1. Software consists of everything in the physical layer of the information system.   
T  
Incorrect. See page 7.  
F  
Correct.

2. Because it allows companies to reach the global marketplace, B2B is especially important to smaller suppliers and customers who need instant information about prices and availability.   
T  
Correct.  
F  
Incorrect. See page 10.

3. A business profile is a specific set of transactions, events, and results that can be described and documented.  
T  
Incorrect. See page 13  
F  
Correct.

4. Groupware programs enable users to share data, collaborate on projects, and work in teams.  
T  
Correct.  
F  
Incorrect. See page 17.

5. Knowledge workers develop long-range plans, called strategic plans, which define the company’s overall mission and goals.   
T  
Incorrect. See page 18.  
F  
Correct.

6. The purpose of the systems analysis phase is to perform a preliminary investigation to evaluate an IT-related business opportunity or problem.   
T  
Incorrect. See page 23.  
F  
Correct.

7. Object-oriented methodology is popular because it provides an easy transition to O-O programming languages such as Java, Smalltalk, C++, Python, and Perl.   
T  
Correct.  
F  
Incorrect. See page 25

8. Two examples of tools that are used for systems development include IBM’s Rational software and the Microsoft Solutions Framework.   
T  
Correct.  
F  
Incorrect. See page 27

9. Database specialists design and construct Web pages, monitor traffic, manage hardware and software, and link Web-based applications to the company’s information systems.   
T  
Incorrect. See page 29.  
F  
Correct.

10. Sometimes companies will waive educational requirements if a candidate for employment has significant experience, skills, or professional certifications.   
T  
Correct.  
F  
Incorrect. See page 31.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ consists of programs that support day-to-day business functions and provide users with the information they need.

Answer:

Application software. See page 7.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ includes two main sectors: business-to-consumer and business-to-business.

Answer:

E-commerce. See page 9.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ consists of basic facts that are the system’s raw material.

Answer:

Data. See page 6.

1. A prototype can serve as an initial model that is used as a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to evaluate the finished system, or the prototype itself can develop into the final version of the system.

Answer:

benchmark. See page 20.

1. RFID stands for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Answer:

radio frequency identification. See page 16.

1. The user support function usually is called a service desk or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Answer:

help desk. See page 28.

1. Structured analysis uses a series of phases, called the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to plan, analyze, design, implement, and support an information system.

Answer:

systems development life cycle (SDLC). See page 22.

1. A knowledge management system uses \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which are logical rules that identify data patterns and relationships.

Answer:

inference rules. See page 16.

1. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the set of beliefs, rules, traditions, values, and attitudes that define a company and influence its way of doing business.

Answer:

corporate culture. See page 32.

1. Joint application development focuses on team-based fact-finding, which is only one phase of the development process, whereas \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is more like a compressed version of the entire process.

Answer:

rapid application development (RAD). See page 27.

1. A(n) \_\_\_\_\_ combines technology, people, and data to provide support for business functions.
2. server farm
3. information system
4. object-oriented analysis
5. preliminary investigation

Analysis:

a. Incorrect. See [Page 5]

b. Correct.

c. Incorrect. See [Page 5]

d. Incorrect. See [Page 5]

1. \_\_\_\_ systems can analyze transactional data, generate information needed to manage and control business processes, and provide information that leads to better decision making.
2. Business support
3. User support
4. Network administration
5. Application development

Analysis:

a. Correct.

b. Incorrect. See [Page 16]

c. Incorrect. See [Page 16]

d. Incorrect. See [Page 16]

1. When using a(n) \_\_\_\_\_ method, system development is organized into phases, with deliverables and milestones to measure progress.
2. object-oriented analysis
3. adaptive
4. structured analysis
5. agile

Analysis:

a. Incorrect. See [Page 21]

b. Incorrect. See [Page 21]

c. Correct.

d. Incorrect. See [Page 21]

1. The purpose of the \_\_\_\_\_ phase is to build a logical model of the new system.
2. systems analysis
3. systems design
4. systems implementation
5. systems support and security

Analysis:

a. Correct.

b. Incorrect. See [Page 23]

c. Incorrect. See [Page 23]

d. Incorrect. See [Page 23]

1. \_\_\_\_\_ verifies that an individual demonstrated a certain level of knowledge and skill on a standardized test.
2. Quality control
3. Certification
4. Technology knowledge
5. A college degree

Analysis:

a. Incorrect. See [Page 31]

b. Correct.

c. Incorrect. See [Page 31]

d. Incorrect. See [Page 31]

1. If a site has a large number of remote clients, the \_\_\_\_\_ group often includes a deployment team that installs and configures the workstations.
2. network administration
3. application development
4. user support
5. systems support and security

Analysis:

a. Incorrect. See [Page 28]

b. Incorrect. See [Page 28]

c. Incorrect. See [Page 28]

d. Correct.

1. \_\_\_\_\_ is a popular tool that systems analysts can use to create business process diagrams, flowcharts, and organization charts.
2. Microsoft Visio
3. CASE
4. EDI
5. ERP

Analysis:

a. Correct.

b. Incorrect. See [Page 19]

c. Incorrect. See [Page 19]

d. Incorrect. See [Page 19]

1. The main objective of \_\_\_\_\_ is to integrate a company’s primary functions to improve efficiency, reduce costs, and help managers make key decisions.
2. transaction processing
3. enterprise computing
4. business support
5. knowledge management

Analysis:

a. Incorrect. See [Page 15]

b. Correct.

c. Incorrect. See [Page 15]

d. Incorrect. See [Page 15]

1. \_\_\_\_\_ tools provide an overall framework for systems development and support a wide variety of design methodologies, including structured analysis and object-oriented analysis.
2. Computer-aided systems engineering
3. Rapid application development
4. Joint application development
5. Enterprise resource planning

Analysis:

a. Correct.

b. Incorrect. See [Page 20]

c. Incorrect. See [Page 20]

d. Incorrect. See [Page 20]

1. \_\_\_\_\_ are often the company’s best line of defense against an IT disaster involving a system that is technically sound, but fails because it doesn’t meet the needs of users and managers.

1. Top managers
2. Knowledge workers
3. Systems analysts
4. Stakeholders

Analysis:

a. Incorrect. See [Page 29]

b. Incorrect. See [Page 29]

c. Correct.

d. Incorrect. See [Page 29]