

1. A(n) _____ combines technology, people, and data to provide support for business functions.
 - a. server farm
 - b. information system
 - c. object-oriented analysis
 - d. preliminary investigation

Analysis:

- a. Incorrect. See [Page 5]
- b. Correct.
- c. Incorrect. See [Page 5]
- d. Incorrect. See [Page 5]

2. _____ systems can analyze transactional data, generate information needed to manage and control business processes, and provide information that leads to better decision making.
 - a. Business support
 - b. User support
 - c. Network administration
 - d. Application development

Analysis:

- a. Correct.
- b. Incorrect. See [Page 16]
- c. Incorrect. See [Page 16]
- d. Incorrect. See [Page 16]

3. When using a(n) _____ method, system development is organized into phases, with deliverables and milestones to measure progress.
 - a. object-oriented analysis
 - b. adaptive
 - c. structured analysis
 - d. agile

Analysis:

- a. Incorrect. See [Page 21]
- b. Incorrect. See [Page 21]
- c. Correct.
- d. Incorrect. See [Page 21]

4. The purpose of the _____ phase is to build a logical model of the new system.

- a. systems analysis
- b. systems design
- c. systems implementation
- d. systems support and security

Analysis:

- a. Correct.
- b. Incorrect. See [Page 23]
- c. Incorrect. See [Page 23]
- d. Incorrect. See [Page 23]

5. _____ verifies that an individual demonstrated a certain level of knowledge and skill on a standardized test.

- a. Quality control
- b. Certification
- c. Technology knowledge
- d. A college degree

Analysis:

- a. Incorrect. See [Page 31]
- b. Correct.
- c. Incorrect. See [Page 31]
- d. Incorrect. See [Page 31]

6. If a site has a large number of remote clients, the _____ group often includes a deployment team that installs and configures the workstations.

- a. network administration
- b. application development
- c. user support
- d. systems support and security

Analysis:

- a. Incorrect. See [Page 28]
- b. Incorrect. See [Page 28]
- c. Incorrect. See [Page 28]
- d. Correct.

7. _____ is a popular tool that systems analysts can use to create business process diagrams, flowcharts, and organization charts.

- a. Microsoft Visio
- b. CASE
- c. EDI
- d. ERP

Analysis:

- a. Correct.
- b. Incorrect. See [Page 19]
- c. Incorrect. See [Page 19]
- d. Incorrect. See [Page 19]

8. The main objective of _____ is to integrate a company's primary functions to improve efficiency, reduce costs, and help managers make key decisions.

- a. transaction processing
- b. enterprise computing
- c. business support
- d. knowledge management

Analysis:

- a. Incorrect. See [Page 15]
- b. Correct.
- c. Incorrect. See [Page 15]
- d. Incorrect. See [Page 15]

9. _____ tools provide an overall framework for systems development and support a wide variety of design methodologies, including structured analysis and object-oriented analysis.

- a. Computer-aided systems engineering
- b. Rapid application development
- c. Joint application development
- d. Enterprise resource planning

Analysis:

- a. Correct.
- b. Incorrect. See [Page 20]
- c. Incorrect. See [Page 20]
- d. Incorrect. See [Page 20]

10. _____ 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.
- a. Top managers
 - b. Knowledge workers
 - c. Systems analysts
 - d. Stakeholders

Analysis:

- a. Incorrect. See [Page 29]
- b. Incorrect. See [Page 29]
- c. Correct.
- d. Incorrect. See [Page 29]