

9.9: Study Questions

? Study Question 9.9.1

Describe the role of a systems analyst.

Answer

The systems analyst works with business users to identify requirements for new systems. They document processes, specify system design, and create technical specifications for programmers.

? Study Question 9.9.2

What are some of the different roles of a computer engineer?

Answer

The text covers these roles: hardware engineer, software engineer, systems engineer, and network engineer.

? Study Question 9.9.3

What are the duties of a computer operator?

Answer

Computer operators oversee mainframe computers and data centers. They keep systems running, allocate resources, and maintain hardware/software.

? Study Question 9.9.4

What does the CIO do?

Answer

The CIO aligns IT plans with business goals. This includes IT strategy, budgeting, staffing, and communications with senior leadership.

? Study Question 9.9.5

Describe the job of a DBA.

Answer

The DBA manages organizational databases by ensuring their availability, security, recovery plans, and assisting users.

? Study Question 9.9.6

Explain the point of having two different career paths in information systems.

Answer

The dual paths allow technical specialists to advance without taking on managerial roles. The two tracks are managerial and technical.

? Study Question 9.9.7

What are the five types of information systems users?

Answer

The five types covered are innovators, early adopters, early majority, late majority, and laggards.

? Study Question 9.9.8

Why would an organization outsource?

Answer

Reasons include lacking internal skills for a project or needing help with a system implementation. It reduces costs.

? Study Question 9.9.9

What are some of the duties of a help desk analyst?

Answer

Help desk analysts provide frontline support to computer users in an organization. They assist with problems, answer questions, investigate issues, and escalate to more senior IT staff when needed.

? Exercise 9.9.10

What does a computer trainer do?

Answer

A computer trainer conducts classes to teach people specific computer skills and how to use information systems. They help with the adoption of new systems.

? Study Question 9.9.11

What is a programmer-analyst?

Answer

A programmer-analyst is a systems analyst who also creates the systems they design, combining the roles of analyst and programmer.

? Study Question 9.9.12

What are some factors that influence how readily people adopt new technology?

Answer

The text discusses age, social status, financial resources, and contact with others as factors in the speed of adopting innovations.

? Study Question 9.9.13

What roles focus on change management when new information systems are implemented?

Answer

The chapter mentions change management professionals who create plans and strategies to guide organizations through transitions to new systems.

? Study Question 9.9.14

Why is change management important when introducing new information technology?

Answer

Change management helps employees impacted by new systems feel prepared and supported, leading to better adoption and outcomes.

? Study Question 9.9.15

How can organizations support users during information systems changes?

Answer

Suggested approaches include communication plans, training programs, and user adoption strategies focused on understanding needs and getting buy-in.

Exercises

1. Which IT job would you like to have? Do some original research and write a two-page paper describing the duties of the job you are interested in.
2. Spend a few minutes on [Dice](#) or [Monster](#) to find IT jobs in your area. What are IT jobs currently available? Write up a two-page paper describing three jobs, their starting salary (if listed), and the skills and education needed for the job.
3. How is the IT function organized in your school or place of employment? Create an organization chart showing how the IT organization fits into your overall organization. Comment on how centralized or decentralized the IT function is.
4. What type of IT user are you? Take a look at the five types of technology adopters, and then write a one-page summary of where you think you fit in this model.
5. What processes at your organization rely on information systems?
6. Who are the primary users of IT systems in your workplace?
7. What upcoming IT initiatives are planned for your organization?
8. What IT skills are most important for your own role?
9. Who provides IT support in your workplace?
10. How could IT systems be improved at your organization?

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