

BA3810 -- SPRING, 2008

FINAL EXAM

You must complete all questions. Each question will represent one-quarter of the credit for the exam. Answer each question clearly and neatly. Type (wordprocess) your answers; each answer may be no more than 2 pages, double spaced with 1" margins. LABEL the question you believe you are answering. If I cannot read your answer or understand your grammar, or if you provide multiple, conflicting answers, the answer will be wrong.

You may have notes, books or other reference materials that you desire. However, you must do the exam *alone*. Even discussing the meaning of the question with others (whether or not in this class) is considered inappropriate.

This exam is due on **Monday, May 5 by 7:45 pm. Turn in hard copy of the exam — do *not* email the exam to me. NO LATE EXAMS WILL BE ACCEPTED.**

1. Consider a company for which you would be interested in working. Discuss whether or not it would be useful for that company to seek CMM certification or ISO certification. Provide an argument for your boss that assumes he or she is unaware of either certification method, and that he or she wants a cost-benefit analysis.
2. Consider your use of the Internet.
 - a. List the tangible benefits of your use of the Internet. Based on this list, does your use of the Internet seem to be beneficial? Why or why not?
 - b. List the intangible benefits from Internet use. Does this analysis support or contradict your previous analysis? Explain.
3. Identify the risks associated with the solution proposed by your team to the semester project. Discuss how you incorporated those risks in your cost-benefit analyses, and the ways you proposed to minimize the costs associated with the risks.
4. Group interviews and JADs are very powerful ways to collect systems requirements, but special problems arise during the requirement collection sessions. What comparative advantages does this method provide as compared to one-on-one interviews with each team member? What comparative disadvantages?

Extra Credit (15 points): Find an interesting video on the Internet that demonstrates one or more topics from the semester. Provide the URL and discuss why you think it would be useful to use in the class. Do not select one that has already been posted on the Current Page.