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# King Saud University

**Information Systems Department**

Information Systems Engineering (IS-442)

# Homework # 1

Chapter 1 and Chapter 2.

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| **Student Name:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Section:-\_\_\_\_\_\_\_** |
| **SID No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Student Class No.: \_\_\_\_\_\_\_\_** |
| **Total Marks:- 50** | **Marks Awarded:\_\_\_\_\_\_\_\_\_\_** |

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**Chapter 1**

# Management of System Implementation

**Choose the answer that mostly suits each of the sentences given:**

1. Changing over from the old information system to a new one by turning off the old system when the new system is turned on, is known as
   1. Direct installation
   2. Parallel installation
   3. Single location installation
   4. Phased installation
2. Running the old information system and the new one at the same time until management decides the old system can be turned off, is known as
   1. Direct installation
   2. Parallel installation
   3. Single location installation
   4. Phased installation
3. Trying out a new information system at one site and using the experience to decide if and how the new system should be deployed throughout the organization, is known as
   1. Direct installation
   2. Parallel installation
   3. Single location installation
   4. Phased installation
4. Changing from the old information system to the new one incrementally, starting with one of a few functional components and then gradually extending the installation to cover the whole new system, is known as
   1. Direct installation
   2. Parallel installation
   3. Single location installation
   4. Phased installation
5. Each module is tested alone in an attempt to discover any error in the code.
   1. Integrated testing
   2. Unit testing
   3. System testing
   4. Acceptance testing
6. The process of bringing together all of the modules that a program comprises for testing purposes.
   1. Integrated testing
   2. Unit testing
   3. System testing
   4. Acceptance testing
7. The bringing together all of the programs that a system comprises for testing purposes.
   1. Integrated testing
   2. Unit testing
   3. System testing
   4. Acceptance testing
8. The organizational process of changing over from the current information system to a new one.
   1. Information center
   2. Desk checking
   3. Installation
   4. Inspection
9. System documentation that includes the of structured diagrammatic techniques, such as, data flow diagrams and entity relationship diagrams.
   1. Internal documentation
   2. External documentation
   3. System documentation
   4. User documentation
10. Detailed information about a system’s design specifications, its internal workings, and its functionality.
    1. Internal documentation
    2. External documentation
    3. System documentation
    4. User documentation
11. Written or other visual information about an application system, how it works, and how to use it.
    1. Internal documentation
    2. External documentation
    3. System documentation
    4. User documentation
12. System documentation that is part of the program source code or is generated at compilation time.
    1. Internal documentation
    2. External documentation
    3. System documentation
    4. User documentation
13. A single point of contact for all users inquiries and problems about a particular information system or for all users in a particular department.
    1. Support
    2. Information center
    3. Help desk
    4. Inspections
14. An organizational unit whose mission is to support users in exploiting information technology.
    1. Support
    2. Information center
    3. Help desk
    4. Inspections
15. Providing ongoing and problem solving assistance to information system users
    1. Support
    2. Information center
    3. Help desk
    4. Inspections
16. The methods used in computer training include,
    1. Resident expert
    2. Computer-aided instruction
    3. Formal courses
    4. All of the above
    5. None of the above
17. The methods used in computer training include,
    1. Reading related materials
    2. Conducting group meetings
    3. Informal courses
    4. All of the above
    5. None of the above
18. The methods used in computer training include,
    1. External sources, such as vendors
    2. Tutorials
    3. Formal courses
    4. All of the above
    5. None of the above
19. The methods used in computer training include,
    1. Software help components
    2. Tutorials
    3. Interactive training manuals
    4. All of the above
    5. None of the above
20. Potential training topics include
    1. Use of the system
    2. General computer concepts
    3. Information system concepts
    4. All of the above
    5. None of the above
21. Potential training topics include
    1. Use of Third Generation Languages
    2. New concepts in information systems
    3. System maintenance
    4. All of the above
    5. None of the above
22. Potential training topics include
    1. Organizational concepts
    2. System management
    3. System installation
    4. All of the above
    5. None of the above
23. The SQA group activities include
    1. Review the process description for compliance with organizational policy
    2. Correct the necessary defects discovered by the testing team.
    3. Run the system programs with the intent of discovering errors.
    4. All of the above
    5. None of the above
24. The SQA group activities include
    1. Review internal software standards,
    2. Review externally imposed standards (e.g., ISO-9001)
    3. Identify, document, and track deviations from the process and verify that corrections have been made.
    4. All of the above
    5. None of the above
25. The SQA group activities include
    1. Review selected work products; identify, document, and track deviations; verify that corrections have been made
    2. Periodically report the results of its work to the project manager.
    3. Noncompliance items are tracked until they are resolved.
    4. All of the above
    5. None of the above

**Chapter 2**

# Maintaining Information Systems

**Choose the answer that mostly suits each of the sentences given:**

1. Changes made to the system to repair flaws in its design coding, or implementation
   1. Corrective maintenance
   2. Adaptive maintenance
   3. Perfective maintenance
   4. Preventive maintenance
2. Changes made to the system to evolve its functionality to changing business needs or technologies
   1. Adaptive maintenance
   2. Perfective maintenance
   3. Corrective maintenance
   4. Preventive maintenance
3. Changes made to a system to add new features or to improve performance
   1. Adaptive maintenance
   2. Perfective maintenance
   3. Corrective maintenance
   4. Preventive maintenance
4. Changes made to a system to avoid possible future problems
   1. Corrective maintenance
   2. Preventive maintenance
   3. Adaptive maintenance
   4. Perfective maintenance
5. A measure of error occurrence that can be tracked over time to indicate the quality of a system.
   1. Failure time factor (FTF)
   2. Number of failures per month (NFPM)
   3. Mean time between failures (MTBF)
   4. None of the above
6. A person responsible for controlling the checking in and checking out of baseline modules for a system when a system is being developed or maintained.
   1. System Designer
   2. System administrator
   3. System Liberian
   4. System tester
7. Software modules that have been tested, documented, and approved to be included in the most recently created version of a system.
   1. Integrated modules.
   2. Unit modules.
   3. Baseline modules.
   4. System modules.
8. Guidelines that list the instructions to construct an executable system from the baseline source code.
   1. Build routines
   2. User guide
   3. Installation guide
   4. System Guide
9. Factors that influence system maintainability
   1. Latent defects
   2. Number of customers for a given system
   3. Quality of system documentation
   4. All of the above
   5. None of the above
10. Factors that influence system maintainability
    1. Size of programs
    2. Maintenance personnel
    3. Number of modules
    4. All of the above
    5. None of the above
11. Factors that influence system maintainability
    1. Tools
    2. Well-structured programs
    3. Quality of system documentation
    4. All of the above
    5. None of the above
12. The maintenance organizational structure is described as separate when
    1. Maintenance group consists of different personnel than development group
    2. Developers also maintain systems
    3. Maintenance personnel work within the functional business unit
    4. All of the above
    5. None of the above
13. The maintenance organizational structure is described as combined when
    1. Maintenance group consists of different personnel than development group
    2. Developers also maintain systems
    3. Maintenance personnel work within the functional business unit
    4. All of the above
    5. None of the above
14. The maintenance organizational structure is described as functional when
    1. Maintenance group consists of different personnel than development group
    2. Developers also maintain systems
    3. Maintenance personnel work within the functional business unit
    4. All of the above
    5. None of the above
15. To measure maintenance effectiveness, you must measure factors such as
    1. Time between each failure
    2. Mean time between failures (MTBF)
    3. Type of failure
    4. All of the above
    5. None of the above
16. To measure maintenance effectiveness, you must measure factors such as
    1. Number of different customers that a maintenance group must support
    2. Quality of technical system documentation
    3. Number of failures
    4. All of the above
    5. None of the above
17. To measure maintenance effectiveness, you must measure factors such as
    1. Software structure and maintainability
    2. Number of unknown defects in a system when it is installed.
    3. Type of failure
    4. All of the above
    5. None of the above
18. In controlling maintenance requests
19. , if the type of request is “ERROR” with very severe status. That maintenance request should have
    1. Top priority
    2. Low priority
    3. Medium priority
    4. Discarded

44.In traditional systems development

1. Emphasis is on coding and testing
2. Changes are implemented by coding and testing first
3. Documentation is done after maintenance is performed
4. All of the above
5. None of the above
6. In traditional systems development
7. Keeping documentation current is often neglected due to time-consuming nature of task
8. Changes are implemented by coding and testing first
9. Documentation is done after maintenance is performed
10. All of the above
11. None of the above

46. In development with CASE

1. Emphasis is on design documents
2. Changes are implemented in design documents.
3. Code is regenerated using code generators
4. All of the above
5. None of the above

47. In development with CASE

* 1. Documentation is updated during maintenance
  2. Changes are implemented in design documents.
  3. Code is regenerated using code generators
  4. All of the above
  5. None of the above

48. As a Website, information should be available

a. 24 X 7 X 365

b. from 9 am to 5 pm

c.12 hours a day

d.weekdays only

49. In Website maintenance, special considerations should be given for

a. Check for broken links

b. HTML Validation

c. Pages should be processed by a code validation routine before publication

d. All of the above

e. None of the above

50. When contents of a website significantly changes,

a. Site may need to be re-registered with search engines

b. Search engines should automatically feel the changes

c. Users are responsible for keeping track with the changes

d. All of the above

e. None of the above

|  |  |
| --- | --- |
| Mark out of [50] | Mark out of [5] |
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