Test Bank for Systems Analysis and Design 12th Tilley

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Chapter 02 - Analyzing the Business Case

True / False

1. Systems requests do not deal with factors involved in improving service.
   a. True
   b. False

ANSWER:	False
RATIONALE:	Systems requests often are aimed at improving service to customers or users within the company.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	50
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.03 - Explain how tools can support strategic planning
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Information Systems Projects
KEYWORDS:	Bloom's: Remember
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2. Internal and external factors affect every business decision that a company makes, and IT systems are no exception.
   a. True
   b. False

ANSWER:	True
RATIONALE:	Internal and external factors affect every business decision that a company makes, and IT projects are no exception.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	50
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Information Systems Projects
KEYWORDS:	Bloom's: Remember
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3. A strategic plan that stresses technology tends to create an unfavorable climate for IT projects that extends throughout an organization.
   a. True
   b. False

ANSWER:	False
RATIONALE:	A strategic plan that stresses technology tends to create a favorable climate for IT projects that extends throughout the organization.

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POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	50
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Information Systems Projects
KEYWORDS:	Bloom's: Remember
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4. As users rely more heavily on information systems to perform their jobs, they are likely to request even more IT services and support.

a. True

b. False

ANSWER:	True
RATIONALE:	As users rely more heavily on information systems to perform their jobs, they are likely to request even more IT services and support.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	51
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Information Systems Projects
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5. Information systems that interact with customers usually receive low priority.

a. True

b. False

ANSWER:	False
RATIONALE:	Information systems that interact with customers usually receive top priority.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	53
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Information Systems Projects

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KEYWORDS: Bloom's: Remember
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6. Competition drives many information systems decisions.
   a. True
   b. False
ANSWER: True
RATIONALE: Competition drives many information systems decisions.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 53
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Remember
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7. Economic activity has a negligible influence on corporate information management.
   a. True
   b. False
ANSWER: False
RATIONALE: Economic activity has a powerful influence on corporate information management.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 53
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Remember
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8. Most large companies rely on one person to evaluate systems requests instead of relying on a systems review committee.
   a. True
   b. False
ANSWER: False
RATIONALE: Many organizations assign responsibility for evaluating systems requests to a group of key

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managers and users. Many companies call this group a systems review committee or a computer resources committee.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: 54
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.07 - Explain how system requests are processed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Evaluation of Systems Requirements
KEYWORDS: Bloom's: Remember
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9. When assessing schedule feasibility, a systems analyst must consider the interaction between time and costs.
   a. True
   b. False

ANSWER: True
RATIONALE: When assessing schedule feasibility, a systems analyst must consider the interaction between time and costs.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 58
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
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10. Feasibility analysis is an ongoing task that must be performed throughout the systems development process.
   a. True
   b. False

ANSWER: True
RATIONALE: Feasibility analysis is an ongoing task that must be performed throughout the systems development process.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 59
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed

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NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Evaluating Feasibility
KEYWORDS: Bloom's: Remember
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11. The purpose of an interview, and of the preliminary investigation itself, is to convince others that a project is justified, not to uncover facts.

a. True
b. False

ANSWER: False
RATIONALE: The purpose of the interview, and of the preliminary investigation itself, is to uncover facts, not to convince others that the project is justified.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 65
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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12. It is easier to assign dollar values to intangible than to tangible benefits.

a. True
b. False

ANSWER: False
RATIONALE: It is easier to assign dollar values to tangible benefits; tangible benefits are benefits that can be measured in dollars.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 58
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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13. The Pareto chart, sometimes called a scatter diagram, is a problem-solving tool.

a. True

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b. False

ANSWER: False
RATIONALE: The XY chart, sometimes called a scatter diagram, is a problem-solving tool.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 66
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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14. In a preliminary investigation report, the findings section includes a summary of a project request and a specific recommendation.

a. True
b. False

ANSWER: False
RATIONALE: In a preliminary investigation report, the recommendations section includes a summary of a project request and a specific recommendation.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 68
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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15. The letters SWOT stand for spending, weeks, overtures, and time.

a. True
b. False

ANSWER: False
RATIONALE: The letters SWOT stand for strengths, weaknesses, opportunities, and threats.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 45
QUESTION TYPE: True / False
HAS VARIABLES: False

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LEARNING OBJECTIVES: SAD.12e.02.02 - Conduct a SWOT analysis
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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16. A SWOT analysis examines a firm's technical, human, and financial resources.
    a. True
    b. False

ANSWER: True
RATIONALE: A SWOT analysis examines a firm's technical, human, and financial resources.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 46
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.02 - Conduct a SWOT analysis
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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17. A CASE tool can be used to define and document an overall environment.
    a. True
    b. False

ANSWER: True
RATIONALE: A CASE tool can be used to define and document an overall environment.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 47
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.03 - Explain how tools can support strategic planning
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
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18. Irrespective of the development strategy used, many organizations still rely on the IT group to provide guidance when it comes to selecting tools to support strategic planning activities.
    a. True

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b. False

ANSWER: True
RATIONALE: Irrespective of the development strategy used, many organizations still rely on the IT group to provide guidance when it comes to selecting tools to support strategic planning activities.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 47
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.03 - Explain how tools can support strategic planning
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
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19. Because significant resources are required, team leaders usually initiate large-scale projects.

a. True
b. False

ANSWER: False
RATIONALE: Because significant resources are required, top management usually initiates large-scale projects.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 50
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
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20. Errors or problems in existing systems can trigger requests for systems projects.

a. True
b. False

ANSWER: True
RATIONALE: Errors or problems in existing systems can trigger requests for systems projects.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 51
QUESTION TYPE: True / False

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HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Preliminary Investigation Overview
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21. In most organizations, the IT department receives fewer systems requests than it can actually handle.
    a. True
    b. False

ANSWER:	False
RATIONALE:	In most organizations, the IT department receives more systems requests than it can handle.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	54
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.07 - Explain how system requests are processed
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Preliminary Investigation Overview
KEYWORDS:	Bloom's: Remember
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22. Many smaller companies rely on one person to evaluate system requests instead of a committee.
    a. True
    b. False

ANSWER:	True
RATIONALE:	Many smaller companies rely on one person to evaluate system requests instead of a committee.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	55
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.07 - Explain how system requests are processed
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Preliminary Investigation Overview
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23. If a request is feasible, it is said to be necessary.
    a. True
    b. False

ANSWER:	False
RATIONALE:	Even if a request is feasible, it might not be necessary.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	56
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Preliminary Investigation Overview
KEYWORDS:	Bloom's: Remember
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24. Adding a report required by a new federal law is an example of a discretionary project.
    a. True
    b. False

ANSWER:	False
RATIONALE:	Adding a report required by a new federal law is an example of a nondiscretionary project.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	60
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.09 - Explain how systems requests are prioritized
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Preliminary Investigation Overview
KEYWORDS:	Bloom's: Remember
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25. A constraint can involve hardware, software, time, policy, law, or cost.
    a. True
    b. False

ANSWER:	True
RATIONALE:	A constraint can involve hardware, software, time, policy, law, or cost.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	63
QUESTION TYPE:	True / False
HAS VARIABLES:	False

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LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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26. A survey is as flexible as a series of interviews, but it is more expensive.
    a. True
    b. False

ANSWER: False
RATIONALE: A survey 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.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 65
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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27. The Internet-of-Things (IOT) involves almost all electronic devices communicating with one another over a computer network.
    a. True
    b. False

ANSWER: True
RATIONALE: The Internet-of-Things (IOT) involves almost all electronic devices communicating with one another over a computer network.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 52
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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28. Quick Response codes contain more information than traditional bar codes, but less than RFID tags.

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a. True
b. False

ANSWER: True
RATIONALE: Quick Response codes contain more information than traditional bar codes, but less than RFID tags.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 52
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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29. A new website that enhances the company's image is an example of a tangible benefit.
a. True
b. False

ANSWER: False
RATIONALE: A new website that enhances the company's image is an example of an intangible benefit.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 58
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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30. Projects that adopt agile methodology are not prone to the typical rapid changes that occur throughout the system development lifecycle.
a. True
b. False

ANSWER: False
RATIONALE: Projects that have adopted an agile methodology are prone to rapid changes throughout the system development lifecycle.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 59

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QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.09 - Explain how systems requests are prioritized
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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Multiple Choice

31. The term _____ refers to the reasons, or justifications, for a proposal.
    a. business case
    b. use case
    c. work statement
    d. problem charter

ANSWER: a
RATIONALE: A business case should provide the justification to proceed.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 47-48
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.04 - Explain the concept of a business case
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Introduction
KEYWORDS: Bloom's: Remember
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32. Systems development typically starts with a _____.
    a. feasibility study
    b. systems request
    c. preliminary investigation
    d. financial snapshot

ANSWER: b
RATIONALE: The starting point for most information systems projects is called a systems request, which is a formal way of asking for IT support.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 49
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.03 - Explain how tools can support strategic planning

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NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Introduction
KEYWORDS: Bloom's: Remember
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33. _____ planning is the process of identifying long-term organizational goals, strategies, and resources.
    a. Prospect
    b. Pilot
    c. Strategic
    d. Vertical

ANSWER: c
RATIONALE: Strategic planning is the process of identifying long-term organizational goals, strategies, and resources.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 45
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.01 - Describe the strategic planning process
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: A Framework for IT Systems Development
KEYWORDS: Bloom's: Remember
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34. Strategic planning starts with a _____ that reflects a firm's vision, purpose, and values.
    a. relationship diagram
    b. feasibility study
    c. performance assessment
    d. mission statement

ANSWER: d
RATIONALE: Strategic planning starts with a mission statement that reflects the firm's vision, purpose, and values.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 45
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.01 - Describe the strategic planning process
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: A Framework for IT Systems Development
KEYWORDS: Bloom's: Remember
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35. _____ usually focus on long-term challenges and goals, the importance of a firm's stakeholders, and a commitment to the firm's role as a corporate citizen.

a. Performance assessments
b. Relationship assessments
c. Vision statements
d. Mission statements

ANSWER: d
RATIONALE: Mission statements usually focus on long-term challenges and goals, the importance of the firm's stakeholders, and a commitment to the firm's role as a corporate citizen.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 45
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.01 - Describe the strategic planning process
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: A Framework for IT Systems Development
KEYWORDS: Bloom's: Remember
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36. A _____ must be achieved to fulfill a company's mission.

a. key performance factor
b. core competency
c. critical success factor
d. vision competency

ANSWER: c
RATIONALE: A critical success factor is one that must be achieved to fulfill the company's mission.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 45
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.01 - Describe the strategic planning process
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: A Framework for IT Systems Development
KEYWORDS: Bloom's: Remember
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37. The overall aim of a _____ is to avoid seeking goals that are unrealistic, unprofitable, or unachievable.

a. SWOT (strengths, weaknesses, opportunities, and threats) analysis

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b. CSF (critical success factor) analysis
c. BCF (business case factor) analysis
d. SWCT (strategy, weakness, cost, and technology) analysis

ANSWER: a
RATIONALE: The overall aim of a SWOT analysis is to avoid seeking goals that are unrealistic, unprofitable, or unachievable.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 45
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.01 - Describe the strategic planning process
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: A Framework for IT Systems Development
KEYWORDS: Bloom's: Remember
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38. Hardware-based security controls include _____.
a. password fields
b. online forms
c. system patterns
d. biometric devices

ANSWER: d
RATIONALE: Hardware-based security controls include biometric devices that can identify a person by a retina scan or by mapping a fingerprint pattern.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 49
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.07 - Explain how system requests are processed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Remember
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39. _____ limitations result when a system that was designed for a specific hardware configuration becomes obsolete when new hardware is introduced.
a. Accessibility
b. Relationship
c. Feasibility
d. Performance

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ANSWER: d
RATIONALE: Performance limitations result when a system that was designed for a specific hardware configuration becomes obsolete when new hardware is introduced.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: 50
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.07 - Explain how system requests are processed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Remember
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40. _____ technology uses radio frequency identification (RFID) tags to identify and monitor the movement of each individual product, from a factory floor to the retail checkout counter.
    a. EPC (electronic product code)
    b. EPOD (electronic proof of delivery)
    c. MCC (magnetic character code)
    d. RTPD (real-time product delivery)

ANSWER: a
RATIONALE: Electronic product code (EPC) technology uses RFID tags to identify and monitor the movement of each individual product, from the factory floor to the retail checkout counter.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 52
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Remember
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41. _____ components can provide automated responses to sales inquiries, online order processing, and inventory tracking.
    a. Just-in-time (JIT)
    b. Customer relationship management (CRM)
    c. Automatic teller machine (ATM)
    d. Total cost of ownership (TCO)

ANSWER: b
RATIONALE: Customer relationship management (CRM) components can provide automated responses

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to sales inquiries, online order processing, and inventory tracking.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: 53
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Remember
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42. Electronic data interchange (EDI) enables _____ inventory systems, which rely on computer-to-computer data exchange to minimize unnecessary inventory.

a. CRM (customer relationship management)
b. EPOD (electronic proof of delivery)
c. JIT (just-in-time)
d. RFID (radio frequency identification)

ANSWER: c
RATIONALE: Electronic data interchange (EDI) enables JIT (just-in-time) inventory systems, which rely on computer-to-computer data exchange to minimize unnecessary inventory.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 52
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Remember
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43. Many companies implement _____ systems that integrate all customer-related events and transactions.

a. CRM (customer relationship management)
b. TCO (total cost of ownership)
c. JIT (just-in-time)
d. RFID (radio frequency identification)

ANSWER: a
RATIONALE: Many companies implement customer relationship management (CRM) systems that integrate all customer-related events and transactions, including marketing, sales, and customer service activities.
POINTS: 1

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DIFFICULTY:	Easy
REFERENCES:	53
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Information Systems Projects
KEYWORDS:	Bloom's: Remember
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44. Using _____, a supplier can use radio frequency identification (RFID) tags on each crate, case, or shipping unit to create a digital shipping list.

a. EPOD (electronic proof of delivery)
b. PPOD (physical proof of delivery)
c. RPS (radio positioning system)
d. RDS (radar detection system)

ANSWER:	a
RATIONALE:	Using EPOD (electronic proof of delivery), a supplier can use radio frequency identification (RFID) tags on each crate, case, or shipping unit to create a digital shipping list.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	53
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Information Systems Projects
KEYWORDS:	Bloom's: Remember
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45. The objective of a _____ is to use the combined judgement and experience of several analysts to evaluate systems projects.

a. computer resources committee
b. data storage committee
c. system networking committee
d. topology identification committee

ANSWER:	a
RATIONALE:	The objective of a computer resources committee is to use the combined judgement and experience of several analysts to evaluate systems projects.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	54

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.07 - Explain how system requests are processed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Evaluation of Systems Requirements
KEYWORDS: Bloom's: Remember
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46. _____ means that a proposed system will be used effectively after it has been developed.
    a. Operational feasibility
    b. Technical feasibility
    c. Schedule feasibility
    d. Economic feasibility

ANSWER: a
RATIONALE: Operational feasibility means that a proposed system will be used effectively after it has been developed.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 57
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
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47. _____ refers to the practical resources needed to develop, purchase, install, or operate a system.
    a. Operational feasibility
    b. Technical feasibility
    c. Schedule feasibility
    d. Market feasibility

ANSWER: b
RATIONALE: Technical feasibility refers to the technical resources needed to develop, purchase, install, or operate the system.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 58
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology

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TOPICS:	Overview of Feasibility
KEYWORDS:	Bloom's: Remember
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48. _____ includes ongoing support and maintenance costs, as well as acquisition costs.

a. CRC (customer relationship costs)
b. TCO (total cost of ownership)
c. JIT (just-in-time costs)
d. RCT (real cost of time)

ANSWER:	b
RATIONALE:	Total cost of ownership (TCO) includes ongoing support and maintenance costs, as well as acquisition costs.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	57
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Overview of Feasibility
KEYWORDS:	Bloom's: Remember
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49. Of the measures of feasibility, questions such as "Does management support the project?" and "Will the new system require training for users?" would help predict a system's _____.

a. schedule feasibility
b. technical feasibility
c. economic feasibility
d. operational feasibility

ANSWER:	d
RATIONALE:	Of the measures of feasibility, questions such as "Does management support the project?" and "Will the new system require training for users?" would help predict a system's operational feasibility.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	57
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Overview of Feasibility
KEYWORDS:	Bloom's: Remember

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50. Of the measures of feasibility, questions such as "Does the proposed platform have sufficient capacity for future needs?" and "Will the hardware and software environment be reliable?" should be considered while assessing _____.

a. schedule feasibility
b. technical feasibility
c. economic feasibility
d. ethical feasibility

ANSWER: b
RATIONALE: Of the measures of feasibility, questions such as "Does the proposed platform have sufficient capacity for future needs?" and "Will the hardware and software environment be reliable?" should be considered while assessing technical feasibility.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 58
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
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51. _____ means that the projected benefits of a proposed system outweigh the estimated costs.

a. Economic feasibility
b. Schedule feasibility
c. Operational feasibility
d. Technical feasibility

ANSWER: a
RATIONALE: Economic feasibility means that the projected benefits of the proposed system outweigh the estimated costs.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 57
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
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52. Which is an example of a tangible benefit?
    a. A user-friendly system that improves employee job satisfaction
    b. A sales tracking system that supplies better information for marketing decisions
    c. A new website that enhances a company's image
    d. An online package tracking system that improves service and decreases the need for clerical staff

ANSWER:	d
RATIONALE:	An online package tracking system that improves service and decreases the need for clerical staff is an example of a tangible benefit.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	58
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Overview of Feasibility
KEYWORDS:	Bloom's: Remember
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53. Which is an example of an intangible benefit?
    a. A user-friendly system that improves employee job satisfaction
    b. A new scheduling system that reduces overtime
    c. An online package tracking system that improves service and decreases the need for clerical staff
    d. A sophisticated inventory control system that cuts excess inventory

ANSWER:	a
RATIONALE:	A user-friendly system that improves employee job satisfaction is an example of an intangible benefit.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	58
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Overview of Feasibility
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54. _____ are the benefits that can be measured in dollars.
    a. Tangible benefits
    b. Intangible benefits
    c. Ethical benefits

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d. Agile benefits

ANSWER: a
RATIONALE: Tangible benefits are benefits that can be measured in dollars.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 58
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
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55. _____ are advantages that are difficult to measure in dollars but are important to a company.
a. Tangible benefits
b. Intangible benefits
c. Tactile benefits
d. Real benefits

ANSWER: b
RATIONALE: Intangible benefits are advantages that are difficult to measure in dollars but are important to the company.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 58
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
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56. _____ result from a decrease in expenses, an increase in revenues, or both.
a. Tangible benefits
b. Intangible benefits
c. Agile benefits
d. Ethical benefits

ANSWER: a
RATIONALE: Tangible benefits result from a decrease in expenses, an increase in revenues, or both.
POINTS: 1
DIFFICULTY: Easy

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REFERENCES: 58
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
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57. Of the measures of feasibility, _____ assesses tangible and intangible benefits to a company in addition to costs.
    a. schedule feasibility
    b. technical feasibility
    c. economic feasibility
    d. operational feasibility

ANSWER: c
RATIONALE: Of the measures of feasibility, economic feasibility assesses tangible and intangible benefits to a company in addition to costs.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 57
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
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58. _____ means that a project can be implemented in an acceptable time frame.
    a. Operational feasibility
    b. Technical feasibility
    c. Schedule feasibility
    d. Economic feasibility

ANSWER: c
RATIONALE: Schedule feasibility means that a project can be implemented in an acceptable time frame.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 58
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology

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TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
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59. When assessing _____, a systems analyst must consider the interaction between time and costs.
    a. resource feasibility
    b. technical feasibility
    c. schedule feasibility
    d. market feasibility

ANSWER: c
RATIONALE: When assessing schedule feasibility, a systems analyst must consider the interaction between time and costs.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 58
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
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60. Projects that provide the _____ are assigned the highest priority when setting priorities for systems requests.
    a. greatest benefit, at the lowest cost, in the shortest period of time
    b. greatest benefit, at the highest cost, in the shortest period of time
    c. least benefit, at the lowest cost, in the longest period of time
    d. least benefit, at the highest cost, in the longest period of time

ANSWER: a
RATIONALE: The highest priority goes to project requests that provide the greatest benefit, at the lowest cost, in the shortest period of time.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 59
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.09 - Explain how systems requests are prioritized
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Setting Priorities
KEYWORDS: Bloom's: Understand
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61. Which is an example of a discretionary project?
    a. Creating a new report for a user
    b. Adding a report required by a new federal law
    c. Including annual updates to payroll and tax percentages
    d. Updating quarterly changes in reporting requirements for an insurance processing system

ANSWER:	a
RATIONALE:	Creating a new report for a user is an example of a discretionary project; adding a report required by a new federal law is an example of a nondiscretionary project.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	60
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.09 - Explain how systems requests are prioritized
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Setting Priorities
KEYWORDS:	Bloom's: Understand
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62. Projects where management has a choice in implementing them are called _____ projects.
    a. discretionary
    b. nondiscretionary
    c. appended
    d. concatenated

ANSWER:	a
RATIONALE:	Projects where management has a choice in implementing them are called discretionary projects.
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	60
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	SAD.12e.02.09 - Explain how systems requests are prioritized
NATIONAL STANDARDS:	United States - BUSPROG: Technology
TOPICS:	Setting Priorities
KEYWORDS:	Bloom's: Remember
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63. Projects where management has no choice in implementing them are called _____ projects.
    a. discretionary
    b. nondiscretionary

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c. appended
d. concatenated

ANSWER: b
RATIONALE: Projects where no choice exists are called nondiscretionary projects.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 60
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.09 - Explain how systems requests are prioritized
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Setting Priorities
KEYWORDS: Bloom's: Remember
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64. A systems analyst conducts a preliminary investigation to study the _____ and recommend specific action.
a. systems request
b. project scheduling report
c. systems validation
d. project staffing report

ANSWER: a
RATIONALE: A systems analyst conducts a preliminary investigation to study the systems request and recommend specific action.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 60
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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65. A popular technique for investigating causes and effects is called a _____ diagram.
a. causebone
b. fishbone
c. jawbone
d. crossbone

ANSWER: b
RATIONALE: A popular technique for investigating causes and effects is called a fishbone diagram.
POINTS: 1

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DIFFICULTY: Easy
REFERENCES: 62
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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66. A _____ is an analysis tool that represents the possible causes of a problem as a graphical outline.
    a. causebone diagram
    b. fishbone diagram
    c. jawbone diagram
    d. crossbone diagram

ANSWER: b
RATIONALE: A fishbone diagram is an analysis tool that represents the possible causes of a problem as a graphical outline.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 62
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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67. Determining the _____ means defining the specific boundaries, or extent, of a project.
    a. project index
    b. project matrix
    c. project scope
    d. project table

ANSWER: c
RATIONALE: Determining the project scope means defining the specific boundaries, or extent, of the project.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 62
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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68. To avoid the problem of _____, a project's scope should be defined as clearly as possible.
a. project dilation
b. project expansion
c. project creep
d. project drift

ANSWER: c
RATIONALE: To avoid the problem of creep, a project's scope should be defined as clearly as possible.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 62
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
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69. Projects with very general scope definitions are at risk of expanding gradually, without specific authorization, in a process called _____.
a. project dilation
b. project creep
c. project expansion
d. project drift

ANSWER: b
RATIONALE: Projects with very general scope definitions are at risk of expanding gradually, without specific authorization, in a process called project creep.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 62
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember

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70. A _____ is a requirement or condition that a system must satisfy or an outcome that a system must achieve.
a. trigger
b. constraint
c. query
d. key

ANSWER: b
RATIONALE: A constraint is a requirement or condition that the system must satisfy or an outcome that the system must achieve.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 63
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
DATE CREATED: 1/30/2019 11:34 AM
DATE MODIFIED: 4/10/2019 9:19 AM

71. The objective of _____ is to gather data about project usability, costs, benefits, and schedules.
a. mediation
b. fact-finding
c. project execution
d. project maintenance

ANSWER: b
RATIONALE: The objective of fact-finding is to gather data about project usability, costs, benefits, and schedules.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 64
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
DATE CREATED: 1/30/2019 11:34 AM
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72. 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.

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a. fishbone
b. experiment
c. survey
d. research

ANSWER: c
RATIONALE: A survey 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.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 65
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
DATE CREATED: 1/30/2019 11:34 AM
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73. 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.

a. Pareto chart
b. Gantt chart
c. Scatter chart
d. XY chart

ANSWER: a
RATIONALE: Named for a nineteenth-century economist, a Pareto chart is drawn as a vertical bar graph.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: 65
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Preliminary Investigation Overview
KEYWORDS: Bloom's: Remember
DATE CREATED: 1/30/2019 11:34 AM
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CASE

Critical Thinking Questions
Case 2-1

Lara, managing director of an information technology firm, has received a big project from one of their highly valuable clients. However, the project received is different from the usual projects they handle.

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74. Lara performs certain analyses and ensures that the company's image will not be at risk as a result of taking this project. This is an example of _____.

a. operational feasibility
b. economic feasibility
c. technical feasibility
d. schedule feasibility

ANSWER: a
RATIONALE: Operational feasibility means that a proposed system will be used effectively after it has been developed. Operational feasibility is difficult to measure with precision but must be studied very carefully. One question among many that would help predict a system's operational feasibility is: Will any risk to the company's image or goodwill result?
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 57
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
PREFACE NAME: case 2-1
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember
DATE CREATED: 1/30/2019 11:34 AM
DATE MODIFIED: 4/14/2019 9:53 AM

75. Lara is involved in many other projects so she appoints a project manager for this project to ensure that the project is completed on time. This is an example of _____.

a. operational feasibility
b. economic feasibility
c. technical feasibility
d. schedule feasibility

ANSWER: d
RATIONALE: Schedule feasibility means that a project can be implemented in an acceptable time frame. When assessing schedule feasibility, a systems analyst must consider the interaction between time and costs.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: 58
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
PREFACE NAME: case 2-1
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Overview of Feasibility
KEYWORDS: Bloom's: Remember

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Chapter 02 - Analyzing the Business Case

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Essay

76. Discuss in detail the six main reasons for systems requests, including examples where appropriate.

ANSWER: The six main reasons for systems requests are stronger controls, reduced cost, more information, better performance, improved service to customers, and more support for new products and services.

Stronger controls: A system must have effective controls to ensure that data is secure and accurate. Some common security controls include passwords, various levels of user access, and encryption, or coding of data to keep it safe from unauthorized users. Hardware-based security controls include biometric devices that can identify a person by a retina scan or by mapping a fingerprint pattern. The technology uses infrared scanners that create images with thousands of measurements of hand and finger characteristics. In addition to being secure, data also must be accurate. Controls should minimize data entry errors whenever possible. For example, if a user enters an invalid customer number, the order processing system should reject the entry immediately and prompt the user to enter a valid number. Data entry controls must be effective without being excessive. If a system requires users to confirm every item with an "Are you sure? Y/N" message, internal users and customers might complain that the system is not user-friendly.

Reduced cost: The current system could be expensive to operate or maintain as a result of technical problems, design weaknesses, or the changing demands of a business. It might be possible to adapt the system to newer technology or upgrade it. On the other hand, cost-benefit analysis might show that a new system would be more cost effective and provide better support for long-term objectives.

More information: A system might produce information that is insufficient, incomplete, or unable to support the company's changing information needs. For example, a system that tracks customer orders might not be capable of analyzing and predicting marketing trends. In the face of intense competition and rapid product development cycles, managers need the best possible information to make major decisions on planning, designing, and marketing new products and services.

Better performance: The current system might not meet performance requirements. For example, it might respond slowly to data inquiries at certain times, or it might be unable to support company growth. Performance limitations also result when a system that was designed for a specific hardware configuration becomes obsolete when new hardware is introduced.

Improved service: Systems requests often are aimed at improving service to customers or users within a company. For instance, allowing mutual fund investors to check their account balances on a website, storing data on rental car customer preferences, or creating an online college registration system are all examples of providing valuable services and increased customer satisfaction.

More support for new products and services: New products and services often require new types or levels of IT support. For example, a software vendor might offer an automatic upgrade service for subscribers, or a package delivery company might add a special service for radio frequency identification (RFID)-tagged shipments. In situations like these, it is most likely that additional IT support will be required. At the other end of the spectrum, product obsolescence can also be an important factor in IT planning. As new products

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enter the marketplace, vendors often announce that they will no longer provide support for older versions. A lack of vendor support would be an important consideration in deciding whether or not to upgrade.

POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Student describes the six main reasons for systems requests and provides examples.					

DIFFICULTY: Moderate
REFERENCES: 49-50
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: SAD.12e.02.05 - Summarize the six main reasons for systems requests
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Understand
DATE CREATED: 1/30/2019 11:34 AM
DATE MODIFIED: 4/14/2019 10:02 AM

77. Explain what determines the amount of effort that goes into a feasibility study.

ANSWER: How much effort should go into a feasibility study depends on nature of the request. For example, if a department wants an existing report sorted in a different order, the analyst can decide quickly whether the request is feasible. On the other hand, a proposal by the marketing department for a new market research system to predict sales trends would require much more effort. In either case, the systems analyst should ask these important questions:

- Is the proposal desirable in an operational sense? Is it a practical approach that will solve a problem or take advantage of an opportunity to achieve company goals?
- Is the proposal technically feasible? Are the necessary technical resources and people available for the project?
- Is the proposal economically desirable? What are the projected savings and costs? Are other intangible factors involved, such as customer satisfaction or company image? Is the problem worth solving, and will
the request result in a sound business investment?
- Can the proposal be accomplished within an acceptable time frame?

POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Student explains what					

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determines the amount of effort put into a feasibility study.						

DIFFICULTY: Moderate
REFERENCES: 56
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: SAD.12e.02.08 - Explain how system request feasibility is assessed
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Understand
DATE CREATED: 1/30/2019 11:34 AM
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78. Describe in detail the internal factors that affect the business decisions a company makes.

ANSWER: Internal factors include the strategic plan, top managers, user requests, information technology department, existing systems and data, and company finances.

Strategic plan: A company's strategic plan sets the overall direction for a firm and has an important impact on IT projects. Company goals and objectives that need IT support will generate systems requests and influence IT priorities. A strategic plan that stresses technology tends to create a favorable climate for IT projects that extends throughout the organization.

Top managers: Because significant resources are required, top management usually initiates large-scale systems projects. Those decisions often result from strategic business goals that require new IT systems, more information for decision making, or better support for mission-critical information systems.

User requests: As users rely more heavily on information systems to perform their jobs, they are likely to request even more IT services and support. For example, sales reps might request improvements to a company's website, a more powerful sales analysis report, a network to link all sales locations, or an online system that allows customers to obtain the status of their orders instantly. Or, users might not be satisfied with the current system because it is difficult to learn or lacks flexibility. They might want information systems support for business requirements that did not even exist when the system was developed.

Information technology department: Systems project requests come from the IT department. IT staff members often make recommendations based on their knowledge of business operations and technology trends. IT proposals might be strictly technical matters, such as replacement of certain network components, or suggestions might be more business oriented, such as proposing a new reporting or data collection system.

Existing systems and data: Errors or problems in existing systems can trigger requests for systems projects. When dealing with older systems, analysts sometimes spend too much time reacting to day-to-day problems without looking at underlying causes. This approach can turn an information system into a patchwork of corrections and changes that cannot support the company's overall business needs. This problem typically occurs with legacy systems, which are older systems that are less technologically advanced. When migrating to a new system, IT planners must plan the conversion of existing data.

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Company finances: A company's financial status can affect systems projects. If the company is going through a difficult time, the project may be postponed until there is more cash available to finance the effort. On the other hand, if the company is enjoying financial success, the decision to embark on a new project may be easier to make.

POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Student explains internal factors that affect business decisions.					

DIFFICULTY: Moderate
REFERENCES: 50-51
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: SAD.12e.02.06 - Describe the two factors affecting systems projects
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Understand
DATE CREATED: 4/9/2019 9:47 PM
DATE MODIFIED: 4/10/2019 9:19 AM

79. Explain the objective of fact-finding and what is involved during the process.

ANSWER: The objective of fact-finding is to gather data about project usability, costs, benefits, and schedules. Fact-finding involves various techniques, which are described below. Depending on what information is needed to investigate the systems request, fact-finding might consume several hours, days, or weeks. For example, a change in a report format or data entry screen might require a single telephone call or email message to a user, whereas a new inventory system would involve a series of interviews. During fact-finding, the analyst might analyze organization charts, conduct interviews, review current documentation, observe operations, and carry out a user survey.

POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Student explains the objective of fact-finding.					
Student explains the process of fact-finding.					

DIFFICULTY: Moderate
REFERENCES: 64
QUESTION TYPE: Essay

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Chapter 02 - Analyzing the Business Case

HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: SAD.12e.02.10 - Conduct a preliminary investigation
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Understand
DATE CREATED: 4/9/2019 9:59 PM
DATE MODIFIED: 4/15/2019 10:00 AM

80. Describe the importance of stronger controls as they relate to system requests and provide examples.

ANSWER: A system must have effective controls to ensure that data is secure and accurate. This is becoming increasingly important given the number of data breaches that seem to occur on a daily basis. Some common security controls include passwords, various levels of user access, and encryption, or coding data to keep it safe from unauthorized users. Hardware-based security controls include biometric devices that can identify a person by a retina scan or by mapping a fingerprint pattern. The technology uses infrared scanners that create images with thousands of measurements of personal physical characteristics.

POINTS: 1

RUBRIC:

Criteria	0 Failure	1 Below Expectations	2 Developing	3 Competent	4 Mastery
Student explains the importance of stronger controls.					
Student provides examples of stronger controls.					

DIFFICULTY: Moderate
REFERENCES: 49
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: SAD.12e.02.05 - Summarize the six main reasons for systems requests
NATIONAL STANDARDS: United States - BUSPROG: Technology
TOPICS: Information Systems Projects
KEYWORDS: Bloom's: Understand
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