MODULE 3

INFORMATION GATHERING

OBJECTIVE QUESTIONS

There are 4 alternative answers to each question. One of them is correct. Pick the correct answer. Do not guess. A key is given at the end of the module for you to verify your answer

LEARNING UNIT 1

3.1.1 Information is gathered for computerization during
a) requirements determination phase
b) systems design phase
c) implementation phase
d) feasibility phase

3.1.2 Information is gathered by a system analyst in order to
a) find out whether a computer based system is required
b) find out how the organization works
c) find out how the current system works and what is expected from a new computer based system
d) find out who will use the system

3.1.3 The most difficult information to gather in an organization is
a) that which is known to only few persons in an organization
b) that which is not written down in an organizational manuals
c) company confidential information
d) what is consumed as obvious by the managers in an organization

3.1.4 Gathering information in large and complex organizations is difficult and takes time because
i) it is necessary to consult a large number of persons at various levels of hierarchy in the organization
ii) one has to examine the current system in detail
iii) a clear strategy has to be evolved to gather information
iv) it is necessary to use an information flow model of an organization

a) i and iii b) iii and iv c) i and ii d) ii and iv

3.1.5 A strategy to gather information consists of
i) identifying information sources
ii) using information flow model of organization
iii) examining systems of other organizations
iv) rely on ones experience

   a) i and ii b) i and iii c) ii and iv d) ii and iii

3.1.6 The following are good sources of information to design a system
i) forms and documents used in the organization
ii) users of the proposed system
iii) procedure manuals of the organization which explains how various activities of the organization are carried out
iv) annual report of the organization

   a) i ,ii and iii b) i, ii and iv c) i and ii d) i and iii

3.1.7 It is necessary to interview top level managers as the first step in information gathering
a) otherwise you will not get cooperation
b) they can give you an overview of the organization and specify objectives of the system
c) they are usually not available
d) the number of persons to be interviewed at top level is small

3.1.8 It is necessary to gather
a) quantitative information only as qualitative information is usually biased
b) both qualitative and quantitative information
c) qualitative information only as it is easily available
d) qualitative information only as quantitative information is usually not correct

3.1.9 Among information gathering methods, interviewing is essential as
a) it gives an opportunity to question the interviewees and clarify details and doubts the analyst may have
b) it can be easily arranged
c) it is recommended by senior analysts
d) it is necessary to meet everyone in the organization

3.1.10 All information required can be gathered in
a) one interview
b) two interviews
c) several interviews
d) several interviews and group discussions

3.1.11 Interviews are essential to gather
a) quantitative information
b) qualitative information
c) facts and figures
d) statistical information

3.1.12 During interviews an analyst must
a) gather information on user requirements, procedures and practices
b) tell the user what is good for organization
c) tell the user how to run the organization
d) tell the user what is wrong with the organization

3.1.13 It is good idea for a system analyst
a) to define the objectives of the information system
b) to tell the users what the objectives should be
c) to let the user formulate the objectives of the information system being designed
d) not to worry about the objective during the interviews

3.1.14 The following should be avoided during interviews with users
a) interrupting a user when something is not clear
b) taking note
c) using computer jargon
d) not laughing when user jokes

3.1.15 The following manners should be observed during interviews
i) make prior appointment for interviews
ii) not prolong interview beyond 30 to 40 minutes
iii) take notes after obtaining permissions
iv) interrupt the user often to show you are listening

a) i, ii and iv b) i, ii and iii c) i and ii d) i, iii and iv

3.1.16 It is a good idea to prepare for an interview by
i) studying background material and going with queries and checklist
ii) finding out what a user likes
iii) recapitulating and summarizing what transpired in previous interview(s)
iv) finding out what a user dislikes

a) i and ii b) ii and iv c) i and iii d) i, ii and iv

3.1.17 Sending questionnaires are the good means of gathering
a) quantitative data
b) qualitative data
c) both quantitative and qualitative data
d) data from top management

3.1.18 Questionnaires are used when
i) a large number of people's responses are required
ii) manual data processing is required
iii) when a small number of people's response is required
iv) it is difficult to personally interview people

a) i and ii b) ii and iii c) iii and iv d) i and iv

3.1.19 In order to get fast response when questionnaires are sent
i) the questionnaire must be simple to answer
ii) the questionnaire should be comprehensive
iii) the questionnaire should be short
iv) the questionnaire should be long

a) i, ii   b) ii, iv   c) i, iii   d) i, iv

3.1.20 Besides interviewing following methods help in gathering facts
i) studying systems used by similar organization for the same purpose
ii) reading case studies reported for similar organization
iii) sending letters to all managers of the organization
iv) sending letters to the clients of the organization

a) i, ii iii   b) i and ii   c) i and iii   d) iii and iv

LEARNING UNIT 2

3.2.1 An organization requests an information system to be designed when
    (a) there is a change in management
    (b) it is dissatisfied with the current system as it does not meet their information requirement
    (c) the current system has been working for 2 years
    (d) new software tools are introduced in the market

3.2.2 The purpose of designing an information system is to
    (a) modernize the functioning of an organization
    (b) reduce the number of people employed by an organization
    (c) provide operational, tactical and strategic information to efficiently manage an organization
    (d) improve the day-to-day working of an organization

3.2.3 The expansion of SRS is
    (a) System Requirements Specification
    (b) System Resources Statement
    (c) Statement of Reliability of System
    (d) Standard Requirements Statement

3.2.4 System Requirements Specification is developed by
    (a) users of the proposed system
    (b) top level managers of an organization
    (c) examining the functioning of similar organizations
    (d) systems analyst after information gathering phase in consultation with users

3.2.5 The main objective of System Requirements Specification is to
    (a) enable a systems analyst to satisfy himself and the user that they have mutually understand the user's information requirements
    (b) write down the requirements clearly
    (c) estimate the cost of developing the system
    (d) to make sure that it is possible to develop the system

3.2.6 Graphical tools used to arrive at SRS are:
    (i) Data Flow Diagrams
    (ii) Program Flow Charts
    (iii) System Flow Charts
    (iv) Document Flow Diagrams

(a) i and ii   (b) ii and iii
(c) i and iv   (d) ii and iv

3.2.7 Document Flow Diagrams are used to depict
(a) how and when documents flow in the organization
(b) various offices/entities of an organization and the documents as well as physical items which flow between these entities
(c) what documents flow in an organization
(d) how documents are generated and flow in an organization

3.2.8 Document flow diagrams are usually developed during
(a) System design phase
(b) Feasibility study
(c) Implementation phase
(d) Fact gathering phase

3.2.9 Document flow diagrams are developed by
(a) systems analyst
(b) programmers
(c) system designers
(d) users and managers of an organization

3.2.10 In a document flow diagram entities are represented by
(a) circles
(b) rectangles with rounded edges
(c) diamond shaped boxes
(d) rectangles

3.2.11 In a document flow diagram a dashed line with an arrow depict
(a) flow of documents
(b) control flow
(c) flow of materials
(d) data flow

3.2.12 In a document flow diagram a solid line with an arrow depicts
(a) flow of documents
(b) control flow
(c) flow of materials
(d) data flow

3.2.13 In a document flow diagram arrows are necessary to depict
(a) how documents flow
(b) direction of flow of documents
(c) when documents flow
(d) whether documents flow or not

3.2.14 Data flow diagrams are used to depict
(a) how and when data flows in an organization
(b) what documents flow in an organization
(c) what data flows between entities and how they are processed
(d) how data are generated and flow in an organization

3.2.15 Data flow diagrams are usually developed during
(a) system design phase
(b) feasibility study
(c) implementation phase
(d) systems analysis phase

3.2.16 Data flow diagrams are developed by
(a) systems analyst
(b) programmers
(c) system designers
(d) users and managers of an organization

Key To Objective Questions

3.1.1 a	3.1.2 c	3.1.3 d	3.1.4 c	3.1.5 a	3.1.6 a
3.1.7 b	3.1.8 b	3.1.9 a	3.1.10 d	3.1.11 b	3.1.12 a
3.1.13 c	3.1.14 c	3.1.15 b	3.1.16 c	3.1.17 a	3.1.18 d
3.1.19 c	3.1.20 b	3.2.1 b	3.2.2 c	3.2.3 a	3.2.4 d
3.2.5 a	3.2.6 c	3.2.7 b	3.2.8 d	3.2.9 a	3.2.10 d
3.2.11 c	3.2.12 a	3.2.13 b	3.2.14 c	3.2.15 d	3.2.16 a