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| --- |
| **True / False** |

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

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *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.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
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| *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 |
| *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 |
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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 |

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| *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.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *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 |
| *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.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *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 |
| *TOPICS:* | Business Information Systems |
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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.

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|   | a.  | True |
|   | b.  | False |

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| *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 |
| *TOPICS:* | What Information Do Users Need? |
| *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 |

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| *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.

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|   | a.  | True |
|   | b.  | False |

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| *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 STANDARDS:* | 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 |

|  |  |
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| *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 STANDARDS:* | 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.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
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| *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 STANDARDS:* | 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 |

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| *ANSWER:* | False |
| *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.

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| --- | --- | --- |
|   | 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.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *RATIONALE:* | User support provides users with technical information, training, and productivity support. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *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 STANDARDS:* | United States - BUSPROG: Technology |
| *TOPICS:* | The Systems Analyst |
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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.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *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.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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

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|   | a.  | True |
|   | b.  | False |

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

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *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 |
| *REFERENCES:* | 9 |
| *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 |
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| 24. Business process modeling notation (BPMN) includes standard shapes and symbols to represent events, processes, workflows, and more.

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| --- | --- | --- |
|   | 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 |
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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 |
| *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 |
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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.

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| --- | --- | --- |
|   | 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 |
| *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** |

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| 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 |
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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 |
|   | d.  | online trading |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *RATIONALE:* | Internet-based commerce is called e-commerce (electronic commerce). |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *REFERENCES:* | 89 |
| *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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| 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) |
|   | 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 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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| 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.

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|   | a.  | business matrix model (BMM) |
|   | b.  | business process model (BPM) |
|   | c.  | business indexing model (BIM) |
|   | d.  | business strategic model (BSM) |

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| --- | --- |
| *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 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Technology |
| *TOPICS:* | Modeling Business Operations |
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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.

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

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| --- | --- |
| *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 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Technology |
| *TOPICS:* | Modeling Business Operations |
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| 38. Transaction processing (TP) 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 email, voice mail, fax, video conferencing, word processing, automated calendars, database management, spreadsheets, and integrated mobile computing systems |

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| *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 \_\_\_\_\_.

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|   | 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 |

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| --- | --- |
| *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 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 |
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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 |
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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.

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| --- | --- | --- |
|   | 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 |
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| 42. User productivity systems \_\_\_\_\_.

|  |  |  |
| --- | --- | --- |
|   | 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 |

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| *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 |
| *TOPICS:* | Business Information Systems |
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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 |

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| --- | --- |
| *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 |
| *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 |

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| --- | --- |
| *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 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:* | 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 |

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| --- | --- |
| *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 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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| 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 |
| *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 |

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| *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 |
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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 |
|   | b.  | Agile method |
|   | c.  | Structured analysis |
|   | d.  | Rapid application development |

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| --- | --- |
| *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.

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

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| --- | --- |
| *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 |
|   | 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:* | 1819 |
| *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 |
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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 |
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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 |
|   | 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 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 |
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| 60. During the \_\_\_\_\_ of the systems development life cycle (SDLC), a new system is constructed.

|  |  |  |
| --- | --- | --- |
|   | 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 |
| *TOPICS:* | Systems Development Methods |
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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 bene- fits 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 |
| *TOPICS:* | Systems Development Methods |
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| 62. During the \_\_\_\_\_ of the systems development life cycle (SDLC), the IT staff maintains, enhances, and protects the system.

|  |  |  |
| --- | --- | --- |
|   | 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 |
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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 |
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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 |
|   | 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 |
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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 |
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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 |

|  |  |
| --- | --- |
| *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.

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

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| *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.

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|   | a.  | User support |
|   | b.  | Database administration |
|   | c.  | Systems support and security |
|   | d.  | Network administration |

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| *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.

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

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| *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 |
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| 70. \_\_\_\_\_ design and construct web pages, monitor traffic, manage hardware and software, and link web-based applications to a company’s information systems.

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|   | a.  | User support specialists |
|   | b.  | Database administrators |
|   | c.  | Web support specialists |
|   | d.  | Network administrators |

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| *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 |
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| 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.

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

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| *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 |
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| 72. A(n) \_\_\_\_\_ investigates, analyzes, designs, develops, installs, evaluates, and maintains a company’s information systems.

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|   | a.  | application developer |
|   | b.  | database administrator |
|   | c.  | network administrator |
|   | d.  | systems analyst |

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| *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 |
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| 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.

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

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| *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 |
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| ​**Critical Thinking Questions****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. |

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| 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?

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

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| *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 |
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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?

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

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| *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 |
| *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 |
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| **Essay** |

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

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| *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 |
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| **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. |   |   |   |   |   |   |   |   |   |   |

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| *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 |
| *TOPICS:* | What Information Do Users Need? |
| *KEYWORDS:* | Bloom’s: Understand |
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| 77. Discuss the pros and cons of agile methods.

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| *ANSWER:* | Pros:Very flexible and efficient in dealing with change.Stresses team interaction and reflects a set of community-based values.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 |
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| **Criteria** |  | **0** |  | **1** |  | **2** |  | **3** |  | **4** |
| **Failure** | **Below Expectations** | **Developing** | **Competent** | **Mastery** |
| Student lists pros. |   |   |   |   |   |   |   |   |   |   |
| Student lists cons. |   |   |   |   |   |   |   |   |   |   |

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| *DIFFICULTY:* | Moderate |
| *REFERENCES:* | 18 |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *STUDENT ENTRY MODE:* | Basic |
| *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 |
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| 78. Discuss the pros and cons of structured analysis.

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| *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:* |

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

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| *DIFFICULTY:* | Moderate |
| *REFERENCES:* | 18 |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *STUDENT ENTRY MODE:* | Basic |
| *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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| 79. Discuss the pros and cons of object-oriented analysis.

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| *ANSWER:* | Pros:Integrates easily with object-oriented programming languages.Code is modular and reusable, which can reduce cost and developmenttime.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:* |

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

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| *DIFFICULTY:* | Moderate |
| *REFERENCES:* | 18 |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *STUDENT ENTRY MODE:* | Basic |
| *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:* | 4/8/2019 2:23 PM |
| *DATE MODIFIED:* | 4/15/2019 10:08 AM |

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

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| *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 |
| *RUBRIC:* |

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

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| *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 |
| *TOPICS:* | Systems Development Methods |
| *KEYWORDS:* | Bloom’s: Understand |
| *DATE CREATED:* | 4/8/2019 2:31 PM |
| *DATE MODIFIED:* | 4/15/2019 10:09 AM |

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