Systems Analysis and Design 10th edition Kendall Test Bank

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Systems Analysis and Design, 10e **(Kendall/Kendall)**
Chapter 2 Understanding and Modeling Organizational Systems

2.1 Multiple Choice

1) Which of these is most closely associated with system control?
A) boundary
B) environment
C) feedback
D) interface
Answer: C
Diff: 1 Page Ref: 20
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

2) The elements that make up an organizational system are called:
A) entities.
B) events.
C) factors.
D) relationships.
Answer: A
Diff: 1 Page Ref: 25
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

3) Which of the following symbols is not used on the context-level data flow diagram?
A) rectangle with rounded corners
B) triangle
C) arrow
D) shaded corner square
Answer: B
Diff: 1 Page Ref: 24
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

4) The context-level data flow diagram depicts:
A) the boundaries of a system.
B) detailed processes that transform the incoming data to information.
C) the system entities and how they are related.
D) computer programs and their files.
Answer: A
Diff: 2 Page Ref: 25
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

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5) An external entity may be:
A) a person.
B) another department.
C) another computer system.
D) All of the above.
Answer: D
Diff: 2 Page Ref: 24
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

6) Which of these is used to depict a relationship in an entity relationship diagram?
A) triangle
B) square
C) crow's foot line
D) rectangle
Answer: C
Diff: 2 Page Ref: 26
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

7) An organization with many employees with each employee having a unique phone extension is said to be a _____ relationship.
A) 1:1
B) 1:Many
C) Many:1
D) Many:None
Answer: A
Diff: 2 Page Ref: 26
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

8) A crow's foot notation indicates:
A) none of the other entity.
B) one of the other entity.
C) an attributive entity.
D) many of the other entity.
Answer: D
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Learning Objective: 2b-Depicting systems graphically.

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9) An entity that describes attributes such as repeating groups is called:
A) a fundamental entity.
B) an associative entity.
C) an attributive entity.
D) an external entity.
Answer: C
Diff: 1 Page Ref: 28
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

10) An entity that joins two other entities is called:
A) a fundamental entity.
B) an associative entity.
C) an attributive entity.
D) a linking entity.
Answer: B
Diff: 1 Page Ref: 28
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

11) A many-to-many relationship is replaced with _____ to form two one-to-many relationships.
A) a fundamental entity
B) an associative entity
C) an attributive entity
D) a bipolar entity
Answer: B
Diff: 3 Page Ref: 28
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

12) Which level of management makes decisions using predetermined rules that have predictable outcomes?
A) operations
B) middle
C) strategic
D) None are interested in detailed information.
Answer: A
Diff: 2 Page Ref: 40
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

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13) Which level of management is most dependent on external information?
A) operations
B) middle
C) strategic
D) None of these are dependent on external information.
Answer: C
Diff: 1 Page Ref: 40
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

14) Which view of organizations concentrates on myths, metaphors, humor, and ceremonies?
A) culture
B) human relationships
C) leadership style
D) technology
Answer: A
Diff: 1 Page Ref: 42
AACSB: Information technology
Learning Objective: 2d-Comprehend that organizational culture influences the design of information systems.

15) Anything external to an organization's boundaries is considered to be:
A) of little importance.
B) an environment.
C) an enterprise resource system.
D) an associative entity.
Answer: B
Diff: 3 Page Ref: 21
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

16) The free flow of information within a system is called:
A) open source information.
B) a virtual organization.
C) openness.
D) enterprise wide resource availability.
Answer: C
Diff: 2 Page Ref: 21
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

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17) A(n) _____ uses computer networks and communications technology to bring people together to work on projects.
A) virtual enterprise
B) open system
C) enterprise system
D) official subculture
Answer: A
Diff: 3 Page Ref: 21
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

18) An integrated organizational information system is called a(n):
A) virtual organization.
B) open system.
C) interrelated external entity.
D) enterprise resource planning system.
Answer: D
Diff: 1 Page Ref: 22
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

19) An enterprise resource planning system:
A) is purchased rather than developed.
B) links team members at remote distances.
C) uses project management software to develop program coding schedules.
D) involves the use of isolated systems that do not interact.
Answer: A
Diff: 2 Page Ref: 22-23
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

20) The symbol used to represent a process on a context-level data flow diagram is:
A) a diamond inside a rectangle.
B) a circle.
C) an oval inside a rectangle.
D) a rectangle with rounded corners.
Answer: D
Diff: 3 Page Ref: 24
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

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21) Processes on a data flow diagram:
A) transform incoming data into outgoing information.
B) represent the system boundaries.
C) represent the work that a specific user performs.
D) change the nature of the relationships on an entity-relationship diagram.
Answer: A
Diff: 2 Page Ref: 24
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

22) Another name for an associative entity is:
A) an attributive entity.
B) an external entity.
C) a co-variant entity.
D) a gerund.
Answer: D
Diff: 1 Page Ref: 28
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

23) A zero on a relationship line indicates:
A) that the relationship line is undefined.
B) the absence of any well-defined entities.
C) that none is possible for the next relationship.
D) that the relationship should be used to create an associative entity.
Answer: C
Diff: 2 Page Ref: 27
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

24) Attributes that are underlined on an entity-relationship diagram:
A) are the names of external entities.
B) can be searched for.
C) represent virtual organizational components.
D) are used to create attributive entities.
Answer: B
Diff: 2 Page Ref: 29
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

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25) The management group that has a high need for historical data along with information that allows prediction of future events is:
A) operations management.
B) middle management.
C) strategic management.
D) virtual management.
Answer: B
Diff: 2 Page Ref: 41
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

26) All systems are composed of interrelated:
A) subsystems.
B) enterprise systems.
C) database systems.
D) design systems.
Answer: A
Diff: 1 Page Ref: 19
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

27) _____ change or transform inputs into outputs.
A) Systems
B) Subsystems
C) Processes
D) Objectives
Answer: C
Diff: 1 Page Ref: 20
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

28) All systems and subsystems are interrelated and _____, which indicates that when any element of a system is changed or eliminated, other system elements are also affected.
A) interconnected
B) interdependent
C) Both A and B.
D) Neither A nor B.
Answer: B
Diff: 1 Page Ref: 20
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Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

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29) System outputs are used as _____ to compare performance with goals.
A) feedback
B) data
C) inputs
D) None of the above.
Answer: A
Diff: 2 Page Ref: 20
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

30) A(n) _____ system is a system with a relatively free flow of information within the organization.
A) open
B) closed
C) primary
D) secondary
Answer: A
Diff: 1 Page Ref: 21
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

31) A(n) _____ defines the boundaries of the system.
A) context-level data flow diagram
B) entity-relationship model
C) open diagram
D) closed diagram
Answer: A
Diff: 2 Page Ref: 25
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

32) The elements that make up an organizational system can be referred to as:
A) entities.
B) relationships.
C) data flows.
D) processes.
Answer: A
Diff: 2 Page Ref: 25
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

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33) Another way a systems analyst can show the scope of a system and define proper system boundaries is to use a(n):
A) flow chart.
B) entity-relationship diagram.
C) database diagram.
D) spreadsheet.
Answer: B
Diff: 1 Page Ref: 25
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

34) A(n) _____ on one end of a relationship indicates that none of the entity are a possibility.
A) circle or zero
B) single line
C) crow's foot
D) circle and a single line
Answer: A
Diff: 1 Page Ref: 27
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

35) A(n) _____ joins two entities.
A) associative entity
B) attributive entity
C) process entity
D) None of the above.
Answer: A
Diff: 1 Page Ref: 28
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

2.2 True/False

1) Systems and subsystems are interrelated and interdependent.
Answer: TRUE
Diff: 1 Page Ref: 20
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

2) Feedback is a form of system control.
Answer: TRUE
Diff: 1 Page Ref: 20
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3) Anything which affects the functioning of an organization is considered to be an environment.
Answer: FALSE
Diff: 2 Page Ref: 21
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

4) An open system allows free passage of resources (people, information, materials) through its boundaries.
Answer: TRUE
Diff: 1 Page Ref: 44
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

5) A context-level data flow diagram includes many detailed processes representing the computer programs within the system.
Answer: FALSE
Diff: 2 Page Ref: 24
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

6) In an entity relationship diagram, rectangles represent entities, and ovals represent relationships.
Answer: FALSE
Diff: 2 Page Ref: 24
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

7) The elements that make up an organizational system are referred to as entities.
Answer: TRUE
Diff: 1 Page Ref: 25
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

8) A crow's foot on each side of a relationship indicates a one-to-one relationship.
Answer: FALSE
Diff: 1 Page Ref: 26
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

9) An associative entity joins two entities.
Answer: TRUE
Diff: 2 Page Ref: 28
AACSB: Information technology
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10) Middle managers make decisions using predetermined rules that have predictable outcomes when implemented correctly.
Answer: FALSE
Diff: 1 Page Ref: 40
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

11) Strategic managers work in a highly uncertain decision-making environment.
Answer: TRUE
Diff: 1 Page Ref: 40
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

12) Operations managers most often make one-time decisions but the decisions made by strategic managers tend to be repetitive.
Answer: FALSE
Diff: 2 Page Ref: 40
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

13) Middle managers are highly dependent on external information.
Answer: FALSE
Diff: 2 Page Ref: 41
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

14) Strategic managers tend to use information that is more current than information used by middle managers.
Answer: FALSE
Diff: 2 Page Ref: 41
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

15) Often, considering organizational subcultures is more useful than is considering organizational culture.
Answer: TRUE
Diff: 1 Page Ref: 42
AACSB: Information technology
Learning Objective: 2d-Comprehend that organizational culture influences the design of information systems.

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16) Understanding organizational subcultures may help analysts overcome resistance to change.
Answer: TRUE
Diff: 2 Page Ref: 42
AACSB: Information technology
Learning Objective: 2d-Comprehend that organizational culture influences the design of information systems.

17) Virtual enterprises use computer networks and communications technology to bring people together on a project.
Answer: TRUE
Diff: 1 Page Ref: 21
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

18) One drawback of working on a virtual team is that there is no easy way for members to share project results.
Answer: FALSE
Diff: 1 Page Ref: 21
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

19) Enterprise resource planning systems are software that help the flow of information between the functional areas in an organization.
Answer: TRUE
Diff: 1 Page Ref: 22
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

20) ERP systems are only useful in large companies and not able to be used in small and medium-sized enterprises as well.
Answer: FALSE
Diff: 1 Page Ref: 23
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

21) Another name for an attributive entity is a gerund.
Answer: FALSE
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22) A many-to-many relationship may be implemented by using an attributive entity on one end.
Answer: FALSE
Diff: 2 Page Ref: 28
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

23) A zero on one end of a relationship line indicates that there may be none of the entity that the line is connected to.
Answer: TRUE
Diff: 2 Page Ref: 27
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

24) A primary use case describes the standard flow of events in the system.
Answer: TRUE
Diff: 1 Page Ref: 34
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

25) Use cases allow people to tell stories.
Answer: TRUE
Diff: 1 Page Ref: 39
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

26) The level of management concerned with making decisions using predetermined rules which have predictable outcomes is the operations manager.
Answer: TRUE
Diff: 1 Page Ref: 40
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

27) Subcultures coexist with "official" organizational cultures.
Answer: TRUE
Diff: 1 Page Ref: 42
AACSB: Information technology
Learning Objective: 2d-Comprehend that organizational culture influences the design of information systems.

28) A brick-and-mortar location uses computer networks and communications technology to bring people together to work on projects.
Answer: FALSE
Diff: 2 Page Ref: 22
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

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29) An enterprise resource planning system describes an integrated organizational information system.
Answer: TRUE
Diff: 1 Page Ref: 22
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

30) A use case diagram contains two symbols, the use case and the actor.
Answer: TRUE
Diff: 3 Page Ref: 31
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

31) The excludes relationship contains a behavior that is common to more than one use case.
Answer: FALSE
Diff: 3 Page Ref: 32
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

32) The communicates relationships handles exceptions to the basic use case.
Answer: FALSE
Diff: 3 Page Ref: 32
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

33) Preconditions are the state of the system before the use case may be performed.
Answer: TRUE
Diff: 3 Page Ref: 38
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

34) Preconditions show the state of the system after the use case has finished.
Answer: FALSE
Diff: 3 Page Ref: 38
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

35) Middle Management forms the second, or intermediate, tier of the three-tiered management system.
Answer: TRUE
Diff: 2 Page Ref: 40
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

36) An attributive entity can only exist if it is connected to at least two other entities.
Answer: FALSE

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Diff: 3 Page Ref: 28
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

37) A use case model describes what a system does without describing how the system does it.
Answer: TRUE
Diff: 2 Page Ref: 30
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

38) The requirements met area shows why this use case is important and necessary for the business area to be successful.
Answer: TRUE
Diff: 3 Page Ref: 38
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

39) Risk is a rough assessment of whether there may be problems or difficulties developing the use case.
Answer: TRUE
Diff: 3 Page Ref: 38
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

40) Middle managers are highly dependent on information from external sources that supply news of market trends and the strategies of competing corporations.
Answer: FALSE
Diff: 2 Page Ref: 40
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

2.3 Short Answer

1) Describe the elements of an E-R diagram depicting the relationship between a person and a tee-shirt. This description should show the following relationship: Each person can have many tee-shirts, but each shirt can only be owned by a single person.
Answer: Students should describe two entities, connected with a one to many relationship.
Diff: 3 Page Ref: 25
AACSB: Analytical thinking
Learning Objective: 2b-Depicting systems graphically.

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2) Give an example of the type of decision that would be made by an Operational Manager.
Answer: Students should provide an example that is consistent with the idea that Operational Managers use predetermined rules that usually have predictable outcomes, e.g., dismissing an employee for reporting to work late three times in a week.
Diff: 2 Page Ref: 40
AACSB: Application of knowledge
Learning Objective: 2c-Recognize that different levels of management require different systems.

3) What are the three parts of a use case scenario that are always described?
Answer: A use case always describes three things: an actor that initiates an event; the event that triggers a use case; and the use case that performs the actions triggered by the event.
Diff: 1 Page Ref: 34
AACSB: Information technology
Learning Objective: 2b-Depicting systems graphically.

4) List the three broad, horizontal levels of management in organizations.
Answer: 1. Operational Control
2. Middle Management
3. Strategic Management
Diff: 2 Page Ref: 39
AACSB: Information technology
Learning Objective: 2c-Recognize that different levels of management require different systems.

5) Define openness in an organizational environment.
Answer: Openness in an organizational environment allows for free passage of resources (people, information, materials) through its boundaries.
Diff: 2 Page Ref: 21
AACSB: Information technology
Learning Objective: 2a-Understand that organizations are systems and analysts need to take a systems perspective.

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