1. A(n) _____ combines technology, people, and data to provide support for business functions.

   a. server farm
   b. information system
   c. object-oriented analysis
   d. preliminary investigation

   Analysis:
   a. Incorrect. See [Page 5]
   b. Correct.
   c. Incorrect. See [Page 5]
   d. Incorrect. See [Page 5]

2. _____ systems can analyze transactional data, generate information needed to manage and control business processes, and provide information that leads to better decision making.

   a. Business support
   b. User support
   c. Network administration
   d. Application development

   Analysis:
   a. Correct.
   b. Incorrect. See [Page 16]
   c. Incorrect. See [Page 16]
   d. Incorrect. See [Page 16]

3. When using a(n) _____ method, system development is organized into phases, with deliverables and milestones to measure progress.

   a. object-oriented analysis
   b. adaptive
   c. structured analysis
   d. agile

   Analysis:
   a. Incorrect. See [Page 21]
   b. Incorrect. See [Page 21]
   c. Correct.
   d. Incorrect. See [Page 21]

4. The purpose of the _____ phase is to build a logical model of the new system.

a. systems analysis
b. systems design
c. systems implementation
d. systems support and security

Analysis:
a. Correct.
b. Incorrect. See [Page 23]
c. Incorrect. See [Page 23]
d. Incorrect. See [Page 23]

5. _____ verifies that an individual demonstrated a certain level of knowledge and skill on a standardized test.

a. Quality control
b. Certification
c. Technology knowledge
d. A college degree

Analysis:
a. Incorrect. See [Page 31]
b. Correct.
c. Incorrect. See [Page 31]
d. Incorrect. See [Page 31]

6. If a site has a large number of remote clients, the _____ group often includes a deployment team that installs and configures the workstations.

a. network administration
b. application development
c. user support
d. systems support and security

Analysis:
a. Incorrect. See [Page 28]
b. Incorrect. See [Page 28]
c. Incorrect. See [Page 28]
d. Correct.

7. _____ is a popular tool that systems analysts can use to create business process diagrams, flowcharts, and organization charts.

a. Microsoft Visio
b. CASE
c. EDI
d. ERP

Analysis:
a. Correct.
b. Incorrect. See [Page 19]
c. Incorrect. See [Page 19]
d. Incorrect. See [Page 19]

8. The main objective of _____ is to integrate a company's primary functions to improve efficiency, reduce costs, and help managers make key decisions.

a. transaction processing
b. enterprise computing
c. business support
d. knowledge management

Analysis:
a. Incorrect. See [Page 15]
b. Correct.
c. Incorrect. See [Page 15]
d. Incorrect. See [Page 15]

9. _____ tools provide an overall framework for systems development and support a wide variety of design methodologies, including structured analysis and object-oriented analysis.

a. Computer-aided systems engineering
b. Rapid application development
c. Joint application development
d. Enterprise resource planning

Analysis:
a. Correct.
b. Incorrect. See [Page 20]
c. Incorrect. See [Page 20]
d. Incorrect. See [Page 20]

10. _____ are often the company's best line of defense against an IT disaster involving a system that is technically sound, but fails because it doesn't meet the needs of users and managers.

a. Top managers
b. Knowledge workers
c. Systems analysts
d. Stakeholders

Analysis:
a. Incorrect. See [Page 29]
b. Incorrect. See [Page 29]
c. Correct.
d. Incorrect. See [Page 29]