

- Question 1 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** Systems analysis and design focuses on understanding the business problem and outlining the approach to solve it.
- Answer** True
 False
- [Add Question Here](#)
- Question 2 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** When choosing between possible solutions to a business problem, the best solution is the one with the fewest risks and the most benefits.
- Answer** True
 False
- [Add Question Here](#)
- Question 3 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** If solving the business problem is feasible, the analyst develops one possible solution.
- Answer** True
 False
- [Add Question Here](#)
- Question 4 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** A systems analyst needs to understand people and the way they work.
- Answer** True
 False
- [Add Question Here](#)
- Question 5 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** A systems analyst needs to be an expert in all types of technology.
- Answer** True
 False
- [Add Question Here](#)
- Question 6 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** Analysts must upgrade their knowledge and skills continually.
- Answer** True
 False
- [Add Question Here](#)
- Question 7 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** Information systems are critical to the success of modern business organizations.
- Answer** True
 False
- [Add Question Here](#)
- Question 8 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** The primary activity of a system developer is programming.
- Answer** True
 False
- [Add Question Here](#)
- Question 9 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** Technology alone increases productivity and profits.
- Answer** True
 False
- [Add Question Here](#)
- Question 10 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** Systems analysis means understanding and specifying in detail what the information system should accomplish.
- Answer** True
 False
- [Add Question Here](#)
- Question 11 **True/False** **0 points** [Modify](#) [Remove](#)
- Question** The systems analyst's work is described as problem solving for an organization.
- Answer** True
 False
- [Add Question Here](#)
- Question 12 **True/False** **0 points** [Modify](#) [Remove](#)

Question A system is a collection of interrelated components that function together to achieve some outcome.

Answer True
 False

[Add Question Here](#)

Question 13 **True/False** **0 points** [Modify](#) [Remove](#)

Question An information system is a collection of interrelated components that collect, process, store, and provide as output the information needed to complete business tasks.

Answer True
 False

[Add Question Here](#)

Question 14 **True/False** **0 points** [Modify](#) [Remove](#)

Question The difference between the system boundary and the automation boundary is that the system boundary is contained within the automation boundary.

Answer True
 False

[Add Question Here](#)

Question 15 **True/False** **0 points** [Modify](#) [Remove](#)

Question The components of an information system are the computer hardware, the computer software and the data.

Answer True
 False

[Add Question Here](#)

Question 16 **Multiple Choice** **0 points** [Modify](#) [Remove](#)

Question The process of understanding and specifying in detail what the information system should accomplish is called systems ____.

Answer design
 specification
 analysis
 administration

[Add Question Here](#)

Question 17 **Multiple Choice** **0 points** [Modify](#) [Remove](#)

Question Systems ____ means specifying in detail how the many components of the information system should be physically implemented.

Answer design
 specification
 analysis
 administration

[Add Question Here](#)

Question 18 **Multiple Choice** **0 points** [Modify](#) [Remove](#)

Question The term “____” refers to a business professional who uses analysis and design techniques to solve business problems using information technology.

Answer database manager
 computer programmer
 systems analyst
 market analyst

[Add Question Here](#)

Question 19 **Multiple Choice** **0 points** [Modify](#) [Remove](#)

Question The most important role of a systems analyst in business is ____.

Answer technical understanding of information systems
 problem solving
 knowing what data needs to be stored and used
 special programming skills

[Add Question Here](#)

Question 20 **Multiple Choice** **0 points** [Modify](#) [Remove](#)

Question After investing resources in thoroughly understanding the business problem, the analyst decides that the costs of solving the problem will likely outweigh the benefits. The analyst should ____.

Answer move to the design phase
 invest more in the project to increase the benefits
 have the accounting department resolve feasibility issues
 suggest that the project be discontinued

[Add Question Here](#)

Question 21 **Multiple Choice** **0 points** [Modify](#) [Remove](#)

Question A(n) ____ is a collection of interrelated components that collect, process, store, and provide as output the information needed to complete business tasks.

Answer system
 information system
 subsystem
 functional decomposition

[Add Question Here](#)

Question 22 · Multiple Choice

0 points

[Modify](#) [Remove](#)

Question A system that is part of a larger system is called a(n) ____.

- Answer**
- supersystem
 - information system
 - subsystem
 - functional decomposition

[Add Question Here](#)

Question 23 · Multiple Choice

0 points

[Modify](#) [Remove](#)

Question A(n) ____ includes hardware, software, inputs, outputs, data, people, and procedures.

- Answer**
- system
 - information system
 - subsystem
 - functional decomposition

[Add Question Here](#)

Question 24 · Multiple Choice

0 points

[Modify](#) [Remove](#)

Question ____ refers to the division of a system into processes or subsystems.

- Answer**
- System design
 - Data management
 - Programming
 - Functional decomposition

[Add Question Here](#)

Question 25 · Multiple Choice

0 points

[Modify](#) [Remove](#)

Question The term “ ____ boundary” refers to the separation between a system and its environment.

- Answer**
- system
 - automation
 - information
 - production

[Add Question Here](#)

Question 26 · Multiple Choice

0 points

[Modify](#) [Remove](#)

Question An automation boundary is best described as the separation between the ____.

- Answer**
- system and its environment
 - automated part of a system and the manual part of a system
 - manual part of a system and its environment
 - automated part of a system and its environment

[Add Question Here](#)

Question 27 · Multiple Choice

0 points

[Modify](#) [Remove](#)

Question Support systems that enable geographically distributed personnel to collaborate on projects and tasks are called ____.

- Answer**
- transaction processing systems (TPS)
 - decision support/knowledge based systems (DSS/KBS)
 - office support systems
 - collaboration support systems (CSS)

[Add Question Here](#)

Question 28 · Multiple Choice

0 points

[Modify](#) [Remove](#)

Question Changes in software development, technology, and business practices have created many new career opportunities for analysts, including ____.

- Answer**
- Sales and support of ERP software
 - Auditing, compliance, and security
 - Web development
 - All of the above

[Add Question Here](#)

Question 29 · Multiple Choice

0 points

[Modify](#) [Remove](#)

Question A technique that seeks to alter the nature of the work done in a business function, with the objective of radically improving performance, is called ____.

- Answer**
- business process reengineering
 - strategic planning
 - information systems strategic planning
 - enterprise resource planning (ERP)

[Add Question Here](#)

Question 30 · Multiple Choice

0 points

[Modify](#) [Remove](#)

Question A process in which executives try to answer key questions about the company is called ____.

- Answer**
- business process reengineering
 - strategic planning
 - information systems strategic planning
 - enterprise resource planning (ERP)

[Add Question Here](#)

- Question 31 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** A description of the integrated information systems needed by the organization to carry out its business functions is called ____.
- Answer**
- business process re-engineering
 - application architecture plan
 - technology architecture plan
 - enterprise resource planning (ERP)
- [Add Question Here](#)
-
- Question 32 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** A description of the hardware, software, and communications networks required to implement planned information systems is called ____.
- Answer**
- information systems strategic planning
 - applications architecture planning
 - technology architecture plan
 - enterprise resource planning (ERP)
- [Add Question Here](#)
-
- Question 33 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** A process in which an organization commits to using an integrated set of software packages for key information systems is called ____.
- Answer**
- business process re-engineering
 - applications architecture planning
 - strategic planning
 - enterprise resource planning (ERP)
- [Add Question Here](#)
-
- Question 34 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** Rocky Mountain Outfitters would like to further distribute business applications across multiple locations and computer systems, reserving the data center for Web server, database, and telecommunications functions. This is an example of ____.
- Answer**
- applications architecture planning
 - enterprise resource planning (ERP)
 - technology architecture planning
 - strategic planning
- [Add Question Here](#)
-
- Question 35 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** Which of the following is an example of a technique used to complete specific system development activities?
- Answer**
- project planning
 - integrated development environment (IDE)
 - application service provider (ASP)
 - supply chain management (SCM)
- [Add Question Here](#)
-
- Question 36 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** The term "____" means the process of understanding and specifying in detail what the information system should accomplish.
- Answer**
- supersystem
 - systems analysis
 - subsystem
 - system boundary
- [Add Question Here](#)
-
- Question 37 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** Which of the following is the analyst's approach to problem solving?
- Answer**
- Verify that the benefits of solving the problem outweigh the costs, then research and understand the problem.
 - Develop a set of possible solutions, then verify that the benefits of solving the problem outweigh the costs.
 - Verify that the benefits of solving the problem outweigh the costs, then define the requirements for solving the problem.
 - Implement the solution, then define the details of the chosen solution.
- [Add Question Here](#)
-
- Question 38 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** The last step of the analyst's approach to problem solving is ____.
- Answer**
- Decide which solution is best, and make a recommendation
 - Monitor to make sure that you obtain the desired results
 - Verify that the benefits of solving the problem outweigh the costs
 - Implement the solution
- [Add Question Here](#)
-
- Question 39 - **Multiple Choice** **0 points** [Modify](#) [Remove](#)
- Question** A knowledge management system ____.
- Answer**
- indexes all the knowledge contained within an organization
 - supports the storage of and access to documents within an organization
 - is another term for a library system
 - requires a very large amount of online storage space

[Add Question Here](#)

Question 40 · **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question A system that is subject to many external laws and regulations is a(n) ____.

Answer

- collaboration support system
- manufacturing management system
- ✓ human resource management system
- business knowledge system

[Add Question Here](#)

Question 41 · **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question The two systems that are externally oriented, i.e. they focus on entities outside of the organization are ____.

Answer

- collaboration support and knowledge management systems
- manufacturing and supply chain management systems
- accounting/financial and human resource management systems
- ✓ customer relationship and supply chain management systems

[Add Question Here](#)

Question 42 · **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question A business intelligence system supports ____.

Answer ✓

- strategic planning and executive decision making
- just in time inventory decisions
- customer service requirements
- business process activities

[Add Question Here](#)

Question 43 · **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question Skills in a nontechnical area such as interviewing and team management are called ____.

Answer

- inherent skills
- technical skills
- hard skills
- ✓ soft skills

[Add Question Here](#)

Question 44 · **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question Skills in technical areas such as programming and network design are called ____.

Answer

- business skills
- soft skills
- ✓ hard skills
- people skills

[Add Question Here](#)

Question 45 · **Multiple Choice**

0 points

[Modify](#) [Remove](#)

Question One activity whose objective is to radically improve the performance of the company is called ____.

Answer ✓

- business process reengineering
- strategic planning
- technology impact planning
- enterprise resource planning

[Add Question Here](#)

Question 46 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question _____ systems are developed to solve problems for organizations.

Answer Information

[Add Question Here](#)

Question 47 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question A collection of interrelated components that collect, process, store, and provide as output the information needed to complete a business task is called a(n) _____.

Answer

- information system
- IS
- information system (IS)
- IS (information system)

[Add Question Here](#)

Question 48 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question An approach to dividing a system into components based on subsystems is referred to as _____.

Answer functional decomposition

[Add Question Here](#)

Question 49 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question Once a(n) _____ plan is set, it drives all of the organization's processes, so all areas of the organization must participate and coordinate their activities.

Answer strategic

[Add Question Here](#)

Question 50 · **Fill in the Blank**

0 points

[Modify](#) [Remove](#)

Question A description of the hardware, software, and communications networks required to implement planned information systems is called a(n) _____ plan.

Answer technology architecture

[Add Question Here](#)

Question 51 · **Fill in the Blank** **0 points**

[Modify](#) [Remove](#)

Question Every system has a boundary between it and its _____.

Answer environment

[Add Question Here](#)

Question 52 · **Fill in the Blank** **0 points**

[Modify](#) [Remove](#)

Question A(n) _____ is a collection of interrelated components that function together to achieve some outcome.

Answer system

[Add Question Here](#)

Question 53 · **Fill in the Blank** **0 points**

[Modify](#) [Remove](#)

Question A business professional who uses analysis and design techniques to solve business problems using information technology is called a(n) _____.

Answer systems analyst

[Add Question Here](#)

Question 54 · **Fill in the Blank** **0 points**

[Modify](#) [Remove](#)

Question The _____ describes the separation between the automated part of a system and the manual part of a system.

Answer automation boundary

[Add Question Here](#)

Question 55 · **Fill in the Blank** **0 points**

[Modify](#) [Remove](#)

Question A centrally managed collection of data that is accessible to many users and systems at the same time is called a(n) _____.

Answer database

[Add Question Here](#)

Question 56 · **Fill in the Blank** **0 points**

[Modify](#) [Remove](#)

Question Those skills which have to do with computers, programming, networks, and databases are called _____ skills.

Answer technical hard

[Add Question Here](#)

Question 57 · **Fill in the Blank** **0 points**

[Modify](#) [Remove](#)

Question Since a systems developer often works on systems that contain confidential corporate information, it is important that he or she have a high commitment to _____ and ethics.

Answer integrity

[Add Question Here](#)

Question 58 · **Essay** **0 points**

[Modify](#) [Remove](#)

Question List the eight steps taken in the analyst's general approach to problem solving.

Answer

1. Research and understand the problem
2. Verify that the benefits of solving the problem outweigh the costs
3. Define the requirements for solving the problem
4. Develop a set of possible solutions (alternatives)
5. Decide which solution is best and make a recommendation
6. Define the details of the chosen solution
7. Implement the solution
8. Monitor to make sure that you obtain the desired results

[Add Question Here](#)

Question 59 · **Essay** **0 points**

[Modify](#) [Remove](#)

Question What are the required skills of the systems analyst?

Answer Systems analysts need a great variety of special skills. They need to understand how to build information systems (technical skills) and must understand the business they are working for (business skills). They also need to understand people and the way they work (people skills).

[Add Question Here](#)

Question 60 · **Essay** **0 points**

[Modify](#) [Remove](#)

Question Briefly describe the process of strategic planning and the involvement of a systems analyst in this process. Include a description of the types of architectural plans that are developed.

Answer Corporate wide strategic plans are normally developed to cover a period of three to five years. As a sub-component of the strategic plan, the information systems strategic plan is also developed. Systems people are required to help develop the information systems strategic plan because they should understand both the organization and the technology capabilities that are available. The application architecture plan describes the what specific information systems will be required to support the organization. The technology architecture plan focuses more on the hardware, networks, and operating systems that will be required to support the application architecture plan and the organization.

[Add Question Here](#)