

**Question 1:** The champion supports the project with resources and political support.

1. True
2. False

**Question 2:** Which is NOT an attribute of a systems analyst?

1. Serving as a change agent
2. Convincing others of the need to change
3. Understanding what to change
4. Knowing how to change it
5. Selecting which projects to approve

**Question 3:** Moderate changes to existing processes falls under the \_\_\_\_\_ analysis.

1. Business process automation (BPA)
2. Business process reengineering (BPR)
3. Business process improvement (BPI)
4. Business process efficiency (BPE)
5. Business process blue-skying (BPB)

**Question 4:** Because the cost can be immense, \_\_\_\_\_ is one of the most critical steps in implementation.

1. Developing a conversion strategy
2. Testing
3. Coding
4. Training
5. Documentation

**Question 5:** Numerous studies report that projects involving information technology experience failure rates from 30% - 70%.

1. True
2. False

**Question 6:** Which phase is generally the longest and most expensive part of the development process?

1. Design
2. Implementation
3. Analysis
4. Feasibility
5. Planning

**Question 7:** The type of skill that is common to systems analysts to understand how IT can be applied to business situations and to ensure that the IT delivers real business value is:

1. Ethical
2. Business
3. Analytical
4. Interpersonal
5. Technical

**Question 8:** Which was NOT given as a method for determining business requirements?

1. Document analysis
2. Interviewing
3. **Benchmarking**
4. Observation
5. Questionnaires and surveys

**Question 9:** Linda is a clerk in the accounting department. She was interviewed by David and is excited about the proposed system that will utilize electronic funds transfer. This would be an example of \_\_\_\_\_.

1. Cash flow
2. Tangible benefit
3. Return on investment
4. Break-even analysis
5. **Intangible benefit**

**Question 10:** Robert is doing an economic analysis using today's dollar values. He is doing:

1. Break-even point analysis
2. **Net present value analysis**
3. Return on investment analysis
4. Internal rate of return analysis
5. Cash flow analysis

**Question 11:** Which of the following project roles would probably make a presentation about the objectives of a proposed project and its benefits to executives who will benefit directly from the project?

1. **Champion**
2. Requirements analyst
3. Systems analyst
4. Chief Information Officer (CIO)
5. Project manager

**Question 12:** A support plan for the system is established in the implementation phase of the SDLC.

1. **True**
2. False

**Question 13:** Systems analysts are generally experts in business, finance, and application development.

1. True
2. **False**

**Question 14:** To be compatible, all costs and benefits should use the current value of money since variations over time will (a) not affect the return on investment and (b) it is difficult (or impossible) to estimate future value of money.

1. True
2. **False**

**Question 15:** Which of the following project roles would analyze the key business aspects of the system?

1. Systems analyst
2. **Business analyst**
3. Project manager
4. Infrastructure analyst
5. Change management analyst

**Question 16:** The document that describes the business reasons for building a system and the value that the system is expected to provide is called the "System Proposal."

1. True
2. **False**

**Question 17:** The primary goal of a system is to create value for the organization.

1. **True**
2. False

**Question 18:** Systems that are cancelled or abandoned are frequently due to a lack of clarity about how the system should support an organization's goals and improve processes..

1. **True**
2. False

**Question 19:** Kallie is creating use cases, data flow diagrams, and entity relationship diagrams. In what phase of the SDLC would she do this?

1. Design
2. **Analysis**
3. Planning
4. Construction
5. Implementation

**Question 20:** The three factors in the text for a feasibility analysis are: technical feasibility; organizational feasibility and economic feasibility.

1. **True**
2. False

**Question 21:** Becky is a systems analyst for Laswell Consulting. She is attending a three-day intensive workshop on developing applications in php. What systems analyst skill is she working on?

1. **Technical**
2. Analytical
3. Interpersonal
4. Business
5. Ethical

**Question 22:** The business analyst role focuses on the business issues surrounding the system.

1. **True**
2. False

**Question 23:** Chang is working on "How will this system work." What SDLC phase is he in?

1. Implementation
2. Analysis
3. Planning
4. **Design**
5. Transition

**Question 24:** Ramona is preparing an economic feasibility study. She is calculating the payback period. She is calculating:

1. Internal rate of return
2. Net present value
3. Cash flow
4. **Break-even point**
5. Return on investment

**Question 25:** Systems analysis and design projects are highly effective, with less than 3% of all projects cancelled or abandoned.

1. True
2. **False**

**Question 26:** When compared to a systems analyst, the business analyst will probably have more responsibility for determining business value.

1. **True**
2. False

**Question 27:** Which of the following project roles would focus on stakeholder requirements?

1. Business analyst
2. Systems analyst
3. Change management analyst
4. **Requirements analyst**
5. Infrastructure analyst

**Question 28:** The outcome of the design phase is the:

1. Business process document
2. **System specification document**
3. System request document
4. System proposal document
5. Feasibility analysis document

**Question 29:** Which of the following project roles would insure that the system conforms to information systems standards?

1. Project manager
2. Infrastructure analyst
3. Business analyst

4. Change management analyst
5. **Systems analyst**

**Question 30:** Alice is calculating whether a system will lower costs or increase revenues. What SDLC phase is she in?

1. Implementation
2. Design
3. **Planning**
4. Evaluation
5. Analysis

**Question 31:** The question 'Can we build it' is asked in the design phase.

1. True
2. **False**

**Question 32:** The SDLC generally can be broken into four phases: planning, analysis, design and implementation.

1. **True**
2. False

**Question 33:** The project sponsor should have an idea of the business value to be gained from the system.

1. **True**
2. False

**Question 34:** The outcome of the planning phase is the:

1. Test plan
2. System proposal document
3. Business process document
4. **System request document**
5. System specification document

**Question 35:** Amy is planning on talking with a clerk and a manager in the accounts payable area, a manager in the procurement department, and two vendors. She is probably doing:

1. Documentation analysis
2. JAD
3. Organizational Feasibility
4. **Interviews**
5. Observation

**Question 36:** The type of skill that is common to systems analysts to deal fairly and honestly with other project team members is:

1. Technical
2. Interpersonal
3. **Ethical**
4. Analytical

## 5. Business

**Question 37:** The primary output of the analysis phase is the system proposal.

1. True
2. False

**Question 38:** PCM Incorporated will need to purchase new servers for a system. This would be a:

1. Intangible cost
2. Ongoing cost
3. Operating cost
4. Development cost
5. Intangible benefit

**Question 39:** If the development team of an organization is not familiar with the technologies that may be used, the project should be cancelled.

1. True
2. False

**Question 40:** Jack is going over financial numbers for a proposed project. Which of the following system analyst skills is he exhibiting currently?

1. Business
2. Management
3. Interpersonal
4. Technical
5. Analytical

**Question 41:** The primary output of the planning phase is the system request.

1. True
2. False

**Question 42:** Wayne is a senior director of finance. His company only recently came under Sarbanes-Oxley regulations and is the project sponsor to become compliant. He realizes that examining the as-is system may not be much help as the regulations are so radical that a major analysis and design project must be completed to make the company compliant. He is leaning towards: \_\_\_\_\_

1. Business process internalization
2. Business process automation
3. Business process reengineering
4. Business process renovation
5. Business process improvement

**Question 43:** Determining business requirements is generally done in the planning phase of the SDLC.

1. True
2. False

**Question 44:** Developing navigation methods, database, and file specifications and what architecture to use

would occur in the design phase of the SDLC.

1. True
2. False

**Question 45:** The three feasibility analyses in the text were: organizational feasibility, technical feasibility, and economic feasibility.

1. True
2. False

**Question 46:** Which is an activity the users probably will NOT do on a project?

1. Perform hands-on activities for the project
2. Have some official roles on the project team
3. Be assigned specific tasks to perform (with clear deadlines)
4. Budget funds for the project
5. Make decisions that influence the project

**Question 47:** Interviewing is generally done in the analysis phase of the SDLC.

1. True
2. False

**Question 48:** Another outcome of the planning phase is the:

1. Project plan
2. System specification document
3. System proposal document
4. Business process document
5. Feasibility analysis document

**Question 49:** User training with a proposed system would fall under intangible costs.

1. True
2. False

**Question 50:** Joan's project is to take a fairly straight-forward manual process and make it an electronic process. This will make the processing more efficient. Which of the following requirements analysis strategies is she using?

1. Business process automation
2. Business process renovation
3. Business process internalization
4. Business process reengineering
5. Business process improvement

**Question 51:** When compared to a business analyst, the systems analyst will identify how the system will provide business value.

1. True
2. False

**Question 52:** The normal sequence of SDLC phase outputs (from beginning to end) would be: system request; system proposal; system specifications; and installed system.

1. True
2. False

**Question 53:** Michaela is a systems analyst who is determining business requirements. What would most likely be the SDLC phase for her?

1. Design
2. Business requirements are not developed by systems analysts, but by business analysts
3. Analysis
4. Implementation
5. Planning

**Question 54:** Which of the following project roles would serve as a primary point of contact for a project?

1. Change management analyst
2. Infrastructure analyst
3. Project sponsor
4. Business analyst
5. Systems analyst

**Question 55:** Using 'net present value' in calculating economic feasibility will allow for variations in the time value of money.

1. True
2. False

**Question 56:** The outcome of the analysis phase is the:

1. System proposal document
2. System request document
3. Feasibility analysis document
4. Business process document
5. System specification document

**Question 57:** Because of the need to be focused on providing information about the business value of a system, a systems analyst will probably have much training or experience in programming or application development.

1. True
2. False

**Question 58:** Which would normally NOT be a reason for a project?

1. To support a new business initiative
2. When a business need has been identified
3. A consultant has suggested a new customer relationship management system
4. An existing system just isn't working properly and the workaround is tedious
5. An open source platform has just come on the market



**Question 59:** TJ has prepared a spreadsheet where the total benefits are \$182,000; the total cumulative costs are \$120,000. The ROI would be:

1. Less than 20%
2. About 65.3%
3. 62,000
4. About 34%
5. About 51.7%

**Question 60:** Which of the following project roles would identify how technology can improve business processes?

1. Infrastructure analyst
2. Change management analyst
3. Business analyst
4. Systems analyst
5. Requirements analyst

**Question 61:** Rocky is dealing one-on-one with users and business managers (including some that have little experience with technology). He is demonstrating what system analyst skill?

1. Technical
2. Analytical
3. Interpersonal
4. Ethical
5. Business

**Question 62:** The key person in the SDLC is the systems analyst who analyzed the business situation, identifies opportunities for improvements and design an information system to implement the improvements.

1. True
2. False

**Question 63:** Anne has asked users and managers to identify problems with the as-is system and to describe how to solve them in the to-be system. She is probably in the analysis phase of SDLC.

1. True
2. False

**Question 64:** Juan is creating use cases. He is working in the design phase of the SDLC.

1. True
2. False

**Question 65:** Which is NOT true for systems analysts?

1. They enable the organization to perform work better
2. They create value for an organization
3. They play a key role in information systems development projects
4. They do things and challenge the current way that an organization works
5. They are the project sponsors for system proposals

**Question 66:** In SDLC, analysis is generally divided into three steps: understanding the as-is system; developing a cost-benefit analysis; and understanding the technical feasibility.

1. True
2. False

**Question 67:** The planning phase of the SDLC will have two steps: project initiation and requirements determination.

1. True
2. False

**Question 68:** A system request will generally have these items: project sponsor; business need; business requirements; business value; special issues or constraints.

1. True
2. False

**Question 69:** The requirements analyst role includes complete and accurate determination of what the system requirements consist of for all stakeholders.

1. True
2. False

**Question 70:** Ramya is preparing an economic feasibility study. She has a calculation where she takes total benefits minus total costs and divides that answer by the total costs. She is calculating:

1. Break-even point
2. Return on investment
3. Net present value
4. Cash flow
5. Internal rate of return