Systems Analysis and Design 11th edition Kendall Test Bank

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Systems Analysis and Design, 11e **(Kendall)**
Chapter 1 Systems, Roles, and Development Methodologies

1.1 Multiple Choice Questions

1) Which of these software packages is *not* open source software (OSS)?
A) Microsoft Windows
B) Mozilla Firefox Web browser
C) Apache Web server
D) a Linux operating system
Answer: A
Diff: 1 Page Ref: 20
AACSB: Information technology
Learning Objective: Discover what open source software is and how it is developed.

2) Which of these characteristics is most important to a systems analyst?
A) communicator
B) problem solver
C) programmer
D) project manager
Answer: B
Diff: 2 Page Ref: 5
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

3) Which of these statements concerning the systems development life cycle is true?
A) Designing the system is the first step in the SDLC.
B) No phase can occur until the previous phase is completed.
C) Although each phase is presented discretely, it is never accomplished as a separate step.
D) There is widespread agreement that the SDLC is composed of seven phases.
Answer: C
Diff: 1 Page Ref: 6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

4) System maintenance must be performed to _____.
A) correct software errors
B) add new features that have never been requested before
C) remove features that none of the users are using
D) keep programmers employed
Answer: A
Diff: 3 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

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5) Which of these is *not* used by analysts when adopting CASE tools?
A) communicating more effectively with users
B) expediting the local area network
C) increasing productivity
D) integrating the work done during life cycle stages
Answer: B
Diff: 1 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

6) An encyclopedia that is used to store all project information is called _____.
A) a data dictionary
B) an upper CASE tool
C) a CASE repository
D) a lower CASE tool
Answer: C
Diff: 3 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

7) Which of the following is *not* a dimension used to categorize an open source community?
A) programming style
B) environment
C) user community
D) licensing
Answer: A
Diff: 3 Page Ref: 20
AACSB: Information technology
Learning Objective: Discover what open source software is and how it is developed.

8) When program software is distributed free with the code or computer instructions available for anyone to modify, it is called _____.
A) freeware
B) code independent software
C) a distributed system
D) open source software
Answer: D
Diff: 1 Page Ref: 19
AACSB: Information technology
Learning Objective: Discover what open source software is and how it is developed.

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9) Object-oriented approaches use what industry standard for modeling object-oriented systems?
A) artificial intelligence
B) a distributed system
C) the unified modeling language
D) multi-view
Answer: C
Diff: 2 Page Ref: 13
AACSB: Information technology
Learning Objective: Gain an appreciation for object-oriented systems design.

10) Which of the following is *not* one of the fundamental components of the agile approach?
A) pressure
B) values
C) principles
D) core practices
Answer: A
Diff: 2 Page Ref: 11
AACSB: Information technology
Learning Objective: Understand the agile methodology for systems development.

11) Which of the following is *not* one of the four values of the agile approach?
A) communication
B) expertise
C) simplicity
D) courage
Answer: B
Diff: 2 Page Ref: 11
AACSB: Information technology
Learning Objective: Understand the agile methodology for systems development.

12) Which of the following questions would *not* be used by the analyst when determining the human information requirements of a system?
A) What needs to be done to make the system audible, legible, and safe?
B) How can the system be made within the approved budget?
C) How can the system be made pleasing or even fun to use?
D) How can the system support a user's individual work tasks and make them more productive in new ways?
Answer: B
Diff: 2 Page Ref: 6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

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13) Which of these is *not* a reason for an organization to participate in open source communities?
A) lowering costs
B) speeding up development
C) desire to give something back to the community
D) to avoid a review process
Answer: D
Diff: 1 Page Ref: 23
AACSB: Information technology
Learning Objective: Discover what open source software is and how it is developed.

14) Decision makers are beginning to understand that _____ is *not* just a byproduct of conducting business, but a critical factor in determining the success or failure of a business.
A) information
B) decoration
C) hesitation
D) frustration
Answer: A
Diff: 1 Page Ref: 2
AACSB: Information technology
Learning Objective: Understand the need for systems analysis and design in organizations.

15) As a(n) _____, an analyst draws on professional expertise concerning computer hardware and software and their uses in the business.
A) supporting expert
B) consultant
C) programmer
D) agent of change
Answer: A
Diff: 2 Page Ref: 5
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

16) The most prominent quality of an analyst is that of a(n) _____.
A) problem solver
B) consultant
C) programmer
D) agent of change
Answer: A
Diff: 1 Page Ref: 5
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

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17) The _____ summarizes what has been discovered about the users, usability, and usefulness of current systems; provides cost-benefit analyses of alternatives; and makes recommendations on what (if anything) should be done.
A) systems proposal
B) database design
C) template
D) development life cycle
Answer: A
Diff: 2 Page Ref: 7
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

18) _____ tells users how to use software and what to do if software problems occur.
A) Program specifications packet
B) Software development life cycle
C) Programming guidelines
D) Documentation
Answer: D
Diff: 2 Page Ref: 8
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

19) One important justification for CASE tools is to increase analyst _____.
A) confidence
B) productivity
C) skill
D) gratification
Answer: B
Diff: 3 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

20) In the information requirements phase of the _____, the analyst is striving to understand what information users need to perform their jobs.
A) Software Development Life Cycle (SDLC)
B) human-computer interface
C) keyboard
D) human-computer interaction
Answer: A
Diff: 2 Page Ref: 6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

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21) Software that is distributed free along with the program source code is called _____.
A) closed source software
B) open source software
C) Microsoft Windows
D) outsource software
Answer: B
Diff: 2 Page Ref: 20
AACSB: Information technology
Learning Objective: Discover what open source software is and how it is developed.

22) The _____ is based on values, principles, and core practices.
A) fragile approach
B) open source approach
C) closed source approach
D) agile approach
Answer: D
Diff: 1 Page Ref: 11
AACSB: Information technology
Learning Objective: Understand the agile methodology for systems development.

23) The most comprehensive and responsible role that the systems analyst takes on is that of a(n) _____.
A) agent of change
B) compromiser
C) leader
D) consultant
Answer: A
Diff: 1 Page Ref: 5
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

24) The _____ is a phased approach to analysis and design that holds that systems are best developed through the use of a specific cycle of analyst and user activities.
A) systems development life cycle
B) agile approach
C) object-oriented approach
D) open source approach
Answer: A
Diff: 2 Page Ref: 5
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

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25) After the system is installed, it must be _____, meaning that the computer programs must be modified and kept up to date.
A) maintained
B) replaced
C) replicated
D) CASE'd
Answer: A
Diff: 2 Page Ref: 8
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

26) _____ is an approach that is intended to facilitate the development of systems that must change rapidly in response to dynamic business environments.
A) Agile method
B) Systems development life cycle
C) Object-oriented analysis and design
D) Open source approach
Answer: C
Diff: 2 Page Ref: 13
AACSB: Information technology
Learning Objective: Gain an appreciation for object-oriented systems design.

27) _____ are those for which the conditions, condition alternatives, actions, and action rules can be determined.
A) Useful decisions
B) Sequential decisions
C) System-wide decisions
D) Structured decisions
Answer: D
Diff: 3 Page Ref: 7
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

28) The design phase also includes designing _____ that will store much of the data needed by decision makers in the organization.
A) databases
B) flow charts
C) spreadsheets
D) software design models
Answer: A
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Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

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29) Which of the following statements are *not* true about maintaining software?
A) Software is modified.
B) Software is kept up to date.
C) Properly maintained software allows more time for new systems development.
D) It accounts for between 48% to 60% of the total time spent developing systems.
Answer: C
Diff: 3 Page Ref: 8
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

30) Which of the following is *not* a factor in choosing a cloud provider?
A) If a client of the cloud services provider is hacked, how will it adversely affect other businesses the cloud provider is hosting?
B) How can your client be certain that someone at the cloud provider or their staff working for other clients has access to your organization's data in case of emergency?
C) How can your client be sure data are completely deleted from cloud systems when these systems are eventually decommissioned?
D) Are there too many nonstandard practices and proprietary programming structures in use, making transferring data out of the question?
Answer: B
Diff: 3 Page Ref: 16-17
AACSB: Information technology
Learning Objective: Understand the importance of cloud computing and the cloud development life cycle (CDLC).

31) A CASE _____ is a large collection of records, elements, diagrams, screens, reports, and other information stored about a particular project.
A) repository
B) database
C) flow chart
D) booklet
Answer: A
Diff: 3 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

32) The four values of the agile approach are _____.
A) communication, simplicity, user centered design, and courage
B) communication, courage, principals, and core practices
C) communication, values, feedback, and courage
D) communication, simplicity, feedback, and courage
Answer: D
Diff: 3 Page Ref: 11
AACSB: Information technology
Learning Objective: Understand the agile methodology for systems development.

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33) Object-oriented approaches use the industry standard for modeling object-oriented systems, called _____ to break down a system into a use case model.
A) Extensible Markup Language (XML)
B) HyperText Markup Language (HTML)
C) Unified Modeling Language (UML)
D) Vector Markup Language (VML)
Answer: C
Diff: 3 Page Ref: 13
AACSB: Information technology
Learning Objective: Gain an appreciation for object-oriented systems design.

34) The agile approach and the _____ approach both allow subsystems to be built one at a time until the entire system is complete.
A) systems development life cycle
B) unified modeling
C) try and try again
D) object-oriented
Answer: D
Diff: 1 Page Ref: 18-19
AACSB: Information technology
Learning Objective: Learn how to choose which systems development method to use.

35) Which of the following is *not* a reason an analyst should choose the Systems Development Life Cycle approach?
A) Systems have already been developed and documented using SDLC.
B) It is unimportant to document each step of the way.
C) Upper-level management feels more comfortable or safe using SDLC.
D) There are adequate resources and time to complete the full SDLC.
Answer: B
Diff: 1 Page Ref: 19
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Learning Objective: Learn how to choose which systems development method to use.

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1.2 True/False Questions

1) User involvement throughout the systems project is of little importance in the successful development of business information systems.
Answer: FALSE
Diff: 1 Page Ref: 3
AACSB: Information technology
Learning Objective: Understand the need for systems analysis and design in organizations.

2) The three primary roles of the systems analyst are as consultant, supporting expert, and change agent.
Answer: TRUE
Diff: 2 Page Ref: 4
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

3) When analysts are hired specifically from outside the business to address information systems issues within a business, they are acting as supporting experts.
Answer: FALSE
Diff: 1 Page Ref: 4
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

4) Each phase of the system development life cycle is accomplished as a discrete, separate step.
Answer: FALSE
Diff: 2 Page Ref: 6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

5) The first SDLC phase that the analyst enters into is that of determining information requirements for the particular users involved.
Answer: FALSE
Diff: 2 Page Ref: 6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

6) A systems proposal is prepared after the analysis of system needs.
Answer: TRUE
Diff: 1 Page Ref: 7
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

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7) During the life cycle of an information system, more time is spent in system maintenance than it took to design and develop the system.
Answer: TRUE
Diff: 1 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

8) CASE tools have the potential of increasing systems analysts' productivity.
Answer: TRUE
Diff: 1 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

9) CASE tools can allow the user to easily draw and modify diagrams.
Answer: TRUE
Diff: 1 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

10) The most rapidly growing type of computing is cloud computing.
Answer: TRUE
Diff: 1 Page Ref: 15
AACSB: Information technology
Learning Objective: Understand the importance of cloud computing and the cloud development life cycle (CDLC).

11) ERP stands for enterprise response planning systems.
Answer: FALSE
Diff: 2 Page Ref: 17
AACSB: Information technology
Learning Objective: Understand the importance of cloud computing and the cloud development life cycle (CDLC).

12) Rapid elasticity is one of the five essential characteristics of a Cloud Development Life Cycle.
Answer: TRUE
Diff: 2 Page Ref: 17
AACSB: Information technology
Learning Objective: Understand the importance of cloud computing and the cloud development life cycle (CDLC).

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13) Broad network access is one of the five essential characteristics of a Cloud Development Life Cycle.
Answer: TRUE
Diff: 1 Page Ref: 17
AACSB: Information technology
Learning Objective: Understand the importance of cloud computing and the cloud development life cycle (CDLC).

14) The three service models of the CDLC include: Software as a Service (SaaS), Platform as a Service (PaaS), and Information as a Service (IaaS).
Answer: FALSE
Diff: 2 Page Ref: 18
AACSB: Information technology
Learning Objective: Understand the importance of cloud computing and the cloud development life cycle (CDLC).

15) It is important for the analyst to determine the human needs of the users involved in a development project.
Answer: TRUE
Diff: 1 Page Ref: 6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

16) A systems analyst should never be hired specifically to address information systems issues within a business.
Answer: FALSE
Diff: 1 Page Ref: 4
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

17) A systems analyst should never draw on professional expertise concerning computer hardware and software and their uses in the business.
Answer: FALSE
Diff: 2 Page Ref: 5
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

18) As a systems analyst, you are an agent of change whenever you perform any of the activities in the systems development life cycle and are present and interacting with users and the business for an extended period of time.
Answer: TRUE
Diff: 1 Page Ref: 5
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

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19) Problem solving is never a good quality for a systems analyst.
Answer: FALSE
Diff: 1 Page Ref: 5
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

20) In the Systems Development Life Cycle (SDLC), several activities may occur simultaneously, and activities may be repeated.
Answer: TRUE
Diff: 1 Page Ref: 6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

21) When implementing a new system, it is always best to determine the human needs of the users involved.
Answer: TRUE
Diff: 1 Page Ref: 6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

22) When answering questions concerning human-computer interaction (HCI) the analyst should ask questions such as, "What are the users' physical strengths and limitations?"
Answer: TRUE
Diff: 1 Page Ref: 6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

23) Part of the logical design of the information system is devising the human-computer interaction (HCI).
Answer: TRUE
Diff: 2 Page Ref: 8
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

24) The second phase of the systems development life cycle begins with the documentation of the software being designed.
Answer: FALSE
Diff: 1 Page Ref: 13
AACSB: Information technology
Learning Objective: Gain an appreciation for object-oriented systems design.

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25) Data flow diagrams (DFDs) record the input, processes, and output of the business's functions.
Answer: TRUE
Diff: 1 Page Ref: 7
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

26) The three major tools for analyzing structured decisions are structured English, decision tables, and decision trees.
Answer: TRUE
Diff: 1 Page Ref: 7
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

27) In the design phase of the SDLC, the systems analyst uses the information collected earlier to accomplish the logical design of the information system.
Answer: TRUE
Diff: 2 Page Ref: 7
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

28) After a system is implemented, businesses spend little money on system maintenance.
Answer: FALSE
Diff: 1 Page Ref: 8
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

29) CASE tools were created explicitly to improve an analyst's routine work through the use of automated support.
Answer: TRUE
Diff: 2 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

30) Visible Analyst (VA) is *not* an example of a CASE tool.
Answer: FALSE
Diff: 2 Page Ref: 9
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

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31) Two words that characterize a project done following the agile methodology are interactive and incremental.
Answer: TRUE
Diff: 1 Page Ref: 11
AACSB: Information technology
Learning Objective: Understand the agile methodology for systems development.

32) During the exploration phase of the agile development process, you explore your environment.
Answer: TRUE
Diff: 3 Page Ref: 11
AACSB: Information technology
Learning Objective: Understand the agile methodology for systems development.

33) In contrast to the first stage of the agile development process, the planning stage may take months to accomplish.
Answer: FALSE
Diff: 2 Page Ref: 11
AACSB: Information technology
Learning Objective: Understand the agile methodology for systems development.

34) The phases in UML are similar to those in the SDLC.
Answer: TRUE
Diff: 2 Page Ref: 13
AACSB: Information technology
Learning Objective: Gain an appreciation for object-oriented systems design.

35) The SDLC and object-oriented approaches both require extensive planning and diagramming.
Answer: TRUE
Diff: 2 Page Ref: 18
AACSB: Information technology
Learning Objective: Learn how to choose which systems development method to use.

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1.3 Short Answer Questions

1) List the three primary roles of the systems analyst.
Answer: The three primary roles of the systems analyst are consultant, supporting expert, and agent of change.
Diff: 1 Page Ref: 4
AACSB: Information technology
Learning Objective: Realize what the many roles of a systems analyst are.

2) List four of the seven phases of the systems development life cycle.
Answer: Identifying problems, opportunities, and objectives - Determining human information requirements - Analyzing system needs - Designing the recommended system - Developing and documenting software - Testing and maintaining the system - Implementing and evaluating the system
Diff: 2 Page Ref: 5-6
AACSB: Information technology
Learning Objective: Comprehend the fundamentals of the systems development life cycle (SDLC).

3) Describe a situation in which an analyst would choose to use object-oriented systems analysis and design rather than the systems development life cycle.
Answer: Students should describe a situation in which the system to be designed must change rapidly in response to dynamic business environments or are undergoing continuous maintenance, adaptation, and redesign.
Diff: 3 Page Ref: 13
AACSB: Analytical thinking
Learning Objective: Gain an appreciation for object-oriented systems design.

4) What is open source software?
Answer: OSS is software where many users and programmers can study, share, and modify the code, or computer instructions.
Diff: 2 Page Ref: 19
AACSB: Information technology
Learning Objective: Discover what open source software is and how it is developed.

5) What are the four values of the agile approach?
Answer: The four values of the agile approach are communication, simplicity, feedback, and courage.
Diff: 3 Page Ref: 11
AACSB: Information technology
Learning Objective: Understand the agile methodology for systems development.

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