Final Exam - CPIS 443 – Software Evaluation – Everyone must do this part.

Name:

*Do any 125 out of the possible 145 points. Clearly identify which questions you are omitting. I will grade all answers and calculate your score out of the higher maximum if you do not clearly indicate which questions you are omitting. When you are done, name your file   
“your name Final.docx” and email the file to me at* [*korson@southern.edu*](mailto:korson@southern.edu)*. I will deduct points from your exam if the file name does not contain your name. This test is closed note, closed internet, closed cell phone etc. Maximize the window so that all that shows is this document.*

1. (10) During the guest lecture by John Kellar,
   1. he mentioned a project (having to do with tread on tires) that lost 3 million dollars due to everyone forgetting to check a key requirement. What was the requirement that they forgot to check?
   2. he mentioned a project that achieved 5 nines. What does it mean that a project achieved 5 nines?
2. (10) During the guest lecture by Bhushan Karle of Blue Cross,
   1. we looked at the Papa John’s pizza website. We found one thing that was deemed not user friendly. What was the issue that was deemed not user friendly?
   2. he talked about the software development lifecycle (SDLC). Describe the SDLC.
   3. he showed a cartoon of the creation of a tree swing. What is the point of the cartoon?
3. (10) When implementing a new large ERP system, one typically would need to phase-in the new system. Describe the two phase-in strategies described in chapter 12.
4. (10) In managing the selection process of a new ERP system, often a steering committee is set up. What is a steering committee? Who would typically be on it? What would it’s function be?
5. (10)Why, in the contract negotiations, should you ask for things you are pretty sure you won’t get?
6. (10) Should a senior manager with executive decision power be the one to do the negotiations? Why or Why not?
7. (10) List and explain a typical contract clause the vendor may try to get you to agree to that you definitely should get removed from the contract.
8. (10) Why should you sometimes allow a company to include in their standard distribution, modifications that you have paid them to make?
9. (10) Describe the concept of requirements slicing. What is it? Why do we do it? Give an example of slicing by user role.
10. (10) What does it mean to slice systems vertically rather than horizontally? What is the motivation for this?
11. (10) Users of most systems satisfice. What does this mean and what are the implications for usability design?
12. (10) In class I showed you a usability problem with the Netflix website. What was the problem, and what was the general usability principle that it violated?
13. (5) What is the only way to tell how usable a product really is?
14. (5) Which concession is a sales person more likely to give: price reduction or extras? Why?
15. (5) What are the duties of a workshop facilitator?
16. (5) Why would a vendor like to pay for your lunch or give you a gift?
17. (5) When is the best time to get the deepest discount?

Double check – which 20 points did you omit?

Final Exam - CPIS 443 – Software Evaluation – Optional Exam over first half of the semester.

Name:

*You must do all nine questions When you are done, leave it in the same word document at the part everyone must do and email the file to me at* [*korson@southern.edu*](mailto:korson@southern.edu)*. I will deduct points from your exam if the file name does not contain your name. This test is closed note, closed internet, closed cell phone etc. Maximize the window so that all that shows is this document.*

1. (10) Other than current requirements, which of the other four R2ISC factors, is the most important to the system you are evaluating for your semester project? Explain specifically why, in the context of your project, that it is important.
2. (10) Describe the J curve productivity pattern when a new system is introduced into an organization. As a CTO what would you do to mitigate the effects of the J curve
3. (10) What is an RFP? How does one create a set of RFPs so that one can fairly and rigorously compare RFP responses from competing vendors?
4. (10) Which ERP system did we recommend in the AHS case study? What were the primary reasons used to justify this recommendation?
5. (10) Give a comprehensive definition of a Use Case. Include the required parts in a use case template
6. (10) Create a decision table for the following process about getting a loan. Use question marks to indicate effects that are not clear from the requirements.

If credit score is above 730 and current income greater than monthly payment times 7, then grant loan. Otherwise if credit score < =730 then current income must be greater than monthly payment times 7 and number of years on same job must be >5; otherwise if current income less than or equal to monthly payment times 7 then deny loan.

1. (10) According to the powerpoint and class lecture, what are two good ways to get contact information for vendor references (other than asking the vendor for references)
2. (10) What would have been the major advantage to AHS in using DB2 for the database to run PeopleSoft? AHS report?
3. (10) What is the advantage of an ERP system over a best of breed solution?.