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.