

## SAD Chapter 1 Study Guide

### Multiple Choice

Identify the choice that best completes the statement or answers the question.

- \_\_\_\_\_ 1. The outcome of the analysis phase is the:
  - a. Feasibility Analysis document
  - b. System proposal document
  - c. System specification document
  - d. System request document
  - e. Business Process document
  
- \_\_\_\_\_ 2. The outcome of the planning phase is the:
  - a. Test plan
  - b. System proposal document
  - c. System specification document
  - d. System request document
  - e. Business Process document
  
- \_\_\_\_\_ 3. The outcome of the design phase is the:
  - a. Feasibility Analysis document
  - b. System proposal document
  - c. System specification document
  - d. System request document
  - e. Business Process document
  
- \_\_\_\_\_ 4. Another outcome of the planning phase is the:
  - a. Feasibility Analysis document
  - b. Project Plan
  - c. System specification document
  - d. System proposal document
  - e. Business Process document
  
- \_\_\_\_\_ 5. Which is NOT true for systems analysts?
  - a. They create value for an organization
  - b. They enable the organization to perform work better
  - c. They do things and challenge the current way that an organization works
  - d. They play a key role in information systems development projects
  - e. They are the project sponsors for system proposals
  
- \_\_\_\_\_ 6. Which is NOT an attribute of a systems analyst?
  - a. Understanding what to change
  - b. Knowing how to change it
  - c. Convincing others of the need to change
  - d. Serving as a change agent
  - e. Selecting which projects to approve

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- \_\_\_ 7. Which of the following project roles would identify how technology can improve business processes?
- Systems analyst
  - Business analyst
  - Infrastructure analyst
  - Change management analyst
  - Project manager
- \_\_\_ 8. Which of the following project roles would insure that the system conforms to information systems standards?
- Systems analyst
  - Business analyst
  - Infrastructure analyst
  - Change management analyst
  - Project manager
- \_\_\_ 9. Which of the following project roles would assign resources to a project?
- Systems analyst
  - Business analyst
  - Infrastructure analyst
  - Change management analyst
  - Project manager
- \_\_\_ 10. Which of the following project roles would serve as a primary point of contact for a project?
- Systems analyst
  - Business analyst
  - Infrastructure analyst
  - Change management analyst
  - Project manager
- \_\_\_ 11. Which of the following project roles would analyze the key business aspects of the system?
- Systems analyst
  - Business analyst
  - Infrastructure analyst
  - Change management analyst
  - Project manager
- \_\_\_ 12. Michaela is a systems analyst who is determining business requirements. What would most likely be the SDLC phase for her?
- Planning
  - Analysis
  - Design
  - Implementation
  - Business requirements are not developed by systems analysts, but by business analysts

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- \_\_\_ 13. Chang is working on “How will this system work”. What SDLC phase is he in?
- Planning
  - Analysis
  - Design
  - Implementation
  - Transition
- \_\_\_ 14. Jona’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?
- Business Process Automation
  - Business Process Improvement
  - Business Process Internalization
  - Business Process Reengineering
  - Business Process Renovation
- \_\_\_ 15. 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: \_\_\_\_\_
- Business Process Automation
  - Business Process Improvement
  - Business Process Internalization
  - Business Process Reengineering
  - Business Process Renovation
- \_\_\_ 16. Moderate changes to existing processes falls under the \_\_\_\_\_ analysis.
- Business Process Automation (BPA)
  - Business Process Improvement (BPI)
  - Business Process Reengineering (BPR)
  - Business Process Blue-skying (BPB)
  - Business Process Efficiency (BPE)
- \_\_\_ 17. Alice is calculating whether a system will lower costs or increase revenues. What SDLC phase is she in?
- Planning
  - Analysis
  - Design
  - Implementation
  - Evaluation

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- \_\_\_ 18. Which was NOT given as a method for determining business requirements?
- Benchmarking
  - Interviewing
  - Observation
  - Document analysis
  - Questionnaires and surveys
- \_\_\_ 19. Which would normally NOT be a reason for a project?
- When a business need has been identified
  - A consultant has suggest a new customer relationship management system
  - An open source platform has just come on the market
  - An existing system just isn't working properly and the workaround is tedious
  - To support a new business initiative
- \_\_\_ 20. Which phase is generally the longest and most expensive part of the development process?
- Planning
  - Analysis
  - Design
  - Implementation
  - Feasibility
- \_\_\_ 21. Because the cost can be immense, \_\_\_\_\_ is one of the most critical steps in implementation.
- Documentation
  - Coding
  - Testing
  - Developing a conversion strategy
  - Training
- \_\_\_ 22. PCM Incorporated will need to purchase new servers for a system. This would be a:
- Development cost
  - Operating cost
  - Ongoing cost
  - Intangible cost
  - Intangible benefit
- \_\_\_ 23. 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 \_\_\_\_\_.
- Tangible benefit
  - Cash flow
  - Break even analysis
  - Intangible benefit
  - Return on investment

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- \_\_\_ 24. 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:
- Cash flow
  - Return on investment
  - Break-even point
  - Net present value
  - Internal rate of return
- \_\_\_ 25. Ramona is preparing an economic feasibility study. She is calculating the payback period. She is calculating:
- Cash flow
  - Return on investment
  - Break-even point
  - Net present value
  - Internal rate of return
- \_\_\_ 26. Robert is doing an economic analysis using today's dollar values. He is doing:
- Cash flow analysis
  - Return on investment analysis
  - Break-even point analysis
  - Net present value analysis
  - Internal rate of return analysis
- \_\_\_ 27. TJ has prepared a spreadsheet where the total benefits are \$182,000; the total cumulative costs are \$120,000. The ROI would be::
- \$62,000
  - About 34%
  - About 51.7%
  - About 65.3%
  - Less than 20%
- \_\_\_ 28. 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?
- Business Analyst
  - Systems Analyst
  - Project Manager
  - Champion
  - Chief Information Officer (CIO)
- \_\_\_ 29. Which is an activity the users probably will NOT do on a project?
- Make decisions that influence the project
  - Budget funds for the project
  - Perform hands-on activities for the project
  - Be assigned specific tasks to perform (with clear deadlines)
  - Have some official roles on the project team

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- \_\_\_ 30. The type of skill that is common to systems analysts to deal fairly and honestly with other project team members is:
- Technical
  - Business
  - Analytical
  - Interpersonal
  - Ethical
- \_\_\_ 31. 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:
- Technical
  - Business
  - Analytical
  - Interpersonal
  - Ethical
- \_\_\_ 32. 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?
- Technical
  - Business
  - Analytical
  - Interpersonal
  - Ethical
- \_\_\_ 33. 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?
- Technical
  - Business
  - Analytical
  - Interpersonal
  - Ethical
- \_\_\_ 34. Jack is going over financial numbers for a proposed project. Which of the following system analyst skills is he exhibiting currently?
- Technical
  - Business
  - Analytical
  - Interpersonal
  - Management

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- \_\_\_ 35. Anny 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:
- Observation
  - Interviews
  - JAD
  - Documentation analysis
  - Organizational Feasibility
- \_\_\_ 36. Kallie is creating use cases, data flow diagrams and entity relationship diagrams. In what phase of the SDLC would she do this?
- Planning
  - Analysis
  - Design
  - Construction
  - Implementation

### True/False

*Indicate whether the statement is true or false.*

- \_\_\_ 37. The primary goal of a system is to create value for the organization.
- \_\_\_ 38. Systems Analysis and Design projects are highly effective, with less than 3% of all projects cancelled or abandoned.
- \_\_\_ 39. Systems that are not cancelled or abandoned are frequently delivered to the users significantly late or costing more than expected.
- \_\_\_ 40. 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.
- \_\_\_ 41. Systems analysts are generally experts in business, finance and application development.
- \_\_\_ 42. When compared to a business analyst, the systems analyst will identify how the system will provide business value.
- \_\_\_ 43. When compared to a systems analyst, the business analyst will probably have more responsibility for determining business value.
- \_\_\_ 44. 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.
- \_\_\_ 45. The SDLC generally can be broken into four phases: planning, analysis, design and implementation.

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- \_\_\_ 46. In BPA and BPI, analysis is generally divided into three steps: understanding the as-is system; developing a cost-benefit analysis; and understanding the technical feasibility.
- \_\_\_ 47. 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 doing Business Process Automation (BPA) in this case.
- \_\_\_ 48. Online loan companies (like LendingTree) attempt to return quotes for loans within an hour. With more traditional banks, getting a quote on a loan may take weeks to a month. Two techniques that were probably carefully analyzed in creating online loan quotation systems would be duration analysis and activity elimination.
- \_\_\_ 49. Determining business requirements is generally done in the planning phase of the SDLC.
- \_\_\_ 50. The primary output of the planning phase is the System Request.
- \_\_\_ 51. The primary output of the analysis phase is the System Proposal.
- \_\_\_ 52. The normal sequence of SDLC phase outputs (from beginning to end) would be: System Request; System Proposal; System Specifications; and Installed system.
- \_\_\_ 53. The question ‘Can we build it’ is asked in the design phase.
- \_\_\_ 54. Interviewing is generally done in the analysis phase of the SDLC.
- \_\_\_ 55. Juan is creating use cases. He is working in the design phase of the SDLC.
- \_\_\_ 56. The planning phase of the SDLC will have two steps: project initiation and requirements determination.
- \_\_\_ 57. The three feasibility analyses in the text were: organizational feasibility, technical feasibility, and economic feasibility.
- \_\_\_ 58. Developing navigation methods, database and file specifications and what architecture to use would occur in the design phase of the SDLC.
- \_\_\_ 59. A support plan for the system is established in the implementation phase of the SDLC.
- \_\_\_ 60. The project sponsor should have an idea of the business value to be gained from the system.
- \_\_\_ 61. 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”.



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- \_\_\_ 62. A system request will generally have these items: project sponsor; business need; business requirements; business value; special issues or constraints.
- \_\_\_ 63. The three factors in the text for a Feasibility analysis are: Technical Feasibility; Organizational Feasibility and Economic Feasibility.
- \_\_\_ 64. If the development team of an organization is not familiar with the technologies that may be used, the project should be cancelled.
- \_\_\_ 65. User frustration with a proposed system would fall under intangible costs.
- \_\_\_ 66. Using 'net present value' in calculating economic feasibility will allow for variations in the time value of money.
- \_\_\_ 67. 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.
- \_\_\_ 68. The Champion supports the project with resources and political clout.