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| **True / False** |

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| 1. ​Most people feel comfortable purchasing complex devices, such as cars, home theater systems, and computers.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 2 | |

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| 2. ​To make an informed choice when purchasing a computer, you must know your preferences and requirements, such as the application software you plan to use and whether you plan to discard or upgrade the computer in a year or two.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 2 | |

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| 3. Large computer systems and the software that runs on them use more complex technology than smaller ones do.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 2 | |

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| 4. Large computer systems and the software that runs on them use more complex technology than smaller ones do.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 2 | |

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| 5. Architecture includes the processes analysis and construction.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 2 | |

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| 6. Architects don’t need to understand the underlying technology of what they design.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 3 | |

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| 7. Each iteration of the UP includes whatever activities are needed to produce testable models or working software.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 5 | |

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| 8. The mix of activities in each iteration of the UP is tailored to each development project.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 5 | |

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| 9. Efforts in each discipline of the UP are generally distributed across all of the iterations in the same way for each project.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 5 | |

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| 10. Technical knowledge of computer hardware and system software is required to assess the resources required to update a system to address unmet user needs.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 11. The knowledge required to perform business and requirements modeling covers a narrow range of current technology.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 12. The design discipline can be decomposed into architectural and detailed design.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 13. The deployment discipline is the set of activities for building, acquiring, and integrating application software components.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 8 | |

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| 14. UP disciplines include business modeling, requirements, design, implementation, testing, deployment, and evaluation/maintenance.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 8 | |

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| 15. By far, the most important of activity to keep your knowledge current is taking training courses from hardware and software vendors.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 10 | |

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| 16. Consolidation in periodical publishers has created large corporate families of technology-related Web sites and publications.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |

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| 17. Competition prevents publishers from providing content and services that transcend a single paper publication.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |

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| 18. Unbiased information exists on the Web, and it’s generally easy to find.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 15 | |

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| 19. Expect to pay for unbiased information.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 15 | |

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| 20. When dealing with publicly accessible information sources, be sure to use information from several unrelated sources to balance the biases of each source.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 15 | |

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| 21. Manufacturer Web sites are mainly marketing and customer support tools.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 16 | |

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| 22. Hardware and software manufacturers are in the business of providing unbiased information about products.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 15 | |

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| 23. The membership of the Association for Information Technology Professionals (AITP) represents a broad cross-section of the computer community including IS managers and application developers.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 10 | |

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| 24. The membership of the ACM represents a broad cross-section of the computer community, including hardware and software manufacturers, educators, researchers, IT professionals, and students.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 10 | |

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| **Multiple Choice** |

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| 25. ​When developing an information system, IS professionals follow a series of steps called a \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | ​project life cycle | |  | b. | ​systems development life cycle | |  | c. | ​project development life cycle | |  | d. | ​service development life cycle |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 4 | |

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| 26. Typically, the first iteration or two of the UP produces documentation and a \_\_\_\_ system.   |  |  |  | | --- | --- | --- | |  | a. | trial | |  | b. | alpha | |  | c. | conceptual | |  | d. | prototype |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 4 | |

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| 27. In the UP, related activities are grouped into UP \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | disciplines | |  | b. | cycles | |  | c. | services | |  | d. | practices |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 5 | |

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| 28. Activities in the business modeling discipline and the \_\_\_\_ discipline are primarily concerned with building models of the organization that will own and operate the system, models of the system’s environment, and models of system and user requirements.   |  |  |  | | --- | --- | --- | |  | a. | design | |  | b. | modeling | |  | c. | requirements | |  | d. | architectural |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 5 | |

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| 29. The \_\_\_\_ discipline is the set of activities for determining the structure of a specific information system that fulfills the system requirements.   |  |  |  | | --- | --- | --- | |  | a. | design | |  | b. | requirements | |  | c. | modeling | |  | d. | architecture |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 30. The first set of design activities, called \_\_\_\_ design, selects and describes the exact configuration of all hardware, network, system software, and application development tools to support system development and operations.   |  |  |  | | --- | --- | --- | |  | a. | reference | |  | b. | architectural | |  | c. | system | |  | d. | functional |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 31. When actual hardware, network, and system software components are acquired and installed, they make up a(n) \_\_\_\_ for one or more information systems.   |  |  |  | | --- | --- | --- | |  | a. | information assurance | |  | b. | information services | |  | c. | data services | |  | d. | technology architecture |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 5 | |

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| 32. \_\_\_\_ design activities are narrower in scope and constrained by the information architecture compared to the remaining design activities.   |  |  |  | | --- | --- | --- | |  | a. | Reference | |  | b. | Architectural | |  | c. | Detailed | |  | d. | Functional |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 7 | |

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| 33. The \_\_\_\_ discipline of the UP includes all activities for building, acquiring, and integrating application software components.   |  |  |  | | --- | --- | --- | |  | a. | implementation | |  | b. | design | |  | c. | architecture | |  | d. | requirements |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 8 | |

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| 34. The \_\_\_\_ discipline includes activities that verify correct functioning of infrastructure and application software components and ensure that they satisfy system requirements.   |  |  |  | | --- | --- | --- | |  | a. | architecture | |  | b. | design | |  | c. | testing | |  | d. | implementation |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 8 | |

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| 35. The \_\_\_\_ discipline is the set of activities for installing and configuring infrastructure and application software components and bringing them into operation.   |  |  |  | | --- | --- | --- | |  | a. | services | |  | b. | implementation | |  | c. | testing | |  | d. | deployment |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 8 | |

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| 36. Although not a formal UP discipline, systems evaluation and \_\_\_\_ is an important group of activities that accounts for much of the long-range system cost.   |  |  |  | | --- | --- | --- | |  | a. | integration | |  | b. | maintenance | |  | c. | design | |  | d. | coordination |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 8 | |

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| 37. ​Managers of \_\_\_\_\_ collections of information systems and supporting infrastructure must contend with a great deal of technical complexity.   |  |  |  | | --- | --- | --- | |  | a. | connected | |  | b. | complex | |  | c. | integrated | |  | d. | dynamic |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 9 | |

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| 38. Given the rapid pace of change in computer technology, a manager must have a broad understanding of current technology and \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | future technology trends | |  | b. | integration standards | |  | c. | best practices | |  | d. | industry standards |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 9 | |

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| 39. \_\_\_\_ is the professional society whose membership is most specifically oriented toward IS management and development.   |  |  |  | | --- | --- | --- | |  | a. | ACM | |  | b. | IEEE Computer Society | |  | c. | AITP | |  | d. | IEEE Information Management Society |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 10 | |

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| 40. Digital libraries of the \_\_\_\_ professional societies are important sources of unbiased technology information.   |  |  |  | | --- | --- | --- | |  | a. | AITP and ACM | |  | b. | ACM and IEEE | |  | c. | AITP and IEEE | |  | d. | IEEE and InformationWeek |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 15 | |

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| 41. \_\_\_\_ Web sites are oriented toward sales, but they usually contain detailed information on specific products or links to other Web sites.   |  |  |  | | --- | --- | --- | |  | a. | Manufacturer | |  | b. | User | |  | c. | Reseller | |  | d. | Vendor |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 15 | |

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| 42. \_\_\_\_ Web sites have detailed information on their products and offer technical and customer support services.   |  |  |  | | --- | --- | --- | |  | a. | Reseller | |  | b. | Vendor | |  | c. | Manufacturer | |  | d. | User |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 15 | |

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| 43. The \_\_\_\_ is a well-established organization with a primary emphasis on computer science.   |  |  |  | | --- | --- | --- | |  | a. | Association for Computing Machinery (ACM) | |  | b. | Institute for Electrical and Electronics Engineers (IEEE) | |  | c. | Oxford Computer Society (OCS) | |  | d. | International Standards Organization (ISO) |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 10 | |

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| 44. The Institute for Electrical and Electronics Engineers (IEEE) \_\_\_\_ is a subgroup of the IEEE that specializes in computer and data communication technologies.   |  |  |  | | --- | --- | --- | |  | a. | Control Systems Society | |  | b. | Education Society | |  | c. | Computer Society | |  | d. | Communications Society |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 11 | |

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| 45. The membership of the \_\_\_\_\_ consists mainly of IS managers and application developers.   |  |  |  | | --- | --- | --- | |  | a. | Association for Computing Machinery (ACM) | |  | b. | Institute for Electrical and Electronics Engineers (IEEE) | |  | c. | Association for Information Technology Professionals (AITP) | |  | d. | Oxford Computer Society (OCS) |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 10 | |

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| **Completion** |

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| 46. The steps in the Unified Process are called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | iterations​ | | *POINTS:* | 1 | | *REFERENCES:* | 4 | |

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| 47. In the UP, the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ discipline includes activities such as creating test data, conducting tests, and evaluating test results.   |  |  | | --- | --- | | *ANSWER:* | testing | | *POINTS:* | 1 | | *REFERENCES:* | 8 | |

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| 48. In the UP, the business and its environment are defined and modeled within the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ discipline   |  |  | | --- | --- | | *ANSWER:* | ​business modeling | | *POINTS:* | 1 | | *REFERENCES:* | 5 | |

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| 49. The purpose of building \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and requirements models is to understand the environment in which the system will function and the tasks the system must perform or assist users to perform.   |  |  | | --- | --- | | *ANSWER:* | ​business | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 50. The UP design discipline can be decomposed into architectural and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ design.   |  |  | | --- | --- | | *ANSWER:* | detailed | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 51. Selecting and configuring computer hardware, network hardware, system software, and application development tools is a task in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ design.   |  |  | | --- | --- | | *ANSWER:* | architectural | | *POINTS:* | 1 | | *REFERENCES:* | 7 | |

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| 52. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ combines aspects of computer, information, network, and software architecture.   |  |  | | --- | --- | | *ANSWER:* | technology architecture | | *POINTS:* | 1 | | *REFERENCES:* | 2 | |

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| 53. In the UP, installing and configuring hardware and software components are activities of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ discipline.   |  |  | | --- | --- | | *ANSWER:* | deployment | | *POINTS:* | 1 | | *REFERENCES:* | 8 | |

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| 54. *Spectrum* is a publication of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ professional society.   |  |  | | --- | --- | | *ANSWER:* | IEEE | | *POINTS:* | 1 | | *REFERENCES:* | 12 | |

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| 55. High quality and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ information is the product of intensive research and something for which you should expect to pay.   |  |  | | --- | --- | | *ANSWER:* | unbiased | | *POINTS:* | 1 | | *REFERENCES:* | 15 | |

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| 56. ​Describe the different activities and emphases of architectural and detailed design.   |  |  | | --- | --- | | *ANSWER:* | ​Architectural design activities define the context within which a specific information will be deployed.  The focus is primarily on selecting and configuring infrastructure elements including computer hardware, network hardware, system software, and application development tools.  ​  Detailed design is primarily concerned with the structure of specific software components and interaction among them.  Related areas of interest including input and output formats, databases, and data exchange among software components. | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 57. Describe the issue of bias in sources of information about computer-, network-, and software-related technology.   |  |  | | --- | --- | | *ANSWER:* | Information about technology is widely available but much of it is biased. The most unbiased information tends to come from professional societies such as the ACM and IEEE.  Other sources such as technology publishers, vendor web sites, and manufacturer web sites are all biased in varying amounts and forms.  When researching a technology topic, it’s best to draw overlapping information from a variety of sources to balance their biases. | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |

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| 58. List and describe two or more periodicals that serve as a good information source for IS professionals.   |  |  | | --- | --- | | *ANSWER:* | ACM Computing Surveys (http://surveys.acm.org)—An excellent source of information on the latest research trends in computer software and hardware. Contains in-depth summaries of technologies or trends geared toward a readership with moderate to high familiarity with computer hardware and software.  ​  Computerworld (www.computerworld.com)—A weekly magazine focusing primarily on computer news items. Covers product releases, trade shows, and occasional reports of technologies and trends.  ​  Communications of the ACM (http://cacm.acm.org)—A widely used source of information about research topics in computer science. Many of the articles are highly technical and specialized, but some are targeted to a less research-oriented audience.  ​  Computer (www.computer.org/computer)—A widely used source of information on computer hardware and software. Many of the articles are research-oriented, but occasionally they cover technologies and trends for a less technical audience.  ​  InformationWeek (www.informationweek.com)—An online magazine focusing mainly on computer news items, covering a wide range of computer-related organizations and technologies. | | *POINTS:* | 1 | | *REFERENCES:* | 11 | |

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| 59. List two ways that companies earn revenue for Web-based information and services.   |  |  | | --- | --- | | *ANSWER:* | Advertising  ​  Direct sales of goods and services  ​  Commissions on goods and services sold by advertisers and partners | | *POINTS:* | 1 | | *REFERENCES:* | 13 | |

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| 60. List two possible biases from sites that generate revenue from advertising, referrals, commissions, or preferred partner arrangements.   |  |  | | --- | --- | | *ANSWER:* | Ordering content, links, or search results to favor organizations that have paid a fee to the Web site owner  ​  RSS and Twitter newsfeeds emphasizing organizations that have paid a fee to the Web site owner  ​  Omitting information from organizations that haven’t paid a fee to the search provider  ​  Omitting information that’s against the interests of organizations that have paid a fee to the search provider | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |