the FURPS Physical require	acronyr	n stanc	ls for		People requirements
		Performance rec		nts			Processing requirements
	ANS	: B	PTS:	1	Rl	EF:	p43
9.	_	requiremer	nts are m	ost oft	en documer	nted	in graphical and textual models.
		Security				c.	Technical
	b. N	Nonfunctional				d.	Functional

ANS: D PTS: 1 REF: p45

10.	Diagrams and schema. logical b. graphical	atic rep	resentations of	c.	spect of a system are examples of a model. mathematical textual
	ANS: B	PTS:	1	REF:	p46
11.	A representation of s a. requirement b. technique	ome ası	pect of the syste	c.	ng built is a  model user interface
	ANS: C	PTS:	1	REF:	p45
12.	A series of formulas a. textual b. descriptive	that des	scribe technical	c.	s of a system is a(n) model. graphical mathematical
	ANS: D	PTS:	1	REF:	p46
13.	What does the Acrona. User Modification Unified Modelin	n Lang	uage		User Mode Listings Unix Modeling Language
	ANS: B	PTS:	1	REF:	p46
14.	The term resystem. a. users	efers to	all the people v		e an interest in the successful implementation of the managers
	b. clients				stakeholders
	ANS: D	PTS:	1	REF:	p47
15.	Persons who regular a. user stakeholder b. client stakeholder	S	act with the sys	c.	part of their jobs are called operational stakeholders executive stakeholders
	ANS: C	PTS:	1	REF:	p47
16.	What type of stakeho information, such as a. Business stakeho b. Client stakehold	reports, olders		em. c.	External stakeholders Executive stakeholders
	ANS: D	PTS:	1	REF:	p47
17.	What do we call the a. Oversight comm b. Client		or group who p	c.	funding for the development of the new system?  Board of directors  Department head
	ANS: B	PTS:	1	REF:	p47
18.	The group that provi environment are call a. Technical stakeh	ed	ection for the co		ation of the new system in the existing computing  System programmers
	b. Support staff			d.	
	ANS: A	PTS:	1	REF:	p47

19.	<ul><li>Clients play what role in the development o</li><li>a. Develop the project plan</li><li>b. Fund the project</li></ul>	c.	ew system?  Define business processes  Lead the project team
	ANS: B PTS: 1	REF:	p47
20.	Questionnaires can be useful in information a. are widely distributed geographically b. need prompting to respond to questions	c.	
	ANS: A PTS: 1	REF:	p54
21.	Questions that have a simple, definitive ans a. true/false b. close-ended	c.	
	ANS: B PTS: 1	REF:	p51
22.	Which of the following is normally the mos a. Building prototypes b. Observing business processes	c.	consuming and resource-expensive operation' Researching vendor solutions Interview stakeholders
	ANS: D PTS: 1	REF:	p49
23.	Questionnaires can be used to ask questions a. determine user opinions b. determine the stakeholders	c.	define system functions detail user procedures
	ANS: A PTS: 1	REF:	p54
24.	During a fact-finding interview, an important a. to include as many users as possible b. not to waste project time by including to many analysts	c.	
	ANS: C PTS: 1	REF:	p51
25.	The strength of closed-ended questions is that invite discussion and elaboration b. limit answers to a set of choices		speed up the interview process
	ANS: B PTS: 1	REF:	p50
26.	learn about processes, workflows, or techniques.	ou c.	Questionnaires have a limited and specific use in information gathering.
	b. Stakeholders always return questionnain that contain many open-ended questions		Questionnaires are the most frequently used method to gather user information.
	ANS: C PTS: 1	REF:	p54-55
27.	The most important step in preparing for an	intervi	ew is to
	<ul><li>a. determine the correct users</li><li>b. build a list of questions</li></ul>		establish an objective determine the project team members

	ANS: C	PTS:	1	REF:	p51
28.		uncomf	ortable	c.	can wait until follow-up interviews indicates that the analyst does not understand the business
	ANS: B	PTS:	1	REF:	p52
29.	is an important a. Follow-up b. Review of the re			c.	An agenda Finalize processing decisions
	ANS: A	PTS:	1	REF:	p51-52
30.	is an impora. Establishing doc b. Building models	umenta		c.	an interview.  Making copies of everyone's notes  Setting the time for the next meeting
	ANS: B	PTS:	1	REF:	p51-52
31.	Every successful into a. open-ended ques b. preparation		equires		an activity diagram finding the exception conditions
	ANS: B	PTS:	1	REF:	p51
32.	As part of the intervia. noted in the anal	yst's me	eeting notes	c.	sues should be brought to the attention of the appropriate manager put on an open-items list
	ANS: D	PTS:	1	REF:	p53
33.	a. may discover an unimportant "be	d desire lls and v	too many whistles"	c.	is that users and analysts may discover different methods to perform business processes may want to buy one of these solutions prematurely
	ANS: D	PTS:	1	REF:	p57
34.	The term "I'll know a. Questionnaires b. User interviews	it when	I see it" refers	c.	method of requirements definition. Observing business procedures Collecting active user comments
	ANS: D	PTS:	1	REF:	p57
35.	One way to show mu a. synchronization b. swimlane		ndependent alto	c.	paths within an activity diagram is with a decision diamond activity oval
	ANS: C	PTS:	1	REF:	p58
36.	Workflows can be do a. swimlanes	ocument	ted using	· c.	class diagrams

	b. use case diagrams		d.	activity diagrams
	ANS: D PTS:	1	REF:	p57
37.	Looping in an activity diagra. synchronization bars b. decision points	am is best repre	c.	using what? activity ovals lines with arrowheads
	ANS: A PTS:	1	REF:	p57
38.	One important reason for pra. assign work within an it b. speed up the project		c.	is to avoid confusing the users avoid scope creep
	ANS: D PTS:	1	REF:	p41
MUL	TIPLE RESPONSE			
1.	The "+" in FURPS+ include a. Supportability requirem b. Performance constraints c. Reliability constraints	ents	d. e.	ng types of requirements? (choose two) Nonfunctional requirements Design constraints User interface requirements
	ANS: A, E PTS:	2	REF:	p43-44
2.	<ul><li>Which are the major busines</li><li>a. What are the business p</li><li>b. Who performs the business preperformed?</li></ul>	rocesses?	d.	alysts in fact finding activities? (chose 3) What are the objectives of a business process? (What should it accomplish?) What is produced by the business process? What information is needed?
	ANS: A, C, F PTS:	2	REF:	p50
3.	procedures. (choose 2) a. Have a repository of exidocumentation b. Obtain a preliminary un c. Encourages the users to interviews	derstanding prepare for	d. e. f.	e documentation of existing inputs, outputs, and Help build models of existing procedures Ensure complete documentation of procedures Serve as visual aids in interview discussions
	ANS: B, F PTS:		REF:	•
4.	<ul> <li>Two benefits of researching</li> <li>a. encouraging the users to solution immediately</li> <li>b. helping analysts discove solutions</li> <li>c. helping users generate rebusiness functions</li> </ul>	buy a vendor er state of the ar	d.	de and (Choose two) speeding up the development project  informing senior management about competitors reducing the risk of implementing a new system
	ANS: B, C PTS:	1	REF:	p56-57

5.		
	ANS: A, E PTS: 2 REF: p40	
COM	OMPLETION	
1.	1. Core Process 3 is called "Discover and understand details." A these activities is activities.	Another term that is used to describe
	ANS: analysis Analysis systems analysis Systems Analysis	
	PTS: 2 REF: p40	
2.	2. The U in the FURPS acronym stands for	
	ANS: usability Usability usability requirements Usability requirements	
	PTS: 2 REF: p43	
3.	3. The R in the FURPS acronym stands for	
	ANS: reliability requirements Reliability requirements reliability Reliability	
	PTS: 2 REF: p43	
4.	4. The P in the FURPS acronym stands for	
	ANS: performance requirements performance Performance Performance requirements	
	PTS: 2 REF: p43	
5.	5 requirements describe operational characteristics relaand online help.	ated to users such as work procedures

	ANS: Usability usability	
	PTS: 2 REF: p43	
6.	requirements describe the dependability of a system such as service outages and incorrect processing.	
	ANS: Reliability reliability	
	PTS: 2 REF: p43	
7.	requirements describe operational characteristics related to measures of workload such as throughput and response time.	
	ANS: Performance performance	
	PTS: 2 REF: p43	
8.	requirements describe how access to the software application will be controlled and data wis be protected.	ill
	ANS: Security security	
	PTS: 2 REF: p43	
9.	requirements describe constraints such as programming languages, tools, and communication protocols for distributed portions of the system.	or
	ANS: Implementation implementation	
	PTS: 2 REF: p44	
10.	requirements describe interactions between systems, e.g. the method of communication between one system and another system.	
	ANS: Interface interface	
	PTS: 2 REF: p44	
11.	requirements describe how a system is configured, monitored, maintained, and updated.	
	ANS:	

	Supportability supportability	
	PTS: 2 REF: p44	
12.	Use case diagrams, class diagrams, sequence diagrams are all examples of standard modeling method	d?
	ANS: UML Unified Modeling Language Unified modeling language	
	PTS: 2 REF: p46	
13.	Persons who have an interest in the successful implementation of the new system are called	·
	ANS: stakeholders	
	PTS: 2 REF: p46	
14.	Persons within an organization who have a significant interest in its operation arestakeholders.	
	ANS: internal	
	PTS: 2 REF: p46	
15.	Persons outside an organization's control who interact with the system or who have an interest in its operation are called stakeholders.	
	ANS: external	
	PTS: 2 REF: p46	
16.	Questions that have a simple, definitive answer are called questions.	
	ANS: closed-ended	
	PTS: 2 REF: p50	
17.	Questions that encourage discussion are called questions.	
	ANS: open-ended	
	PTS: 2 REF: p50	
18.	The most important and first step in preparing for an interview with a user is to establish the of the interview.	
	ANS: objective	
	PTS: 2 REF: p51	
19.	A is the sequence of processing steps that completely handles one business transaction.	

	ANS: workflow
	PTS: 2 REF: p57
20.	An describes the sequential flow of user activities.
	ANS: activity diagram workflow diagram
	PTS: 2 REF: p57
21.	One way to show concurrent paths within an activity diagram is with a
	ANS: synchronization bar
	PTS: 2 REF: p57
22.	In order to show all the activities of a single agent or organizational unit together, a activity diagram contains what construct?
	ANS: swimlane swimlane heading Swimlane Swimlane heading

## **ESSAY**

1. List the activities of Core Process 3: Discover and Understand Details

REF: p57

ANS:

PTS: 2

- 1. Gather detailed information
- 2. Define requirements
- 3. Prioritize requirements
- 4. Develop user-interface dialogs
- 5. Evaluate requirements with users

PTS: 5 REF: p40

2. List the elements that are referred to by the FURPS+ acronym.

ANS:

F = Functional requirements

U = Usability requirements

R = Reliability requirements

P = Performance requirements

S = Security requirements

+ = Other constraints including Design constraints, Implementation requirements, interface requirements, physical requirements, supportability requirements.

PTS: 5 REF: p43-44

3. List the six techniques used to gather detailed requirements information.

ANS:

- 1. Interview users
- 2. Distribute questionnaires
- 3. Review documents
- 4. Observer users
- 5. Research vendor solutions
- 6. Collect active user comments

PTS: 5 REF: p48

4. List five steps in the activity to interview users and other stakeholders.

ANS:

- 1. Prepare detailed questions
- 2. Meet with users
- 3. Discuss answers and procedures
- 4. Document answers
- 5. Follow-up on open issues

PTS: 5 REF: p49

5. List the three major question themes that guide analysts in fact finding activities.

ANS:

- 1. What are the business processes?
- 2. How are the business processes performed?
- 3. What information is required?

PTS: 5 REF: p50