

Chapter12

True/False

Indicate whether the statement is true or false.

- ___ 1. When planning, it is important to align IS strategies with the overall strategies of the organization.
- ___ 2. The IS mission includes the ideal combination of hardware, software, and networking to support the overarching vision.
- ___ 3. SDLC stands for systems development life cycle.
- ___ 4. The systems analysis phase is a three-step process.
- ___ 5. Usually, members of the original ad hoc team are included in an augmented analysis team to conduct feasibility studies.
- ___ 6. If the ROI is negative, the system is economically feasible, or cost justified.
- ___ 7. Organizational culture includes issues such as tendency to share or not to share information among units and people, willingness to team-play, and the proclivity of employees to experiment with new ideas and technologies.
- ___ 8. A data store is any event or sequence of events in which data are either changed or acted on, such as the processing of data into information or the application of data to decision making.
- ___ 9. While DFDs are easy to learn and use, they have shortcomings—like any diagramming method—and cannot describe a system completely.
- ___ 10. Physical diagrams represent highly active states that are triggered by completion of the actions of other states; therefore, they focus on internal processing.
- ___ 11. Cut-over conversion reduces risks because it confines any problems to fewer units.
- ___ 12. Agile methods treat software development as a series of contacts with users.
- ___ 13. XP is by far the most documented and best known of agile methods.
- ___ 14. Excellent Programming (EXP) includes the following principle: produce the initial software within weeks (rather than months) to receive rapid feedback from users.
- ___ 15. The systematic approach of the SDLC is recommended if the system is complex and consists of many modules.
- ___ 16. Systems modeling looks at the information needs of an entire organization, or at least of a major division of it.

- ___ 17. Legal systems are older systems that organizations decide to continue to use because the investment in a new system would not justify the improved features or because the old systems have some advantage that cannot be obtained from newer systems.
- ___ 18. By some estimates more than ninety percent of all BI projects are never completed or fail to deliver all the expected features and benefits.
- ___ 19. It is difficult, if not impossible, to devise a way to measure software development competence.

Multiple Choice

Identify the choice that best completes the statement or answers the question.

- ___ 20. In recent years, a growing number of corporations have implemented enterprise ISs such as ERP systems, ___ and CRM systems, or other systems that serve the entire organization or many of its units.
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| a. SCM | c. CAM |
| b. CAD | d. CMS |
- ___ 21. A(n) ___ is a paragraph that communicates the most important overarching goal of the organization for the next few years.
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| a. short-term objective | c. mission statement |
| b. objective | d. mid-term objective |
- ___ 22. An important part of an organization's overall mission statement is a(n) ___ that is compatible with the larger mission.
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| a. IS statement | c. partial mission statement |
| b. collateral mission statement | d. IT mission statement |
- ___ 23. Systems development generally is conducted in two approaches: the ___ and nontraditional methods.
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|--------------------------------|--|
| a. systems full cycle (SFC) | c. systems circuit (SC) |
| b. IT development cycle (ITDC) | d. systems development life cycle (SDLC) |
- ___ 24. Large ISs that address structured problems are usually conceived, planned, developed, and maintained within a framework called the ___.
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| a. systems framework life cycle (SFLC) | c. systems development life cycle (SDLC) |
| b. systems cycle (SC) | d. systems full cycle (SFC) |
- ___ 25. After the planning phase, the SDLC includes four major phases: analysis, design, implementation, and ___.
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| a. production | c. execution |
| b. support | d. documentation |
- ___ 26. The first step in systems analysis is ___, which determines whether there is a real need for a system and whether the system as conceived is feasible.
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| a. investigation | c. search |
| b. research | d. quest |
- ___ 27. The objective of a larger ___ is to determine whether the proposed system is feasible technically, economically, and operationally.
- | | |
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| a. investigation team | c. search team |
| b. research team | d. quest team |
- ___ 28. To find the ___, the net present value of the system is calculated by combining the net present value of the costs of the system with the net present value of the benefits of the system.

- a. CROI
b. ROI
- c. CF
d. BI
- ___ 29. Software vendors often promote fast ___ as a selling point, and express it in terms of the short period of time over which the adopting organization can recoup the investment.
- a. ROIC
b. CF
- c. ROI
d. BI
- ___ 30. ___ are the functions that the system is expected to fulfill and the features through which it will perform its tasks.
- a. IT requirements
b. System functions
- c. Job functions
d. System requirements
- ___ 31. A carefully drawn ___ can provide a useful representation of a system, whether existing or planned.
- a. FD
b. IFD
- c. DD
d. DFD
- ___ 32. Several diagramming sets were developed by the 1970s, but in the late-1990s, a *de facto* standard emerged: ___.
- a. URL
b. AML
- c. UML
d. DFD
- ___ 33. ___ is independent of particular programming languages, but it does provide standard visual symbols and notations for specifying object-oriented elements, such as classes and procedures.
- a. URL
b. UML
- c. AML
d. DFD
- ___ 34. A(n) ___ is an activity that the system executes in response to a user.
- a. use case
b. class
- c. interaction
d. state
- ___ 35. State charts communicate the states through which objects pass, as well as the objects' responses to signals (called ___) they receive.
- a. stimuli
b. reflections
- c. abstractions
d. projections
- ___ 36. The implementation of a new IS, also called ___, consists of two steps: conversion and training.
- a. COD
b. delivery
- c. turn-in
d. migration
- ___ 37. In ___, the old system is used along with the new system for a predetermined period of time.
- a. phased conversion
b. cut-over conversion
- c. parallel conversion
d. flash cut conversion
- ___ 38. ISs, especially large ones, can often be broken into functional modules and phased into operation one at a time, a process called ___.
- a. flash cut conversion
b. cut-over conversion
- c. parallel conversion
d. phased conversion
- ___ 39. When a system is developed by a software vendor for a wide market rather than for a specific client, conversion often takes place at ___.
- a. alpha sites
b. friendly sites
- c. review sites
d. beta sites

- ___ 40. Although ___ is viewed by IS professionals as lacking in glamour, it should not be taken lightly or left to less-experienced professionals.
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| a. systems analysis | c. maintenance |
| b. database design | d. executive training |
- ___ 41. ___ make extensive use of iterative programming, involving users often, and keeping programmers open to modifications while the development is still under way.
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| a. Open methods | c. Agile routines |
| b. Agile methods | d. Open routines |
- ___ 42. While the SDLC or any other waterfall approach requires users to sign off on their requirements and then wait for the system to be completed, ___ encourage users' involvement throughout the process.
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| a. agile methods | c. agile routines |
| b. extreme methods | d. object-oriented methods |
- ___ 43. Agile methods are an efficient approach to development when a system is ___, when it deals with unstructured problems, and when the users cannot specify all the requirements at the start of the project.
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| a. small | c. innovative |
| b. large | d. object-oriented |
- ___ 44. If a small-system development takes longer than planned, the overall cost is still likely to be smaller than if a full ___ were performed.
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| a. SLC | c. SGML |
| b. SDLC | d. SGL |
- ___ 45. Much of what IT professionals do is ___, rather than analysis and development of a stand-alone IS.
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| a. systems compilation | c. systems integration |
| b. languages integration | d. program compilation |
- ___ 46. The concept of extracting business intelligence from large data warehouses often involves ___ of several ISs.
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| a. compilation | c. autocategorization |
| b. codification | d. integration |
- ___ 47. ___ has become increasingly complex because it now involves the ISs not only of a single organization but of several organizations.
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| a. Systems compilation | c. Functions codification |
| b. Routines integration | d. Systems integration |
- ___ 48. ___ is meant to guarantee that the experts have passed tests that ensure their skills.
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| a. Registration | c. Certification |
| b. Matriculation | d. Authorization |

Completion

Complete each statement.

49. Although the ultimate mission of any organization is to survive and—if it is a for-profit organization—to produce profit for its owners, _____ are rarely limited to these points.
50. Agile methods developed out of _____, an application development approach that emerged in the 1980s aimed at cutting costs and time.

51. _____ involves fast development of an application based on initial user requirements and several cycles of user input and developer improvements.
52. SDLC is also called “_____” development, because it consists of several distinct phases that are followed methodically, and the developers complete the phases sequentially.
53. While the _____ is a powerful methodology for systems development, organizations are sometimes forced to take shortcuts, skipping a step here or there.
54. If a preliminary report concludes that the business situation warrants investment in a new IS, a more comprehensive _____ might be authorized.
55. A(n) _____ can be a spreadsheet showing all the costs incurred by the system and all the benefits that are expected from its operation.
56. The most accurate method of economic analysis is the fully quantitative _____.
57. _____ is a calculation of the difference between the stream of benefits and the stream of costs over the life of the system, discounted by the applicable interest rate.
58. _____ is an umbrella term referring to the general tone of the corporate environment.
59. _____ comprises three steps: a description of the components and how they will work, construction, and testing.
60. A(n) _____ is used to describe the flow of data in a business operation.
61. A(n) _____ uses only four symbols: external entities, processes, data stores, and the direction in which data flows.
62. _____ is a graphical standard for visualizing, specifying, and documenting software.
63. _____ consists of diagrams that describe the following types of software: use case, class, interaction, state, activity, and physical components.
64. _____ takes place when an operation switches from using an old system to using a new system.
65. In a(n) _____, the old system is discarded and the new one takes over the entire business operation for which it was developed.
66. A cut-over conversion is also called _____ conversion.
67. A(n) _____ is an organization whose management agrees to test the new system for several months and provide feedback.
68. _____ includes two main responsibilities: maintenance and user help.