## Multiple Choice

1. Which is probably NOT true about building use cases?
2. Analysts are involved
3. Users are involved
4. Major processes are analyzed
5. Major costs are analyzed
6. External or internal triggers are analyzed

Ans: d

Reference: What is a Use Case?

Difficulty: easy

1. Which is NOT true of use cases?
2. They are formal ways of representing how a business system interacts with its environment
3. They illustrates the activities that are performed by the users of the system
4. They can be thought of as an external or functional view of a business process
5. They illustrate what starts (or triggers) an event, all the people that are involved, and how the system provides value
6. They sometimes are called ‘business scenarios’ (although ‘use case’ is generally preferred)

Ans: d

Reference: Introduction

Difficulty: medium

1. What is probably NOT a part of a use case?
2. Name
3. Number
4. Trigger
5. Major inputs
6. Statement of business value

Ans: e

Reference: Use Case Formats and Elements

Difficulty: medium

1. The actor in a use case is generally:
2. An external user of the system
3. The Project Sponsor
4. The Champion
5. The Project manager
6. The Systems Analyst

Ans: a

Response: Use Case Formats and Elements

Difficulty: easy

1. A ‘temporal’ trigger might be which of the following:
2. A patient calls to make an appointment with a doctor
3. The accounting department needs information for a report
4. The human resources department needs a tax withholding form to be filled out by a new employee
5. The date changes to the first day of the month
6. A new shipping of goods arrives and needs to be added to the inventory

Ans: d

Reference: Use Case Formats and Elements

Difficulty: easy

1. Which of the following is probably NOT a step for writing a use case?
2. Identify the use case
3. Identify the major steps within each use case
4. Identify elements within steps
5. Identify the analyst
6. Confirm the use case

Ans: d

Reference: Creating Use Cases

Difficulty: easy

1. Which of the following is probably NOT a part of most use cases?
2. Actor
3. Secondary Actor
4. Major inputs descriptions
5. Major steps performed
6. Identification of the trigger

Ans: b

Reference: Creating Use Cases

Difficulty: easy

1. Omar is an analyst building a use case. Which of the following project roles might be the most important in terms of getting information about building the use case?
2. Users
3. Programmers
4. Other analysts
5. Project Sponsor
6. Equipment vendors

Ans: a

Reference: Creating Use Cases

Difficulty: easy

1. Use cases are used to more fully delineate what?
2. Resources used in the system
3. System boundaries
4. System proposals
5. Requirements definition
6. Data flows

Ans: d

Reference: Creating Use Cases

Difficulty: medium

1. Austin is a systems analyst. Which of the follow people might be the most valuable to him in developing a use case for an accounts payable system upgrade?
2. Beth, a software vendor for Peachtree Accounting Software
3. Amy, a team manager in the accounts payable department
4. Lisa, the project manager for the project
5. Casey, a fellow analyst who is more experienced in making use cases
6. Bill, a Java programmer in the applications development area.

Ans: b

Reference: Creating Use Cases

Difficulty: easy

1. Barb is an analyst developing a use case. Which of the following will probably NOT be on her use case?
2. Importance level
3. Short Description
4. Information for steps
5. Destination for the major inputs
6. Type of trigger

Ans: d

Reference: Creating Use Cases

Difficulty: easy

1. Barton is an analyst developing a use case. Which of the following will probably NOT be on his use case?
2. Description of data flows
3. Use case name
4. A use case number
5. Source for the major inputs
6. Type of trigger

Ans: a

Reference: Creating Use Cases

Difficulty: easy

1. Destination would be described on a use case in which of the following areas?
2. Trigger
3. Major inputs
4. Destination
5. Primary actor
6. Importance level

Ans: c

Reference: Creating Use Cases

Difficulty: easy

1. A use case helps do which of the following?
2. Define interview questions
3. Clarify ongoing costs for a system
4. Identify risks with the project
5. Refine project management milestones
6. Understand system activities and requirements

Ans: e

Reference: Creating Use Cases

Difficulty: easy

1. Ralph wants to illustrate how a system interacts with the environment. The best solution for him would be to use a what?
2. Requirements flow chart
3. Storyboard
4. HIPO chart (hierarchy, input, process, output)
5. Use case
6. Gantt chart

Ans: d

Reference: Creating Use Cases

Difficulty: easy

1. Marta has asked the users of a system to picture themselves performing the processes and to write down those processes in a sequential order. She should get a good idea of what?
2. The major steps for each use case
3. The use case
4. The elements within steps
5. The temporal triggers
6. The external actors

Ans: a

Reference: Creating Use Cases

Difficulty: easy

1. You might have to go back and adjust the steps in a use case, if what happens?
2. There are more than three major inputs to a step
3. The steps are of varying size
4. The trigger is an external one
5. The importance level is ‘high’
6. The primary actor is an external customer

Ans: b

Reference: Creating Use Cases

Difficulty: easy

1. Special cases (like customer cancels an appointment or returns an item) are what?
2. Frequently overlooked by users
3. Described on special ‘exception’ use cases
4. Not of importance at this stage
5. Written as exceptions at the bottom of the relevant use case
6. Given use case ID’s of “SC” (for special case) and a number

Ans: a

Reference: Creating Use Cases

Difficulty: easy

1. Role-playing the use case with actual users is a good way to do what?
2. Identify the use case
3. Identify the major steps within each use case
4. Identify elements within steps
5. Confirm the use case
6. Identify the primary actor

Ans: d

Reference: Creating Use Cases

Difficulty: easy

1. After working with Chris (who is a staff member in the registrar’s office) on major steps in the registration process, Maureen (a systems analyst) will next do what?
2. Discuss these steps with Thomas, the project manager
3. Create data-entity maps
4. Create use cases
5. Create user interface screens
6. Create narrative storyboards

Ans: c

Reference: Creating Use Cases

Difficulty: easy

1. As a last step in building a use case for the study-abroad registration system, Brianna will do what?
2. Ask Patrick in the study abroad office to confirm the use case
3. Ask Wendy in the registrar’s office to confirm the use case
4. Ask Jonathan, a student who just completed a study-abroad experience, to confirm the use case
5. Ask Drew in the students affairs office to confirm the use case
6. Ask Taylor, another systems analyst to confirm the use case

Ans: b

Reference: Creating Use Cases

Difficulty: medium

1. When developing the major inputs and major outputs for a use case, the analyst and users should consider which of the following?
2. Only the common inputs and outputs
3. Developing separate use cases for every possible input and every possible output
4. All possible inputs and outputs (even with rare occurrences)
5. What triggers these inputs and outputs
6. Using activity elimination to see if these inputs and outputs are really needed

Ans: c

Reference: Applying Use Cases

Difficulty: medium

1. Some organizations may choose to include additional sections on their use case forms, these may include which of the following?
2. Frequency of use
3. Alternative paths
4. Notes and issues
5. Business rules
6. All of these

Ans: e

Reference: Use Case Formats and Elements

Difficulty: medium

1. Models that describe processes, without suggesting how they are conducted.
2. Design models
3. Physical models
4. Physical process models
5. Logical process models
6. None of these

Ans: d

Reference: Data Flow Diagrams

Difficulty: easy

1. Models which provide information that is needed to ultimately build the system.
2. Design models
3. Physical models
4. Physical process models
5. Logical process models
6. None of these

Ans: b

Reference: Data Flow Diagrams

Difficulty: easy

1. A single fact, such as Order ID (sometimes called a data element), or a logical collection of several facts (e.g., new shop work order).
2. Data file
3. Data store
4. Database
5. Data flow
6. None of these

Ans: d

Reference: Data Flow

Difficulty: easy

1. A collection of data that is stored in some way (which is determined later when creating the physical model).
2. Data file
3. Data store
4. Database
5. Data flow
6. None of these

Ans: b

Reference: Data Flow

Difficulty: easy

1. The top-level DFD in every business process model, whether a manual system or a computerized system, is the what?
2. Level-0 DFD
3. Main DFD
4. Major DFD
5. Context diagram
6. Driver

Ans: d

Reference: Context Diagram

Difficulty: easy

1. Below the top-level DFD in the DFD hierarchy is the diagram called the what?
2. Level-0 DFD
3. Main DFD
4. Major DFD
5. Balancer
6. Level-1 DFD

Ans: a

Reference: Level 0 Diagram

Difficulty: easy

1. The processes in the level 1 diagram are the \_\_\_\_\_ of the \_\_\_\_\_ process in the level 0 diagram.
2. Parent, Children
3. Children, Parent
4. Followers, Leaders
5. Leaders, Followers
6. Balancers, Main

Ans: b

Reference: Level 0 Diagram

Difficulty: easy

1. This type of English uses short sentences to describe the work that a process performs.
2. Simplified
3. Structured
4. Minimal
5. Process
6. If-then-else

Ans: b

Reference: Process Descriptions

Difficulty: easy

1. These display decision logic (IF statements) as a set of nodes (questions) and branches (answers).
2. Decision diagrams
3. Logic diagrams
4. If-then-else diagrams
5. Decision trees
6. Process diagrams

Ans: d

Reference: Process Descriptions

Difficulty: easy

1. These represent complex policy decisions as rules that link various conditions with actions.
2. Decision tables
3. Decision diagrams
4. If-then-else diagrams
5. Branching tables
6. Process diagrams

Ans: a

Reference: Process Descriptions

Difficulty: easy

## True / False

1. Use cases are especially valuable for business system applications and websites.

Ans: True

Reference: Introduction

Difficulty: easy

1. Use cases are especially valuable for batch processes, computationally intensive applications, and data warehousing.

Ans: False

Reference: Introduction

Difficulty: easy

1. Process models have just recently become a part of structured systems analysis and design techniques.

Ans: False

Reference: Introduction

Difficulty: easy

1. Use cases give more detail about requirements.

Ans: True

Reference: Introduction

Difficulty: easy

1. A use case is a formal way of representing how a business system interacts with its environment.

Ans: True

Reference: Introduction

Difficulty: easy

1. Use cases are the same as process diagrams.

Ans: False

Reference: Introduction

Difficulty: medium

1. Use cases sometimes are called ‘business scenarios’.

Ans: True

Reference: Introduction

Difficulty: easy

1. Use cases illustrate the activities that are performed by the users of the system.

Ans: True

Reference: Introduction

Difficulty: easy

1. Use cases are always internal and rarely shared or discussed with business users.

Ans: False

Reference: Introduction

Difficulty: easy

1. A use case depicts a set of activities performed to produce some output result.

Ans: True

Reference: What is a Use Case?

Difficulty: easy

1. Use cases are diagrams with three components: selection, process, iteration.

Ans: False

Reference: What is a Use Case?

Difficulty: medium

1. Use cases are a type of ‘event-driven modeling’.

Ans: True

Reference: What is a Use Case?

Difficulty: easy

1. Use cases are a type of ‘data-driven modeling’.

Ans: False

Reference: What is a Use Case?

Difficulty: medium

1. Each use case contains a fairly complete description of all the activities that occur in response to a trigger event.

Ans: True

Reference: Use Case Formats and Elements

Difficulty: easy

1. Each use case has a name and a number.

Ans: True

Reference: Use Case Formats and Elements

Difficulty: easy

1. Each use case has the same name (like “Customer Relationship Management System”) followed by an identifying letter (“A”, “B”, etc.).

Ans: False

Reference: Use Case Formats and Elements

Difficulty: easy

1. Use cases are always numbered sequentially from start to finish.

Ans: False

Reference: Use Case Formats and Elements

Difficulty: easy

1. The ‘actor’ is the external user that triggers the event to which the system responds.

Ans: True

Reference: Use Case Formats and Elements

Difficulty: easy

1. The ‘actor’ is the internal action that occurs based on a SQL query (like: sort, select).

Ans: False

Reference: Use Case Formats and Elements

Difficulty: easy

1. A trigger is based on cost/benefit analysis, like an employee labor report, a sale of an item, or the purchase of new hardware.

Ans: False

Reference: Use Case Formats and Elements

Difficulty: easy

1. External triggers might be something like a customer calling a doctor for an appointment or a student registering for a class.

Ans: True

Reference: Use Case Formats and Elements

Difficulty: easy

1. A temporal trigger might be related to time, such as 30 days have passed and a late fee needs to be assessed.

Ans: True

Reference: Use Case Formats and Elements

Difficulty: easy

1. Use cases will have inputs and outputs.

Ans: True

Reference: Use Case Formats and Elements

Difficulty: easy

1. The most common ways to elicit information for use cases is with questionnaires of the affected users.

Ans: False

Reference: Creating Use Cases

Difficulty: easy

1. Use cases generally have up to 20 major steps spelled out in great detail.

Ans: False

Reference: Creating Use Cases

Difficulty: easy

1. Dr. O’Brien’s dental office calls a patient three days before an appointment. This could be an example of a temporal trigger.

Ans: True

Reference: Creating Use Cases

Difficulty: easy

1. Tina is a systems analyst and is describing how a system should react to an event. She is creating a use case.

Ans: True

Reference: Creating Use Cases

Difficulty: easy

1. Liang has identified the payroll authorization office as the actor in a use case. This would be incorrect as primary actors need to be singular like a customer or a patient or a student.

Ans: False

Reference: Creating Use Cases

Difficulty: easy

1. Project managers, business analysts and systems analysts create all use cases without user input.

Ans: False

Reference: Creating Use Cases

Difficulty: easy

1. The final step in building use cases is to use a CASE analysis tool to verify that the inputs and outputs are discrete items triggered by external events.

Ans: False

Reference: Use Case Formats and Elements

Difficulty: easy

1. Use cases can vary from one organization to another in terms of the content included.

Ans: True

Reference: Use Case Formats and Elements

Difficulty: easy

1. Use cases can vary from one organization to another in terms of the degree of formality employed.

Ans: True

Reference: Use Case Formats and Elements

Difficulty: easy

1. The actor of a use case refers to only a person that interacts with the system.

Ans: False

Reference: Use Case Formats and Elements

Difficulty: easy

1. The event that causes the use case to begin is referred to as the name.

Ans: False

Response: Use Case Formats and Elements

Difficulty: easy

1. Triggers are referred to as external or internal.

Ans: False

Reference: Use Case Formats and Elements

Difficulty: easy

1. It is common practice to create smaller, more focused use cases breaking the whole process down into parts.

Ans: True

Reference: Use Case Formats and Elements

Difficulty: easy

1. Use cases contain all the information needed to build one part of a process model.

Ans: False

Reference: Creating Use Cases

Difficulty: easy

1. Each use case has a name, a number, importance level, brief description, primary actor, trigger, major inputs and outputs, and a list of major steps.

Ans: False

Reference: Creating Use Cases

Difficulty: easy

1. Use cases can be identified by reviewing the functional requirements.

Ans: False

Reference: Creating Use Cases

Difficulty: easy

1. Use cases should be confirmed by users.

Ans: False

Reference: Creating Use Cases

Difficulty: easy

1. Use cases normally contain ten to twelve major steps.

Ans: true

Reference: Creating Use Cases

Difficulty: easy

1. We use data flow diagrams (DFDs) to describe the to-be system’s interactions with its environment, processes, flows of data, and data stores.

Ans: true

Reference: Elements of Data Flow Diagrams

Difficulty: easy

1. A bundle is an activity or a function that is performed for some specific business reason.

Ans: false

Reference: Elements of Data Flow Diagrams

Difficulty: easy

1. Processes must be computerized.

Ans: false

Reference: Elements of Data Flow Diagrams

Difficulty: easy

1. Data flows coming out of a data store indicate that information is retrieved from the data store.

Ans: true

Reference: Data Store

Difficulty: easy

1. Data flows going into a data store indicate that there is a logical error.

Ans: false

Reference: Data Store

Difficulty: easy

1. All data stores must have at least one input data flow.

Ans: true

Reference: Data Store

Difficulty: easy

1. An external entity is a person, organization, organization unit, or system that is external to the system and never interacts with it.

Ans: false

Reference: External Entity

Difficulty: easy

1. Every external entity has a name and a description.

Ans: true

Reference: External Entity

Difficulty: easy

1. Most business processes can be explained in one DFD.

Ans: false

Reference: Using Data Flow Diagrams to Define Business Processes

Difficulty: easy

1. The context diagram shows the entire system in context with its environment.

Ans: true

Reference: Context Diagram

Difficulty: easy

1. Synchronizing means ensuring that all information presented in a DFD at one level is accurately represented in the next-level
2. DFD.

Ans: false

Reference: Level 0 Diagram

Difficulty: easy

1. Process models rarely have level 1 diagrams.

Ans: false

Reference: Level 0 Diagram

Difficulty: easy

1. The set of children and the parent are identical; they are simply different ways of looking at the same thing.

Ans: true

Reference: Level 1 Diagram

Difficulty: easy

1. It is important to ensure that the level 0 and level 1 DFDs are balanced.

Ans: true

Reference: Level 1 Diagram

Difficulty: easy

1. The next level under level 1 would be labeled as level 2.

Ans: true

Reference: Level 2 Diagram

Difficulty: easy

1. Process descriptions provide additional information that the DFD does not provide.

Ans: true

Reference: Process Descriptions

Difficulty: easy

1. Project teams usually draw process models by hand.

Ans: false

Reference: Creating Data Flow Diagrams

Difficulty: easy

1. The context diagram defines how the business process or computer system interacts with its Environment.

Ans: true

Reference: Creating the Context Diagram

Difficulty: easy

1. There are no formal rules covering the layout of processes, data flows, data stores, and external entities within a DFD.

Ans: true

Reference: Creating Data Flow Diagram Fragments

Difficulty: easy

1. Experienced analysts usually draw a DFD perfectly the first time.

Ans: false

Reference: Creating the Level 0 Data Flow Diagram

Difficulty: easy

1. Iteration is the cornerstone of good DFD design.

Ans: true

Reference: Creating the Level 0 Data Flow Diagram

Difficulty: easy

1. There are two fundamentally different types of problems that can occur in DFDs: syntax errors and English errors.

Ans: false

Reference: Validating the Data Flow Diagrams

Difficulty: easy

1. In general, syntax errors are easier to find and fix than are semantics errors.

Ans: true

Reference: Validating the Data Flow Diagrams

Difficulty: easy

1. Semantics errors cause the fewest problems in system development.

Ans: false

Reference: Validating the Data Flow Diagrams

Difficulty: easy

## Essays

1. What are the steps for writing a use case?

Answer

Identifying the use cases; identify the major steps within each use case; identify elements within steps; confirm the use cases

Reference: Creating Use Cases

Difficulty: medium

1. What are the most common ways to elicit information for use cases?

Answer

The requirements determination processes – and generally from interviews, JAD sessions and observation

Reference: Creating Use Cases

Difficulty: easy

1. Matt has identified 15 major steps in a use case. What should he do now?

Answer

He should go back and redo the use case – to have each step about the same size and to have (generally) no more than 9 major steps.

Reference: Creating Use Cases

Difficulty: easy

1. Vanessa is a manager in the department that has requested an updated system. Chad is the systems analyst who has been working with Vanessa on the project. He interviewed her (and others in her department); he developed a set of requirements for the project; he has created use cases for the project. What might be Vanessa’s duty now that Chad has created the use cases?

Answer

Vanessa should confirm the use cases by role-playing the cases – step-by-step – like following a recipe – to make sure that the steps, inputs, outputs and processes are correctly defined and are just like she does the process.

Reference: Use Case Formats and Elements

Difficulty: medium

1. Cynthia is an expert in the supply-chain system at B&W Manufacturing. She has worked with Miguel (a systems analyst) on use cases. As she reviews and confirms the use case (by role playing – and like following a recipe), she realizes she has missed special cases (like cancelled orders, out-of-stock orders, over supplied quantities, incorrect quantities, and other special cases). What should she (and Miguel) do now?

Answer

They should thoroughly review the use cases, and create all special cases and exceptions. This is a frequent occurrence and both she and Miguel should think about it!!!

Reference: Creating Use Cases

Difficulty: easy

1. Shaunti has trouble identifying (a) the actor and (b) the trigger for a use case. What directions would you suggest to her?

Answer

The primary actor is generally an external user that triggers the event to which the system responds. Frequently this is a person external to the system (like a customer or a patient), but could also be an organization or another information system. Triggers are the event that causes the use case to begin – like a customer placing an order, a shipping arriving at the loading dock (external triggers) or a temporal trigger (generally something like a specific date / time – like the end-of-the-month report is due).

Reference: Identify the Major Use Cases

Difficulty: easy