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| 1. An information system often includes the software, the database, and the related manual processes.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p4 | |

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| 2. Systems analysis is sometimes referred to as “understanding and specification.”​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p4 | |

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| 3. Systems design consists of activities to describe the solution to the problem.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p5 | |

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| 4. Systems development is always a formal activity with a beginning and an end.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p6 | |

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| 5. The SDLC means the Systems Design Life Cycle.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p7 | |

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| 6. Agile Development refers to the flexibility that programmers have in taking on various assignments.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p8 | |

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| 7. Iterative development is the same as Agile development.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p8 | |

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| 8. In iterative development the system is grown organically.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p8 | |

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| 9. The first core process is to plan the project.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p8 | |

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| 10. In iterative development, an iteration usually lasts about six weeks.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p10 | |

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| 11. The System Vision Document is usually developed before the project actually begins.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p12 | |

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| 12. The project plan is required to get the project approved.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p12 | |

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| 13. A Work Breakdown Structure is the first step in building a project schedule.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p14 | |

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| 14. During analysis activities the project team build two types of diagrams: Use Case diagram and Package diagram.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p17-18 | |

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| 15. The purpose of a workflow diagram is to document the internal steps of a use case.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p19 | |

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| 16. The ovals in a workflow diagram represent tasks.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p19-20 | |

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| 17. The database is designed using information from the class diagram.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p22 | |

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| 18. All the classes in the Design Class Diagram are used to define the database tables.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p24 | |

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| 19. A package diagram is useful to document the various subsystems in a system.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p24-25 | |

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| 20. Usually the final step in a given iteration is to deploy part of the system.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p27 | |

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| 21. One approach to the SDLC can be described using five core processes.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p7 | |

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| 22. An iteration normally only includes three or four of the core processes.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | p8 | |

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| 23. Sometimes the activities within Core Process one are completed before the actual project starts.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | p11 | |

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| 24. An information system consists of​   |  |  |  | | --- | --- | --- | |  | a. | ​software, database, and manual processes | |  | b. | ​software, hardware, and network | |  | c. | ​software, hardware, and database | |  | d. | ​applications, screens, and database |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | p4 | |

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| 25. A person that functions as an architect to plan, capture the vision, and understand the needs for a new system is often called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​programmer analyst | |  | b. | ​software engineer | |  | c. | ​systems analyst | |  | d. | ​software developer |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | p6 | |

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| 26. Those activities that enable a person to describe in the detail the system that solves the need is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​architectural design | |  | b. | ​systems design | |  | c. | ​systems analysis | |  | d. | ​high-level design |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | p5 | |

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| 27. SDLC stands for what?​   |  |  |  | | --- | --- | --- | |  | a. | ​Software Design Life Cycle | |  | b. | ​Systems Design Life Cycle | |  | c. | ​Software Development Life Cycle | |  | d. | ​Systems Development Life Cycle |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | p7 | |

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| 28. An information system development process that emphasizes flexibility to embrace change is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​Iterative project planning | |  | b. | ​Adaptive development projects | |  | c. | ​Iterative development | |  | d. | ​Agile development |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | p8 | |

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| 29. When a system is partitioned into pieces, each piece is referred to as a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​application | |  | b. | ​package | |  | c. | ​subsystem | |  | d. | ​program |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | p12-13 | |

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| 30. Two important goals or steps within Core Process one are \_\_\_\_ and \_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​identify the problem; choose the project manager | |  | b. | ​identify the solution objective; obtain project approval | |  | c. | describe the solution;  obtain project approval | |  | d. | estimate the cost; identify the iterations |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | p12 | |

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| 31. Determine the major subsystems and assigning them to an iteration is done in which Core Process?​   |  |  |  | | --- | --- | --- | |  | a. | ​1 | |  | b. | ​2 | |  | c. | ​3 | |  | d. | ​4 | |  | e. | 5​ | |  | f. | ​6 |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | p12 | |

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| 32. Determining team members and assigning responsibilities is done in which Core Process?​   |  |  |  | | --- | --- | --- | |  | a. | ​1 | |  | b. | ​2 | |  | c. | ​3 | |  | d. | ​4 | |  | e. | ​5 | |  | f. | ​6 |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | p12 | |

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| 33. Two of the primary elements that are included in a Work Breakdown Structure include:​   |  |  |  | | --- | --- | --- | |  | a. | ​subsystem iteration assignments and estimated effort | |  | b. | ​sequence of tasks and estimated effort | |  | c. | ​list of tasks and assigned resources | |  | d. | ​list of tasks and estimated effort |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | p14 | |

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| 34. The primary difference between a work breakdown structure and a work sequence draft is that the work sequence draft shows \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​the additionally deployment tasks | |  | b. | ​the estimated effort of tasks | |  | c. | ​the day to day assignments | |  | d. | ​the sequence of tasks |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | p15 | |

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| 35. The purpose of a *use case* is to \_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​Identify a sequence of steps to process a user function | |  | b. | ​Identify a business event that requires system action | |  | c. | ​Identify a useful objective for the new system | |  | d. | ​Identify a user and describe one user  procedure |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | p116-17 | |

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| 36. The purpose of a class diagram is to \_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​document the hierarchy of class relationships | |  | b. | ​document the methods of classes in the new system | |  | c. | ​document all of the programming classes | |  | d. | ​document the information requirements in the new system |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | p117-18 | |

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| 37. The boxes on a class diagram can be thought of as a particular \_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​set of relationships | |  | b. | ​set of attributes | |  | c. | ​set of objects | |  | d. | ​set of procedures |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | p18 | |

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| 38. The diagram that is most effective in describing the internal steps of a use case is \_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​a package diagram | |  | b. | ​a workflow diagram | |  | c. | ​a use case diagram | |  | d. | ​a class diagram |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | p19-20 | |

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| 39. Performing in-depth fact finding to understand details is done as part of which Core Process?​   |  |  |  | | --- | --- | --- | |  | a. | ​1 | |  | b. | ​2 | |  | c. | ​3 | |  | d. | ​4 | |  | e. | ​5 | |  | f. | ​6 |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | p18-19 | |

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| 40. In a workflow diagram, the arrows that cross the center line are used to identify what?​   |  |  |  | | --- | --- | --- | |  | a. | ​Relationships between objects | |  | b. | ​Actor and use case relationships | |  | c. | ​User key strokes | |  | d. | ​Screens and Reports |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | p20 | |

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| 41. Designing the database schema is included in which Core Process?​   |  |  |  | | --- | --- | --- | |  | a. | 1​ | |  | b. | ​2 | |  | c. | ​3 | |  | d. | ​4 | |  | e. | ​5 | |  | f. | ​6 |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | p21 | |

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| 42. Detailed design is the thought process of how to program each \_\_\_\_\_\_\_.​   |  |  |  | | --- | --- | --- | |  | a. | ​use case | |  | b. | ​screen or report | |  | c. | ​package | |  | d. | ​subsystem |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | p23 | |

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| 43. Another name for a workflow diagram is a(n) \_\_\_\_\_\_\_ diagram.​   |  |  |  | | --- | --- | --- | |  | a. | ​use case | |  | b. | ​activity | |  | c. | ​class | |  | d. | ​work sequence |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | p19 | |

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| 44. To design the database schema, information from which diagram is the most important?​   |  |  |  | | --- | --- | --- | |  | a. | ​network diagram | |  | b. | ​package diagram | |  | c. | ​design class diagram | |  | d. | ​class diagram |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | p22 | |

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| 45. Method signatures are included in which diagram?​   |  |  |  | | --- | --- | --- | |  | a. | ​Activity diagram | |  | b. | ​Package diagram | |  | c. | ​class diagram | |  | d. | ​Design class diagram |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | p24 | |

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| 46. A diagram that shows the overall structure of a system as it exists after it is deployed is called what?​   |  |  |  | | --- | --- | --- | |  | a. | ​Software components diagram | |  | b. | ​Architectural class diagram | |  | c. | ​System and subsystem diagram | |  | d. | ​Design class diagram |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | p23 | |

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| 47. Programming is included in which Core Process?​   |  |  |  | | --- | --- | --- | |  | a. | 1​ | |  | b. | ​2 | |  | c. | ​3 | |  | d. | ​4 | |  | e. | ​5 | |  | f. | ​6 |  |  |  | | --- | --- | | *ANSWER:* | e | | *POINTS:* | 1 | | *REFERENCES:* | p25-26 | |

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| 48. Overall functional testing is included in which Core Process?​   |  |  |  | | --- | --- | --- | |  | a. | 1​ | |  | b. | ​2 | |  | c. | ​3 | |  | d. | ​4 | |  | e. | ​5 | |  | f. | ​6 |  |  |  | | --- | --- | | *ANSWER:* | f | | *POINTS:* | 1 | | *REFERENCES:* | p26 | |

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| 49. What is the purpose of an iteration recap?​   |  |  |  | | --- | --- | --- | |  | a. | ​To ensure the correct deliverable was produced | |  | b. | ​To review the project processes | |  | c. | ​To give performance reviews to the programmers | |  | d. | ​To rework the project schedule |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | p27 | |

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| 50. What is the single activity that usually requires the most time during a project?​   |  |  |  | | --- | --- | --- | |  | a. | ​Programming | |  | b. | Acceptance testing​ | |  | c. | ​Meeting with users | |  | d. | ​Design the screens and reports |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | p15 | |

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| 51. What is usually the end result of an iteration?​   |  |  |  | | --- | --- | --- | |  | a. | ​A piece of working code | |  | b. | ​A project plan | |  | c. | ​A set of specifications | |  | d. | ​The final system |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | p8 | |

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| 52. Which two answers identify the two middle core processes, i.e. core process 3 and 4? (choose two)​   |  |  |  | | --- | --- | --- | |  | a. | ​Design the components | |  | b. | ​Plan and monitor the project | |  | c. | ​Build and test the system | |  | d. | ​Understand the details of the problem |  |  |  | | --- | --- | | *ANSWER:* | a, d | | *POINTS:* | 1 | | *REFERENCES:* | p7 | |

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| 53. Two of the primary benefits of iterative development include (choose two).​   |  |  |  | | --- | --- | --- | |  | a. | ​early deployment of part of the system | |  | b. | ​easier to get user involvement | |  | c. | ​project team can adjust the work schedules | |  | d. | ​high risk elements done first |  |  |  | | --- | --- | | *ANSWER:* | a, d | | *POINTS:* | 1 | | *REFERENCES:* | p9 | |

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| 54. What are the three parts of a System Vision Document?  (choose three)​   |  |  |  | | --- | --- | --- | |  | a. | ​Solution description | |  | b. | ​Estimated project costs | |  | c. | ​Project timetable or schedule | |  | d. | ​Problem description | |  | e. | System capabilities​ | |  | f. | ​Business benefits |  |  |  | | --- | --- | | *ANSWER:* | d, e, f | | *POINTS:* | 1 | | *REFERENCES:* | p13 | |

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| 55. A *work sequence draft* provides three benefits to a project.  Which of the following are included in those benefits?​   |  |  |  | | --- | --- | --- | |  | a. | ​Assign resources to tasks | |  | b. | ​Provide task descriptions | |  | c. | ​Measure progress | |  | d. | Add missing tasks​ | |  | e. | ​Anticipate resource needs | |  | f. | ​Schedule user involvement |  |  |  | | --- | --- | | *ANSWER:* | c, e | | *POINTS:* | 1 | | *REFERENCES:* | p16 | |

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| 56. What are the first two models, e.g. diagrams that include the entire system, that are built during the Core Process to discover and understand the details?​   |  |  |  | | --- | --- | --- | |  | a. | ​Workflow diagram | |  | b. | ​Work sequence diagram | |  | c. | ​Use case diagram | |  | d. | Class diagram​ | |  | e. | Package diagram​ | |  | f. | ​Screen layouts |  |  |  | | --- | --- | | *ANSWER:* | c, d | | *POINTS:* | 1 | | *REFERENCES:* | p17-19 | |

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| 57. Another term that is used to define a computer application is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | app  App | | *POINTS:* | 2 | | *REFERENCES:* | p4 | |

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| 58. Those skills, steps, guides, and tools that support and lead up to the actual programming of the system are referred to as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | SA&D  systems analysis and design  Systems Analysis and Design | | *POINTS:* | 2 | | *REFERENCES:* | p5-6 | |

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| 59. A planned undertaking that has a beginning and an end and produces some result is called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | project​ | | *POINTS:* | 2 | | *REFERENCES:* | p7 | |

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| 60. What is the term that is used to describe all the activities to build, launch, and maintain an information system?​   |  |  | | --- | --- | | *ANSWER:* | SDLC  Systems Development Life Cycle  Systems development life cycle  systems development life cycle | | *POINTS:* | 2 | | *REFERENCES:* | p7 | |

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| 61. A development process where the system is grown piece by piece is called \_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | iterative development​ | | *POINTS:* | 2 | | *REFERENCES:* | p8 | |

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| 62. The primary output of Core Process One and which is used to get project approval is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | System Vision Document  system vision document | | *POINTS:* | 2 | | *REFERENCES:* | p12 | |

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| 63. A document that identifies and lists all of the tasks to be completed within an iteration is called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | work breakdown structure  Work Breakdown Structure | | *POINTS:* | 2 | | *REFERENCES:* | p14 | |

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| 64. A diagram that shows the method signatures in each class is called the \_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | design class diagram  DCD | | *POINTS:* | 2 | | *REFERENCES:* | p24 | |

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| 65. What is the name of the diagram that is often used to show the different layers of the system (view layer, etc.)?​   |  |  | | --- | --- | | *ANSWER:* | Package Diagram  package diagram | | *POINTS:* | 2 | | *REFERENCES:* | p25 | |

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| 66. What do we call the type of testing that the users perform to ensure that the system meets the business requirements?​   |  |  | | --- | --- | | *ANSWER:* | User acceptance testing  User Acceptance Testing  Acceptance testing  Acceptance Testing | | *POINTS:* | 2 | | *REFERENCES:* | p26 | |

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| 67. Those activities that enable a person to understand and specify what the new system should accomplish are usually referred to as \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | systems analysis​ | | *POINTS:* | 1 | | *REFERENCES:* | p4 | |

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| 68. Those activities that enable a person to describe in detail how the information systems will actually be implemented are called \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_.​   |  |  | | --- | --- | | *ANSWER:* | systems design​ | | *POINTS:* | 1 | | *REFERENCES:* | p5 | |

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| 69. ​\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the term used to describe an information system development methodology that emphasizes flexibility and rapid response to anticipate new requirements during development.   |  |  | | --- | --- | | *ANSWER:* | Agile development​ | | *POINTS:* | 1 | | *REFERENCES:* | p8 | |

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| 70. List the six core processes.​   |  |  | | --- | --- | | *ANSWER:* | 1. Identify the problem  2. Plan and monitor the project  3. Discover and understand the problem (analysis)  4. Design the system components  5. Build, text, and integrate system components  6. Complete system test and deploy the system | | *POINTS:* | 5 | | *REFERENCES:* | p7 | |

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| 71. List the three components that are included in a System Vision Document.​   |  |  | | --- | --- | | *ANSWER:* | 1.  Problem description  2.  System capabilities  3.  Business benefits | | *POINTS:* | 5 | | *REFERENCES:* | p13 | |

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| 72. List the four steps required to conduct system test or user test.​   |  |  | | --- | --- | | *ANSWER:* | 1. Create the test data  2. Conduct the test  3. Document the errors and issues  4. Fix the errors. | | *POINTS:* | 5 | | *REFERENCES:* | p27 | |