OCT/NOV 2015

MULTIPLE CHOICE Q/A

1 A set of related components that produces specific results is known as_____

1 Information system

2 Software packages

3 System

4 Application system

SYSTEM

2 From a system analysis and design perspective, a (an) _____ is one that is vital to a company's operations

1 Mission-critical system

2 Information system

3 In-house application

4 System software

MISSION-CRITICAL SYSTEM

3 Which one of the following statements is NOT correct?

1 Data consists of basic facts that are the system's raw material

2 Information is data that has been transformed into output that is valuable to users

3 An information system can store data in various locations, called tables

4 Process describes the tasks and business functions that other systems perform to achieve an output

ANSWER IS 4

4 System analyst use a process called _____to represent company operations and information needs

1 Business process engineering

2 Data Manipulation Management

3 Business process modelling

4 Data modelling

BUSINESS PROCESS MODELLING

5 Which of the following represents an overview of a company's mission, functions, organisation, products, services, customers, suppliers, competitors, constraints, and future direction?

1 Business Process

2 Business Profile

3 Business Plan

4 None of the above

BUSINESS PROFILE

6 Electronic commerce between two companies used a data sharing arrangement called _____that enabled computer-to-computer data transfer, usually over private communication lines

1 Electronic Data Interchange

2 Supplier relationship management

3 Business-to-Business

4 Supply chain management

ELECTRONIC DATA INTERCHANGE

7 Which of the following statements is NOT correct?

1 Enterprise computing refers to information systems that support company-wide operations and data management requirements

2 Transaction processing systems process data gathered by day-to-day business operations

3 Enterprise resources planning systems provide cost effective support for users and managers throughout the company

4 Knowledge management systems provide job-related information support to users at all levels of a company

ANSWER is 4

8 Which of the following statements is NOT True about Knowledge Management Systems?

1 They are also called expert systems

2 They simulate human reasoning by combining a knowledge base and inference rules that determine how the knowledge is applied

3 They use inference rules to identify data patterns and relationships

4 They use strict logical rules

ANSWER is 4

9 Ensuring that users are involved in the development process falls under which step in the system development guidelines?

1 Develop a plan

2 Involve users and listen carefully to them

3 Use project management tools and techniques

4 Remain flexible

ANSWER is 2

10 Strategic review starts with a management review called _____which usually starts with a broad overview

1 SWOT analysis

2 Mission statement

3 Vision statement

4 Long term planning

ANSWER is 4 --- not 100% sure

11 W
o

1 Management Information System (MIS)

2 Transaction Processing System

3 Enterprise Resources Planning (ERP)

4 Enterprise Computing

ANSWER is 4

12 Which two things do a typical organisational model identifies?

1 Business functions and organisational levels

2 Systems and processes

3 Models and structures

4 Strategic plans and operational plans

ANSWER is 1

13 Knowledge Management systems use a technique called that allows inferences to be drawn from imprecise relationships

1 Fuzzy logic

2 Inference rules

3 Data Mining

4 Binary logic

answer is 1

14 Which of the following is false?

1 Strategic Planning is the process of identifying long-term organisational goals, strategies and resources

2 Strategic planning serves as a framework for IT systems Development

3 SWOT analysis is a solid foundation for the strategic planning process because it examines a firm's technical, human and financial resources

4 Strategic planning looks at the day to day operational activities and focuses on the near future

ANSWER is 4

15 This kind of feasibility means that a project can be implemented in an acceptable time frame

1 Technical Feasibility

2 Operational Feasibility

3 Schedule Feasibility

4 Economic Feasibility

ANSWER is 3

16 Which is the correct sequence in the preliminary investigation planning process?

1 Understand the problem/opportunity, Define the project scope and constraints, Perform fact finding, Present results and recommendations, evaluate feasibility

2 Understand the problem/opportunity, Define the project scope and constraints, Present results and recommendations, evaluate feasibility, Perform fact finding

3 Understand the problem/opportunity, Perform fact finding, , Define the project scope and constraints Present results and recommendations, evaluate feasibility

4 Understand the problem/opportunity, Define the project scope and constraints, Perform fact finding, evaluate feasibility, Present results and recommendations

ANSWER is 4

17 Because it focuses on processes that transform data into useful information, structured analysis is called _____ technique

1 an iterative

2 a process-centred ←

3 an inferred

4 an empowered

18 The _____group typically provides leadership and overall guidance, but the systems themselves are developed by teams consisting of users, managers and IT staff members

1 web support

2 systems support

3 application development

4 database administration

19 Which of the following includes automated response to sales inquiries, web-based order processing, and online inventory tracking?

1 Mission statement

2 Customer relationship management (CRM)

3 Feasibility study

4 Total cost of ownership (TCO)

20 Which of the following is NOT a tangible benefit?

1 A user-friendly system that improves employee job satisfaction

2 A new scheduling system that reduces overtime

3 An online package tracking system that decreases the need for clerical staff

4 A sophisticated inventory control system that cuts excess inventory

21 Which of the following is NOT a guideline for designing questionnaires?

1 Arrange the questions from simple to more complex

2 Include a section for general comments

3 Pilot the questionnaire

4 Use question that give clues to expected answers

21 Which of the following is NOT a guideline for designing questionnaires?

1 Arrange the questions from simple to more complex

2 Include a section for general comments

3 Pilot the questionnaire

4 Use question that give clues to expected answers

22 A method that is primarily used for obtaining information during the preliminary investigation is_____?

1 Analyse organisation charts

2 Review documentation

3 Conduct interviews

23 Which skills enable a systems analyst to identify a problem, evaluate the key elements and develop a useful solution?

1 Analytical skills

2 Interpersonal skills

3 Artistic skills

4 Confrontational skills

24 Which types of questions encourage spontaneous and unstructured responses?

1 Open-ended questions

2 Leading questions

3 Closed-ended questions

4 Range-of-response questions

25 Which one of the following is a typical example of a system requirement for the output category?

1 Manufacturing employees must swipe their ID cards into data collection terminals that record labour costs

2 The contact management system must generate a daily reminder list for all sales reps

3 The student records system must allow record access by either the student name or the student number

4 The system must support 25 users simultaneously

26 Which of the following includes automated response to sales inquiries, web-based order processing, and online inventory tracking?

1 Mission statement

2 Customer relationship management (CRM)

3 Feasibility study

27 Which one of the following describes the estimated costs of a proposed system, which includes on-going support and maintenance costs, as well as acquisition costs?

1 CRM

2 JIT

3 TCO

4 RFID

29 A company discovers that its software needs to be upgraded In the company's analysis of its situation this would be _____

1 An opportunity

2 A strength

3 A threat

4 A weakness

30 Which of the following is not a guideline to follow when determining data entry and storage considerations?

[Turn over]

1 Data should be entered into the system where and when it occurs

2 Data should be verified when it is entered

3 Data duplication should be encouraged

4 Data should be entered into a system only once

31 In an approach called _____ prototyping, systems analysts use prototyping to verify user requirements, after which the prototype is discarded and implementation continues

1 discard

2 trash

3 design ←

4 recycled

32 What is the primary advantage of RAD?

1 Systems can be developed more quickly with significant cost savings ←

2 The company's strategic business needs are emphasized and the mechanics of the system are not stressed

3 The decelerated time cycle allows more time to develop quality, consistency, and design standards

4 Systems are developed more slowly with fewer bugs

33 Under which software acquisition process step should you consider network and web-related issues?

1 Identify potential vendors or outsourcing options

2 Evaluate alternatives

3 Perform a cost-benefit analysis

4 Evaluate the information systems requirements ←

34 Buyers can customize a software package by doing each of the following EXCEPT _____

1 Negotiating directly with the software vendor to make enhancements to meet the buyer's needs by paying for the changes

2 Purchasing a basic package that vendors will customize to suit the buyer's needs

3 Purchasing the software and making their own modifications, if this is permissible under the terms of the software license

4 Allowing each of the employees to make their own modifications

35 Which one of the following statements is NOT TRUE about Scrum?

1 It is an agile method

2 In a scrum session team members play specific roles

3 The project owner should be included in a scrum

4 The [illegible] to set time blocks for each session

36 Which one of the following is NOT a modelling tool for understanding system requirements?

1 Database management systems (DBMS)

2 Unified modelling language (UML)

3 Functional decomposition diagram (FDD)

4 Business process modelling (BPM)

37 Which one of the following will NOT be considered a MAJOR trend in shaping business in this century?

1 Rapidly increasing globalisation

2 Technology integration for seamless information access

3 The rapid growth of cloud-based computing and services

---

4 New developments in client-server computing architecture ←

38 For complex operations, analysts apply computer-based modelling tools that use a standard language called _____

1 Electronic data interchange (EDI)

2 Joint application development (JAD)

3 Business process modelling notation (BPMN) ←

4 Rapid application development (RAD)

39 Which one of the following statements is NOT TRUE about systems analysts?

1 They help to plan, develop and maintain information systems

2 They do not have to be technically competent ←

3 They should be business-savvy

4 They should have strong critical thinking skills

40 To avoid the problem of project creep, _____

1 Define project scope as vaguely as possible

2 Leave project scope undefined

3 Define project scope as clearly as possible ←

4 Expand the focus beyond the problem at hand

EXAM PAPER MAY / JUNE 2016

1 Which of the following refers to information systems that support companywide operations and data management requirements?

1 Management Information System (MIS)
2 Transaction Processing System
3 Enterprise Resources Planning (ERP)
4 Enterprise Computing

2 Which two things do a typical organisational model identifies?

1 Business functions and organisational levels
2 Systems and processes
3 Models and structures
4 Strategic plans and operational plans

3 Knowledge Management systems use a technique called that allows inferences to be drawn from imprecise relationships

1 Fuzzy logic
2 Inference rules
3 Data Mining
4 Binary logic

4 Which of the following is false

1 Strategic Planning is the process of identifying long-term organisational goals, strategies and resources
2 Strategic planning serves as a framework for IT systems Development
3 SWOT analysis is a solid foundation for the strategic planning process because it examines a firm's technical, human and financial resources
4 Strategic planning looks at the day to day operational activities and focuses on the near future

5 This kind of feasibility means that a project can be implemented in an acceptable time frame

1 Technical Feasibility
2 Operational Feasibility
3 Schedule Feasibility
4 Economic Feasibility

6 Which is the correct sequence in the preliminary investigation planning process?

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2 Understand the problem/opportunity, Define the project scope and constraints, Present results and recommendations, evaluate feasibility, Perform fact finding
3 Understand the problem/opportunity, Perform fact finding, , Define the project scope and constraints Present results and recommendations, evaluate feasibility
4 Understand the problem/opportunity, Define the project scope and constraints, Perform fact finding, evaluate feasibility, Present results and recommendations

8 The _____group typically provides leadership and overall guidance, but the systems themselves are developed by teams consisting of users, managers and IT staff members

1 web support
2 systems support
3 application development
4 database administration

9 Which of the following includes automated response to sales inquiries, web-based order processing, and online inventory tracking?

1 Mission statement
2 Customer relationship management (CRM)
3 Feasibility study
4 Total cost of ownership (TCO)

10 Which of the following is NOT a tangible benefit?

1 A user-friendly system that improves employee job satisfaction
2 A new scheduling system that reduces overtime
3 An online package tracking system that decreases the need for clerical staff
4 A sophisticated inventory control system that cuts excess inventory

11 In which section of the preliminary investigation report would you put the preliminary investigation, including a description of the project's scope, constraints and feasibility?

1 Appendix
2 Case for action
3 Introduction
4 Findings

12 What is the primary advantage of RAD?

1 Systems can be developed more quickly with significant cost savings
2 The company's strategic business needs are emphasised and the mechanics of the system are not stressed
3 The decelerated time cycle allows more time to develop quality, consistency and design standards
4 Analysts are free to ignore some user requirements

13 Which one of the following does RAD rely heavily on?

1 Object-oriented methods
2 Agile methods
3 SDLC
4 Prototyping

14 Which one of the following is a typical example of a system requirement for the performance category?

1 The purchasing system must provide suppliers with up-to-date specifications
2 Each input form must include date, time, product code, customer number and quantity
3 The manager of the sales department must approve orders that exceed a customer's credit limit
4 The student records system must produce class lists within five hours after the end of registration

15 What name is given to the choice between developing versus purchasing software decision?

1 Build or make
2 Transactional
3 Subscription
4 Build or buy

16 Which of the following is not a guideline to follow when determining data entry and storage considerations?

1 Data should be entered into the system where and when it occurs
2 Data should be verified when it is entered
3 Data duplication should be encouraged

17 In an approach called _____ prototyping, systems analysts use prototyping to verify user requirements, after which the prototype is discarded and implementation continues

1 discard
2 trash
3 design
4 recycled

18 In order to study the systems request and recommend specific action a systems analyst conducts _____ investigation

1 a preliminary
2 a systems
3 an appendix
4 a transitional

19 Which one of the following describes the estimated costs of a proposed system, which includes ongoing support and maintenance costs, as well as acquisition costs?

1 CRM
2 JIT
3 TCO
4 RFID

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

1 enterprise applications
2 operating applications
3 network operating systems (NOS)
4 legacy systems

22 User productivity systems _____

1 provide job-related information to users at all levels of a company
2 simulate human reasoning by combining a knowledge base and inference rules that determine how the knowledge is applied
3 process data generated by day-to-day business operations
4 legacy software

4 include e-mail, voice mail, fax, video and web conferencing, word processing, automated calendars, database management, spread sheets, desktop publishing, presentation graphics, company intranets, and high-speed internet access

23 Which of the following models describes the information that a system must provide?

1 Process model
2 Business model
3 Data model
4 Network model

24 Which phase of the SDLC aims to build a logical model of the new system?

1 Systems analysis phase
2 Systems design phase
3 Systems implementation phase
4 Systems support and security phase

25 When building an information system, all of the following basic guidelines should be considered except _____

1 stick to an overall development plan
2 identify major milestones for project review and assessment
3 provide accurate and reliable cost and benefit information
4 ensure that users are not involved in the development process

26 Which one of the following is a hardware-based security control?

1 Passwords
2 Coding data
3 Various levels of user access
4 Biometrics identification

27 When assessing priorities for systems requests, a systems analyst should look for high scores in all of the following EXCEPT _____

1 Will the proposed system serve customers better?
2 Will the proposed system reduce costs?
3 Will the proposed system serve the organisation better?
4 Will the proposed system decrease revenue for the company?

28 What name is given to a requirement or condition that a system must satisfy or an outcome that a system must achieve?

1 Condition
2 Impediment
3 Constraint
4 Obstacle

29 Which of the following is a CASE tool?

1 Internet Explorer
2 Visible analyst
3 Java
4 Data flow diagram (DFD)

30 In the preliminary investigation report, the _____ section contains the results of the preliminary investigation, including a description of the project's scope, constraints, and feasibility

1 appendix
2 case for action
3 introduction
4 findings

31 Some firms offer _____ which provide powerful web-based support for transaction such as order processing, billing, and customer relationship management

1 Cloud computing
2 Middleware
3 Intranet based services
4 Internet based services

32 A practice whereby a company shift IT development, support, and operations to another country is called?

1 Outsourcing
2 Offshore outsourcing
3 Business process outsourcing
4 Managed hosting

33 Which one of the following is not one of the ways to customise a software package?

1 Negotiate with the software vendor for a discounted fee with a longer term contract
2 Purchase a basic package that vendors will customise to suit your needs
3 Negotiate directly with the software vendor to make enhancements to meet your needs by paying for the changes
4 Purchase the package and make your own modifications, if it is possible under the terms of the software licence

35 Which one of the following is NOT required by managers in order for them to understand the full cost impact and timetable of a project?

1 Time figures for the next development phase
2 Cost figures for the next development phase
3 An estimate for the overall project
4 The name of the people who will work on the next development phase

36 Which types of questions encourage spontaneous and unstructured responses?

1 Open-ended questions
2 Leading questions
3 Closed-ended questions
4 Range-of-response questions

37 Which of the following is NOT a guideline for designing questionnaires?

1 Arrange the questions from simple to more complex
2 Include a section for general comments
3 Pilot the questionnaire
4 Use question that give clues to expected answers

38 Which of the following refers to producing a full-featured, working model of an information system?

1 Prototyping
2 Coding
3 Outsourcing
4 Benchmarking

39 Which of the following outsourcing fee models charges a variable fee based on the volume of transactions or operations performed by the application?

1 Method
2 Transaction
3 Administrative
4 Interpolated

40 A method that is primarily used for obtaining information during the preliminary investigation

1 Analyse organisation charts
2 Review documentation
3 Conduct interviews 4
4 Observe operations

NOVEMBER 2016

1 _____ refers to the combination of hardware, software, and services that people use to manage, communicate, and share information

1 Information systems
2 Information technology
3 Computer systems
4 Computer technology

2 Over 40 years ago, a concept called Moore's Law accurately predicted that computer processing power would double about every _____

1. 2 months
2 12 months
3 24 months
4 48 months

3 For complex operations, analysts apply computer-based modelling tools that use a standard language called _____

1 electronic data interchange (EDI)
2. joint application development (JAD)
3 business process modelling notation (BPMN)
4 rapid application development (RAD)

4. A business _____ is an overview that describes a company's overall functions, processes, organization, products, services, customers, suppliers, competitors, constraints, and future direction.

1 matrix
2 profile
3 index
4 glossary

5. 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

1 inference engine
2 knowledge base
3 knowledge management system
4 inference manager

6 In a typical company organizational model, middle managers _____

1. develop long-range plans, called strategic plans, which define the company's overall mission and goals
2 provide direction, necessary resources, and performance feedback to supervisors and team leaders

7 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

1 O-O
2 SDLC
3 MSF
4. RUP

8 Because it focuses on processes that transform data into useful information, structured analysis is called a(n) _____ technique

1 iterative
2 process-centred
3 inferred
4. empowered

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

1 gradual
2 extreme
3 spiral
4 evaluative

10 A(n) _____ investigates, analyses, designs, develops, installs, evaluates, and maintains a company's information systems

1 application developer
2 database administrator
3. network administrator
4 systems analyst

11 _____ limitations result when a system that was designed for a specific hardware configuration becomes obsolete when new hardware is introduced

1 Mission
2 Relationship
3. Feasibility
4. Performance

12 Electronic data interchange (EDI) enables _____ inventory systems, which rely on computer-to-computer data exchange to minimize unnecessary inventory

1 CRM
2 TCO
3. JIT
4 RFID

13. When evaluating systems requests, which of the following is an advantage of a systems review committee _____.

1 action on requests must wait until the committee meets
2 one person's bias is less likely to affect the decisions
3. members might favour projects requested by their own departments
4 internal political differences could delay important decisions

15 An example of a tangible benefit includes a(n) _____

1 user-friendly system that improves employee job satisfaction
2 sales tracking system that supplies better information for marketing decisions
3 new Web site that enhances the company's image
4 online package tracking system that decreases the need for clerical staff

16 When assessing priorities for systems requests, a systems analyst should look for a high score in which of the following _____

1 Will the proposed system diminish customer service?
2 Will the proposed system increase costs?
3 Will the proposed system result in less information for the organization?
4 Will the proposed system increase revenue for the company?

17 _____ is an example of a discretionary project

1 Creating a new report for a user
2 Adding a report required by a new federal law
3 Including annual updates to payroll and tax percentages
4 Including quarterly changes in insurance reporting required by law

18 To avoid the problem of project creep, _____

1 define project scope as vaguely as possible
2 leave project scope undefined
3 define project scope as clearly as possible
4 expand the focus beyond the problem at hand

19 In sequence, the interviewing process involves a series of steps _____, _____, _____, _____, conduct the interview, document the interview, and evaluate the interview

1 determine the people to interview, establish objectives for the interview, develop interview questions, prepare for the interview
2 establish objectives for the interview, develop interview questions, prepare for the interview, determine the people to interview
3 develop interview questions, prepare for the interview, determine the people to interview, establish objectives for the interview
4. prepare for the interview, determine the people to interview, establish objectives for the interview, develop interview questions

20 In the preliminary investigation report, the _____ section contains the results of the preliminary investigation, including a description of the project's scope, constraints, and feasibility

1 appendix
2. introduction
3 case for action
4 findings

21. One of the main activities in the systems analysis phase is _____ modelling, which involves fact-finding to describe the current system and identification requirements for the new system

1 objective
2 requirements
3. goal-based
4 user-based

22 _____ enable a systems analyst to identify a problem, evaluate the key elements, and develop a useful solution

1 Analytical skills
2 Artistic skills
3 Interpersonal skills
4 Confrontational skills

23 The primary advantage of RAD is that _____.

1 systems can be developed more quickly with significant cost savings
2 the company's strategic business needs are emphasized and the mechanics of the system are not stressed
3 the accelerated time cycle allows more time to develop quality

24 Which of the following is a general category of system requirements?

1 daily reports
2. inputs
3 response time
4 login security

25 _____ is a typical example of a system requirement for the input category

1 As a final step in year-end processing, the payroll system must update employee salaries, bonuses, and benefits
2 Response time must not exceed four seconds
3 The system must provide log-on security at the operating system level and at the application level
4 Student grades must be entered on machine-scannable forms prepared by the instructor

26. _____ is a typical example of a system requirement for the process category.

1. The Web site must report online volume statistics every four hours and hourly during peak periods
2 The system must be operated seven days a week, 365 days a year
3 The equipment rental system must not execute new rental transactions for customers who have overdue tapes
4 All transactions must have audit trails

27 _____ is a typical example of a system requirement for the performance category

1 The purchasing system must provide suppliers with up-to-date specifications
2 Each input form must include date, time, product code, customer number, and quantity
3 The manager of the sales department must approve orders that exceed a customer's credit limit
4 The student records system must produce class lists within five hours after the end of registration

28. To evaluate _____ , a systems analyst needs information about projected future volume for all outputs, inputs, and processes

1 scalability
2 reliability
3 compatibility
4 applicability

29 In a(n) _____ structure, which usually is based on interpersonal relationships, some people have more influence or knowledge than appears on an organization chart.

1 spontaneous
2 unstructured
3 informal
4 open-ended

30 If an interviewee gives only short or incomplete responses to open-ended questions, a systems analyst should do which of the following _____ .

1. switch to closed-ended questions
2 give the interviewee easy access to supporting material that might be needed
3 continue using open-ended questions
4 rudely conclude the meeting

31 Although the traditional model of software acquisition still accounts for more software acquisition, a new model, called _____ , is changing the picture dramatically

1 Hardware as a Help
2 Software as a Service
3 Processing as a Product
4 Storage as a Solution

32 _____ reduces the customer's need for software maintenance, operation, and support

1 Hardware as a Help
2 Software as a Service
3 Processing as a Product
4 Storage as a Solution

33 Building an application in a _____ environment can offer greater benefits, and sometimes greater risks, compared to a traditional environment

1 GUI
2 Web-based
3 cloud
4 multinational

34. Web-based software usually requires additional layers, called _____ to communicate with existing software and legacy systems

1 freeware
2 shareware
3 middleware
4 public domain software

35 _____ is the transfer of information systems development, operation, or maintenance to an outside firm that provides these services, for a fee, on a temporary or long-term basis

1 Outsourcing
2 Commission
3 Subscription
4 External provision

36 Some _____ providers concentrate on specific software applications, others offer resources like order processing and customer billing

1 subscription
2 software
3 service
4. resource

37 The choice between developing versus purchasing software often is called a _____ decision

1 build or make
2 subscription
3 transactional
4. build or buy

38. A software _____ is software that is obtained from a vendor or application service provider

1. package
2 cluster
3 subscription
4 aggregate

39. Some data files should be hidden totally from view, while others should have _____ so users can view, but not change, the data

1 no-access properties
2 read-only properties
3 full-access properties
4 write-only properties

MAY/JUNE 2017

1 The objective of _____ is to gather data about project usability, costs, benefits and schedules

1 mediation

2 fact-finding

3 project execution

4 project maintenance

2 A(n) _____ is not as flexible as a series of interviews, but it is less expensive, generally takes less time and can involve a broad cross-section of people

1 fishbone

2 experiment

3 survey

4 research

3 _____ technology refers to the combination of hardware, software and services that people use to manage, communicate and share information.

1 Instructional

2 Information

3 Assistive

4 Medical

4 _____ includes ongoing support and maintenance costs, as well as acquisition costs

1 CRC (Customer relationship costs)

2 TCO (Total cost of ownership)

3 JIT (Just-in-time costs)

4 RCT (Real cost of time)

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

1 Prototyping

2 Rapid application development

3 Scrum

4 Modelling

6 Which of the following is an example of an intangible benefit?

1 A user-friendly system that improves employee job satisfaction

2 A new scheduling system that reduces overtime

3 An online package tracking system that improves service and decreases the need for clerical staff

4 A sophisticated inventory control system that cuts excess inventory

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

1 systems analysis phase

2 systems implementation phase

3 systems design phase

4 systems support and security phase

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

1 object-oriented analysis

2 agile

3 structured analysis

4 rapid application development

9 Systems development typically starts with a _____

1 feasibility study, followed by a systems request, which includes a preliminary investigation

2 systems request, followed by a preliminary investigation, which includes a feasibility study

3 preliminary investigation, followed by a feasibility study, which includes a systems request

10 To avoid the problem of _____, a project's scope should be defined as clearly as possible

1 project dilation

2 project expansion

3 project creep

4 project drift

11 Determining the _____ means defining the specific boundaries, or extent, of a project

1 project index

2 project matrix

3 project scope

4 project table

12 In a preliminary investigation report, the _____ section is included in the report if supporting information must be attached

1 appendix

2 introduction

3 recommendations

4 Findings

13 Electronic data interchange (EDI) enables _____ inventory systems, which rely on computer-to-computer data exchange to minimize unnecessary inventory

1 CRM (Customer relationship management)

2 EPOD (Electronic proof of delivery)

3 JIT (Just-in-time)

4 RFID (Radio frequency identification)

14 _____ provides vital protection and maintenance services for system hardware and software, including enterprise computing systems, networks, transaction processing systems and corporate IT infrastructure

1 User support

2 Database administration

3 Systems support and security

4 Network administration

15 Internet-based commerce is called _____ and includes two main sectors B2C (business-to-consumer) and B2B (business-to-business)

1 electronic commerce

2 network-oriented commerce

3 virtual trading

4 online trading

16 A systems analyst conducts a preliminary investigation to study the _____ and recommend specific action

1 systems request

2 project scheduling report

3 systems validation

4 project staffing report

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

1 interactive

2 iterative

3 waterfall

4 spiral

18 The _____ group typically provides leadership and overall guidance, but the systems themselves are developed by teams consisting of users, managers and IT staff members

1 web support

2 application development

3 systems support

4 database administration

19 What name is given to information systems that support company-wide operations and data management requirements?

1 User-based system

2 Enterprise computing

3 Business information system

4 Company-wide computing

20 User productivity systems _____

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

2 simulate human reasoning by combining a knowledge base and inference rules that determine how the knowledge is applied

3 process data generated by day-to-day business operations

4 include groupware programs that enable users to share data, collaborate on projects and work in teams

22 A common tool for showing the distribution of a questionnaire or sampling results is a vertical bar chart called a _____

1 flowchart

2. histogram

3 tree map

4 streamgraph

23 Identify a typical example of a system requirement for the input category

1 As a final step in year-end processing, the payroll system must update employee salaries, bonuses and benefits

2 Response time must not exceed four seconds

3. The system must provide logon security at the operating system level and at the application level

4 Student grades must be entered on machine-readable forms prepared by the instructor

24. Which of the following is true of a traditional systems development environment?

1 Many applications require substantial desktop computing power and resources.

2 Systems are developed and delivered in an Internet-based framework such as .NET or WebSphere

3 Systems are easily scalable and can run on multiple hardware environments

4 Internet-based development treats the traditional systems development environment as the platform, rather than just a communication channel

25 When determining outsourcing fees, a _____ model has a variable fee based on the number of users or workstations that have access to the application

1 fixed fee

2 usage

3 subscription

4 transaction

26 A _____ utilizes standard business software, such as Microsoft Word or Microsoft Excel, which has been configured in a specific manner to enhance user productivity

1 user application

2 user configuration

3 user interface

4 user query

27 Which of the following is a general category of system requirements?

1 Daily reports

2 Inputs

3 Response time

4 Login security

28. If a software package is purchased, consider a _____, which offers additional support and assistance from the vendor

1 fixed fee model

2 request for proposal

3. software license

4 supplemental maintenance agreement

29 In a(n) _____system, the web becomes an integral part of the application, rather than just a communication channel, and systems analysts need new application development tools and solutions to handle the new systems

1 Internet-based

2 file-based

3 quality-based

4 agent-based

30 When preparing a representative sample from a list of 180 customers who complained about errors in their statements, a _____ sample could ensure the sample is balanced geographically by selecting five customers from each of four area codes

1 systematic

2 stratified

3 random

4 comprehensive

32 The _____ is a top-down representation of a process

1 Unified Modeling Language (UML)

2 total cost of ownership (TCO)

3 functional decomposition diagram (FDD)

4 Rapid Economic Justification (REJ)

May/June 2017

33 _____ is the starting point for measuring the performance, accuracy and completeness of the finished system before entering the systems design phase

1 Software requirements specification

2 Request for quoting document

3 Software license

4 Maintenance agreement

34 Supporters of neutral locations for interviews believe that it _____
1 makes the interviewee feel comfortable during the meeting

2 gives the interviewee easy access to supporting material that might be needed

3 keeps interruptions to a minimum so people can concentrate fully

4 gives the interviewee an opportunity to take calls during the interview

35 _____ is the transfer of information systems development, operation or maintenance to an outside firm that provides these services, for a fee, on a temporary or long-term basis
1 Outsourcing

2 Commission

3 Subscription

4 External provisioning

36 Rapid application development (RAD) relies heavily on _____
1 prototyping

2 management direction

3 agile methods

4 Scrum

37 In the context of in-house software development options, companies that develop software for sale are called _____
1 software stockers

2 software distributers

40 In a(n) _____, team members prepare to lunge at each other to achieve their objectives
1 pool

2 resequencing session

3 scrum

4 adaptation

4 Storage as a Solution

SEMESTER 1 – ASSIGNMENT 1

1. When using a _____ to investigate the causes of a problem, an analyst first states the problem and then draws a main bone with sub-bones that represent possible causes of the problem.
   1. causebone diagram
   2. fishbone diagram
   3. jawbone diagram
   4. crossbone diagram

2. Many large IT departments use a(n) _____ team that reviews and tests all applications and systems changes to verify specifications and software quality standards.
   1. beta testing
   2. quality assurance
   3. alpha testing
   4. acceptance verifier

4. The _____, named after a nineteenth-century economist, is a widely used tool for visualizing issues that need attention and is drawn as a vertical bar graph.
   1. Pareto chart
   2. Gantt chart
   3. Scatter chart
   4. XY chart

5. When planning an information system, a company must consider how a new system will interface with older systems, which are called _____.
   1. enterprise applications
   2. network operating systems (NOS)
   3. operating applications

---

   4. legacy systems

6. The overall aim of a _____ is to avoid seeking goals that are unrealistic, unprofitable, or unachievable.

1. SWOT (Strength, Weakness, Opportunities, and Threats) analysis

2. CSF (Critical Success Factor) analysis

3. BCF (Business Case Factor) analysis

4. SWCT (Strategy, Weakness, Cost, and Technology) analysis

7. The objective of a _____ is to use the combined judgement and experience of several analysts to evaluate systems projects.

1. computer resources committee

2. data storage committee

3. system networking committee

4. topology identification committee

8. Projects where management has no choice in implementing them are called _____ projects.

1. discretionary

2. nondiscretionary

3. appended

4. concatenated

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

1. incremental model

2. extreme model

3. spiral model

4. evaluative model

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

1. object-oriented analysis

2. adaptive

3. structured analysis

4. rapid application development

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

1. systems estimation
2. systems verification
3. systems validation
4. systems evaluation

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

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

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

1. electronic data interchange (EDI)
2. joint application development (JAD)
3. business process modelling notation (BPMN)
4. rapid application development (RAD)

14. Using _____, a supplier can use radio frequency identification (RFID) tags on each crate, case, or shipping unit to create a digital shipping list.

1. EPOD (Electronic proof of delivery)
2. PPOD (Physical proof of delivery)
3. RPS (Radio positioning system)
4. RDS (Radar detection system)

15. A _____ is a requirement or condition that a system must satisfy or an outcome that a system must achieve.

1. trigger
2. constraint
3. query

16. When assessing _____, a systems analyst must consider the interaction between time and costs.

1. resource feasibility

2. technical feasibility

3. schedule feasibility

4. market feasibility

17. 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.

1. spot identification

2. certification

3. education

4. accreditation

18. A _____ is a summary of a project request and a specific recommendation.

1. case for action

2. routine report

3. breakdown report

4. case for approval

20. Which of the following is an example of a tangible benefit?

1. A user-friendly system that improves employee job satisfaction

2. A sales tracking system that supplies better information for marketing decisions

3. A new website that enhances a company's image

4. An online package tracking system that improves service and decreases the need for clerical staff

SEMESTER 1 – ASSIGNMENT 2

1. A _____ is a document that describes a company, lists the IT services or products needed, and specifies the features required.

1. request for quotation (RFQ)

2. present net value (PNV)

3. request for proposal (RFP)

4. return on investment (ROI)

2. Regardless of the topics of interest, there are one or more _____, where people gather to meet, offer support, and exchange ideas.

1. newsgroups

2. benchmarks

3. report generators

4. service desks

3. Which of the following is a typical example of a system requirement for the output category?

1. Manufacturing employees must swipe their ID cards into data collection terminals that record labour costs.
2. The contact management system must generate a daily reminder list for all sales reps.
3. All transactions must have audit trails.
4. As the final step in year-end processing, the payroll system must update employee salaries, bonuses, and benefits and produce tax data required by the IRS.

4. In addition to joint application development, another popular user-oriented method is _____, which resembles a condensed version of the entire SDLC with users involved every step of the way.

5. The _____ environment enhances interactive experiences, including wikis and blogs, and social networking applications.

1. outsourcing

2. Software as a Service

3. Web 2.0

4. command-line

6. When companies acquire web-based software as a(n) _____, they can limit in-house involvement to a minimum.

1. product

2. process

3. service

4. outsource

9. _____ determines how long it takes an information system to spend for itself through reduced costs and increased benefits.

1. Net present value (NPV)

2. Acquisition process

3. Return on investment (ROI)

4. Payback analysis

10. Some firms offer _____, which provide powerful web-based support for transactions such as order processing, billing, and customer relationship management.

1. application service provider (ASP)

2. internet business services (IBS)

3. outsource hosting provider (OHP)

4. fixed outsourcing services (FOS)

11. A firm that offers outsourcing solutions is called a _____.

1. subscription provider

2. software provider

3. service provider

4. resource provider

12. A software package that can be used by many different types of organizations is called a(n) _____.

1. vertical application

2. symmetric application

3. horizontal application

4. asymmetric application

13. The _____ is a widely used method of visualizing and documenting software systems design.

1. Unified Modeling Language (UML)

2. total cost of ownership (TCO)

3. functional decomposition diagram (FDD)

4. Rapid Economic Justification (REJ)

14. A _____ defines what must take place, not how it will be accomplished.

1. logical design

2. physical design

3. quantitative design

4. qualitative design

15. In addition to configuring software, the IT staff can create a _____, which includes screens, commands, controls, and features that enable users to interact more effectively with the application.

1. user manual

2. user story

3. user interface

4. user agent

16. When preparing a representative sample from a list of 200 customers who complained about errors in their statements, a _____ might select every tenth customer for review.

1. systematic sample

2. stratified sample

3. random sample

4. comprehensive sample

17. The main reason for offshore outsourcing is to _____.

1. lower bottom-line costs

2. manage operations only in one country

3. manage operations only in one country

4. ship bulky raw materials

18. _____ enable a systems analyst to identify a problem, evaluate the key elements, and develop a useful solution.

1. Analytical skills

2. Artistic skills

3. Interpersonal skills

4. Confrontational skills

19. When studying an information system, illustrations of actual documents should be collected using a process called _____.

1. stratification

2. randomization

3. indexing

4. sampling

20. _____ reduces the customer's need for software maintenance, operation, and support.

1. Hardware as a Help

2. Software as a Service

3. Processing as a Product

4. Storage as a Solution