MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

1) Which of the following requires a systems development method that uses a data orientation most often used for understanding user requirements?  
   A) expert system  
   B) transaction processing system  
   C) decision support system  
   D) management information system

2) Which of the following utilizes data and decision logic orientations as its systems development methods?  
   A) expert system  
   B) decision support system  
   C) management information system  
   D) transaction processing system

3) Which of the following are deliverables for the analysis phase?  
   A) priorities for systems and projects; an architecture for data, networks, and selection hardware, and IS management are the result of associated systems  
   B) functional, detailed specifications of all system elements  
   C) description of current system and where problems and opportunities are with a general recommendation on how to fix, enhance, or replace current system  
   D) code, documentation, training procedures, and support capabilities

4) Which of the following grew out of the convergence of the increased speed and turbulence of doing business in the late 1980s and early 1990s and the ready availability of high-powered, computer-based tools to support systems development and easy maintenance?  
   A) Object-oriented programming  
   B) RAD  
   C) JAD  
   D) CASE

5) Fowler recommends using an agile process when your project involves:  
   A) customers who understand the process and will get involved  
   B) responsible and motivated developers  
   C) unpredictable or dynamic requirements  
   D) all of the above

6) Which of the following are ways of validating purchased software information?  
   A) using the software yourself and running it through a series of tests based on the criteria for selecting software  
   B) sending prospective vendors a questionnaire asking specific questions about their packages  
   C) reviewing software documentation and technical marketing literature  
   D) all of the above

7) Which of the following software producers is generally not a source of application software?  
   A) in-house developers  
   B) packaged software producers  
   C) enterprise solution producers  
   D) custom software producers

8) When a company uses different products from different ERP vendors, as opposed to dealing with a single vendor, the company is said to have adopted a(n):  
   A) application service strategy  
   B) custom development strategy  
   C) best-of-breed strategy  
   D) packaged strategy
9) When choosing off-the-shelf software, which of the following are the two most important criteria?
   A) documentation and response time  B) flexibility and functionality
   C) vendor viability and vendor support  D) cost and functionality

10) A controlled process of initiating, planning, executing, and closing down a project best defines:
    A) systems management  B) project management
    C) project development  D) systems development

11) Automated tools available to help you manage a development project are referred to as:
    A) project management software  B) systems development software
    C) diagram generators  D) none of the above

12) A diagram that depicts project activities and their interrelationships is called a:
    A) data diagram  B) Gantt chart
    C) data flow diagram  D) network diagram

13) "We are in the business of designing, fabricating, and selling to retail stores high-quality wood furniture" is what kind of statement?
    A) corporate policy  B) goal statement
    C) business statement  D) mission statement

14) Which of the following best describes the top-down planning approach advantage, improved integration?
    A) If not viewed from the top, planners may lack sufficient management acceptance of the role of information systems in helping them achieve business objectives.
    B) If not viewed from the top, information systems may be implemented without first understanding the business from general management's viewpoint.
    C) If not viewed from the top, planners may lack the understanding necessary to implement information systems across the entire business rather than simply to individual operating units.
    D) If not viewed from the top, totally new management information systems may be implemented rather than planning how to evolve existing systems.

15) A generic information systems planning methodology that attempts to gain a broad understanding of the information system needs of the entire organization defines:
    A) top-down planning  B) democratic planning
    C) bottom-up planning  D) foundation planning

16) The justification for an information system, presented in terms of the tangible and intangible economic benefits and costs and the technical and organizational feasibility of the proposed system best defines:
    A) Statement of Work  B) Baseline Project Plan
    C) Information Systems Plan  D) Business Case

17) Which of the following would be classified as a tangible cost?
    A) employee morale  B) operational inefficiency
    C) cost of hardware  D) loss of customer goodwill
18) Which of the following is a traditional method of collecting systems requirements?
   A) Rapid Application Development   B) Group interviews
   C) Joint Application Design   D) Group support systems

19) The reframing characteristic of a good systems analyst is represented by which of the following statements?
   A) You must challenge yourself to look at the organization in new ways.
   B) Every fact must fit with every other fact.
   C) You should question everything.
   D) Assume anything is possible, and eliminate the infeasible.

20) Which of the following RUP phases involves correcting problems, beta testing, user training, and conversion of the project?
   A) construction   B) transition   C) elaboration   D) inception

21) Some of the most well-known and popular open source software names are:
   A) Linux   B) Firefox   C) mySQL   D) all of the above

22) Which of the following are project management phases?
   A) planning the project   B) closing down the project
   C) executing the project   D) all of the above

23) A generic information systems planning methodology that identifies and defines IS development projects based on solving operational business problems or taking advantage of some business opportunities defines:
   A) bottom-up planning   B) top-down planning
   C) foundation planning   D) democratic planning

24) Tangible benefits would include:
   A) improved asset control utilization   B) lower transaction costs
   C) improved organizational planning   D) ability to investigate more alternatives

25) Forms are important for understanding a business because they:
   A) describe how particular tasks are performed
   B) indicate what data flow in or out of a system and which are necessary for the system to function
   C) enable you to work backwards from the information on a report to the necessary data
   D) indicate the correct sequencing of tasks

26) Which of the following is a systems development methodology created to radically decrease the time needed to design and implement information systems?
   A) RAD   B) JAD
   C) OOAD   D) eXtreme Programming
27) The tools and technology associated with the managed software reuse approach are:
   A) file system or minimal Web site and e-mail
   B) requirements and portfolio management tools, frameworks standards, generators, and change management tools
   C) self-use repository or Web site, submitters may add some metadata to improve search and evaluation
   D) registrar-monitored repository, extensive metadata, multiproject source code control, asset quality assurance, change notification, and utilization measurements

28) Any person, group of people, piece of equipment, or material used in accomplishing an activity is referred to as a(n):
   A) resource
   B) entity
   C) agent
   D) identifier

29) Which of the following is a competitive strategy?
   A) product differentiation
   B) low-cost producer
   C) product focus
   D) all of the above

30) The current value of a future cash flow is referred to as its:
   A) investment value
   B) present value
   C) future value
   D) discount rate

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

31) __________ is the complex organizational process whereby computer-based information systems are developed and maintained.

32) __________ is the software reuse step that involves making the reusable asset understandable to developers who want to use it in their systems.

33) A __________ is an online or hard-copy repository for all project correspondence, inputs, outputs, deliverables, procedures, and standards that is used for performing project audits, orienting new team members, communicating with management and customers, identifying future projects, and performing postproject reviews.

Match each of the following selection methods with its related characteristic. (Answers may occur more than once.)

a. top management
b. steering committee
c. user department
d. development group

34) Greater organizational change
Match each of the following terms with its definition.

a. Baseline Project Plan
b. discount rate
c. economic feasibility
d. intangible benefit
e. intangible cost
f. legal and contractual feasibility
g. operational feasibility
h. one-time cost
i. political feasibility
j. present value
k. recurring cost
l. schedule feasibility
m. Project Scope Statement
n. tangible benefit
o. tangible cost
p. technical feasibility
q. walkthrough

35) The rate of return used to compute the present value of future cash flows.

For each of the following statements, answer "A" if it is characteristic of an observation, or answer "B" if it is characteristic of document analysis.

36) In terms of expense, it can be high.

37) ________ is the second phase of the SDLC in which system requirements are studied and structured.

38) ________ periodically evaluate software and collect user opinions, thus providing a range of opinions about possible software packages.

39) ________ is the final phase of the project management process that focuses on ending the project.

40) ________ is a matrix that identifies which data are captured, used, updated, or deleted within each process.

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

41) An information center is a collection of integrated, subject-oriented databases designed to support the decision support function, where each unit of data is relevant to some moment in time.

42) Hiring a company to run your applications on your own computers is an example of outsourcing.

43) A Statement of Work is developed during the project execution phase.

44) When classifying and ranking projects, resource availability, potential benefits, and project size/duration are possible evaluation criteria.
45) Improvement of management planning and control is a tangible benefit.

46) The idea behind BPR is to reorganize the complete flow of data in major sections of an organization to eliminate unnecessary steps, achieve synergies among previously separate steps, and become more responsive to future changes.

47) Maintenance is the final phase of the SDLC in which an information system is systematically repaired and improved.

48) One method for validating purchased software information is to contact current users of the software.

49) Within the context of the SDLC, project closedown occurs when the design phase is completed.

50) Organizations that have Intranets dictate what applications will run over the Intranet and the speed and quality of the hardware connected to the Intranet.