

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

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

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

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

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

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
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
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
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
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

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

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
13. A stakeholder is any person who has an interest in an existing or new information system.
- A. True B. False
14. An information worker is a person who writes programs for computers.
- A. True B. False
15. System owners must pay personal money to sponsor an information system.
- A. True B. False
16. System users set the priorities for a new information system and determine the policies for its use.
- A. True B. False
17. System owners construct, test and deliver a new information system into operation.
- A. True B. False
18. System users sell hardware, software and services to businesses for incorporation into their information systems.
- A. True B. False

19. A client is another name for a system owner.
- A. True B. False
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
21. System owners perform most of the day-to-day transaction processing in the average business.
- A. True B. False
22. Technical and professional staff consists largely of business and industrial specialists who perform highly skilled and specialized work.
- A. True B. False
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
24. Middle managers are decision makers who tend to focus on tactical or short-term management plans and problem solving.
- A. True B. False
25. Supervisors are focused on the long-term, strategic decision making of a firm.
- A. True B. False
26. Executive managers are concerned with the short-term and tactical management issues.
- A. True B. False
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
28. In business-to-business information systems, each business becomes an external user of the other business' information systems.
- A. True B. False

29. System designers set the policies and procedures for the use of an information system.
- A. True B. False
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
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
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
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
34. A systems analyst can ignore existing problem situations, either real or anticipated, because a new system is being developed.
- A. True B. False
35. A systems analyst needs to consider opportunities to improve a situation, even in the absence of complaints.
- A. True B. False
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
37. Continuous process improvement (CPI) and total quality management (TQM) are two totally different approaches to solving the same problem.
- A. True B. False

38. The euro-conversion problem is a much easier problem for the Europeans than the Y2K compatibility problem.
- A. True B. False
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
40. A common electronic commerce application is the marketing of corporate image, products and services.
- A. True B. False
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
42. Business-to-Business (B2B) is the simplest electronic commerce application.
- A. True B. False
43. A systems analyst must be an outstanding programmer, who has no need to develop verbal and written communication skills.
- A. True B. False