

Systems Analysis and Design Methods

Chapter 1: Players in the System Game

Multiple Choice Questions

1. The decision makers who focus on the tactical or short-term management plans and problems are
 - A. supervisors
 - B. middle managers
 - C. executive managers
 - D. none of the above

The correct answer is B.

2. A systems analyst is a problem solver who analyzes which of the following situations
 - A. true problem situations, either anticipated or real, that require corrective action
 - B. Opportunities to improve a situation despite the absence of complaints
 - C. Directives to change a situation regardless of whether anyone has complained
 - D. all of the above

The correct answer is D.

3. CIO stands for which of the following:
 - A. chief input and output
 - B. control input and output
 - C. chief input officer
 - D. chief information officer

The correct answer is D.

4. This center designs, constructs and manages computer networks that have become essential to most businesses:
 - A. computer operations
 - B. telecommunications
 - C. end-user computing
 - D. data administration

The correct answer is B.

5. This center runs all of the shared computers including mainframes, minicomputers and non-departmental servers:

- A. computer operations
- B. data administration
- C. end-user computing
- D. telecommunications center

The correct answer is A.

6. Which of the following skills does a successful systems analyst need to have:

- A. interpersonal relations skills
- B. systems analysis and design skills
- C. problem solving skills
- D. all of the above

The correct answer is D.

7. Systems analysts

- A. often encounter sensitive information when developing systems
- B. frequently uncover dissent in the ranks of employees
- C. must protect the security and confidentiality of any data they have been entrusted with
- D. all of the above

The correct answer is D.

8. _____ pay for the system to be built and maintained. They own the system, set priorities for the system and determine policies for its use.

- A. system owners
- B. Systems analysts
- C. System designers
- D. Business Analyst

The correct answer is A.

9. _____ facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system owners and users and the technical system designers and builders.

A. system owners
B. Systems analysts
C. System designers
D. Business Analyst

The correct answer is B.

10. _____ translate system users' business requirements and constraints into technical solutions. They design the computer files, databases, inputs, outputs, screens, networks, and programs that will meet the system users' requirements.

A. system owners
B. Systems analysts
C. System designers
D. Business Analyst

The correct answer is C.

11. A _____ is a systems analyst that specializes in business problem analysis and technology-independent requirements analysis.

A. system owners
B. Systems analysts
C. System designers
D. Business Analyst

The correct answer is D.

True or False Questions

12. An information system is an arrangement of people, data, processes, information presentation, and information technology that interact to support the problem-solving and decision-making needs of management and users.

A. True B. False

The correct answer is A.

13. A stakeholder is any person who has an interest in an existing or new information system.

A. True B. False

The correct answer is A.

14. An information worker is a person who writes programs for computers.

A. True B. False

The correct answer is B.

(An information worker is a person whose jobs include the creation, collection, processing, distribution and use of information.)

15. System owners must pay personal money to sponsor an information system.

A. True B. False

The correct answer is B.

(System owners are responsible for the corporate or organizational budget to cover the information system. It is highly unlikely that they would be putting in personal dollars for the completion of the project.)

16. System users set the priorities for a new information system and determine the policies for its use.

A. True B. False

The correct answer is B.

(System owners set priorities and determine policies for information system use.)

17. System owners construct, test and deliver a new information system into operation.

A. True B. False

The correct answer is B.

(System owners own the system, sponsor its development, set priorities and policies for its use. System builders construct, test and deliver a new information system into operation.)

18. System users sell hardware, software and services to businesses for incorporation into their information systems.

A. True B. False

The correct answer is B.

(System users actually use the system, they do not sell it. IT Vendors and Consultants, as well as possibly outside (outsourced) System Builders, are the ones who sell hardware, software and services to business for incorporation into their information systems.)

19. A client is another name for a system owner.

A. True B. False

The correct answer is B.

(A client is another name for a system user.)

20. System users are more concerned with the costs and benefits of an information system, while the system owners are most concerned with the business requirements.

A. True B. False

The correct answer is B.

(System owners are more concerned with the costs and benefits of an information system, while system users are more concerned with the business requirements.)

21. System owners perform most of the day-to-day transaction processing in the average business.

A. True B. False

The correct answer is B.

(Clerical and service workers perform most of the day-to-day transaction processing in the average business. System owners are most likely involved with the strategic decisions and the management of a process or project.)

22. Technical and professional staff consists largely of business and industrial specialists who perform highly skilled and specialized work.

A. True B. False

The correct answer is A.

23. Knowledge workers depend on their ability to properly use and react to information, and tend to be very demanding system users.

A. True B. False

The correct answer is A.

24. Middle managers are decision makers who tend to focus on tactical or short-term management plans and problem solving.

A. True B. False

The correct answer is A.

25. Supervisors are focused on the long-term, strategic decision making of a firm.

A. True B. False

The correct answer is B.

(Supervisors are focused on the day-to-day management issues, while executive managers are concerned with long-term, strategic decision-making.)

26. Executive managers are concerned with the short-term and tactical management issues.

A. True B. False

The correct answer is B.

(Executive managers are concerned with the long-term and strategic management issues, Middle Managers are concerned with the short-term and tactical management issues.)

27. A classic example of a mobile user would be a telemarketing specialist who uses the company phone system to contact customers.

A. True B. False

The correct answer is B.

(A classic example of a mobile user would be a sales representative or service representative who regularly visits customers at their locations. Telemarketers working from the company to contact customers usually do their work at the office or home, rather than on the road visiting customers.)

28. In business-to-business information systems, each business becomes an external user of the other business' information systems.

A. True B. False

The correct answer is A.

29. System designers set the policies and procedures for the use of an information system.

A. True B. False

The correct answer is B.

(System designers translate system users' business requirements and constraints into technical solutions. System owners set the policies and procedures for the use of an information system.)

30. System builders construct the information systems components based on the design specifications from the system designers. In many cases the system designer and the system builder for a component are one and the same.

A. True B. False

The correct answer is A.

31. Systems analysis is the study of a business problem domain to recommend improvements and specify the business requirements for the solution.

A. True B. False

The correct answer is A.

32. Increasingly, businesses are purchasing software applications, rather than build them, especially for strategic business functions that will provide a competitive advantage for their business.

A. True B. False

The correct answer is B.

(Businesses are often willing to purchase software applications that are common and not strategic. However, when looking at strategic applications, they are more likely to build their own application.)

33. A systems analyst studies the problems and needs of an organization to determine how people, data, processes, communications and information technology can best accomplish improvements for the business.

A. True B. False

The correct answer is A.

34. A systems analyst can ignore existing problem situations, either real or anticipated, because a new system is being developed.

A. True B. False

The correct answer is B.

(Just because you are working on a new system does not mean you can ignore existing or potential future problems. It is your job to ensure that these problems are resolved in the new system.)

35. A systems analyst needs to consider opportunities to improve a situation, even in the absence of complaints.

A. True B. False

The correct answer is A.

36. A software vendor hires a sales engineer to help customers who purchase the software package to integrate it into their business operations.

A. True B. False

The correct answer is A.

37. Continuous process improvement (CPI) and total quality management (TQM) are two totally different approaches to solving the same problem.

A. True B. False

The correct answer is B.

(Continuous process improvement (CPI) is another TQM-related trend. They are not totally different approaches to solving the same problem.)

38. The euro-conversion problem is a much easier problem for the Europeans than the Y2K compatibility problem.

A. True B. False

The correct answer is B.

(The euro-conversion problem is considered to be on the same scale of the year-2000 compatibility problem.)

39. Enterprise resource planning (ERP) software product is a fully integrated information system that spans most basic business functions required by a major corporation.

A. True B. False

The correct answer is A.

40. A common electronic commerce application is the marketing of corporate image, products and services.

A. True B. False

The correct answer is A.

41. Business-to-Consumer (B2C) electronic commerce attempts to offer new, web-based channels of distribution for traditional products and services.

A. True B. False

The correct answer is A.

42. Business-to-Business (B2B) is the simplest electronic commerce application.

A. True B. False

The correct answer is B.

(Business-to-Business (B2B) is the most complex electronic application.)

43. A systems analyst must be an outstanding programmer, who has no need to develop verbal and written communication skills.

A. True B. False

The correct answer is B.