

Quiz Answers
&
QUIZ Answers

Tuesday, February 5, 2008

Quiz #1

According to Topher, are disruptive products just as good as the incumbent products? Explain your answer

- The disruptive product do not have to match the incumbent product on the “primary attribute”, but to meet the customer expectation
- When it does, then the disruptive product can compete on other attributes, upon which it does beat the incumbent product
- Example: MP3 versus CD

QUIZ #1

Alan’s Two Definitions for IT Management

- *The Science of Reengineering*
- *Delivering the right information at the right time to the right location so the right person can make the right decision*

Quiz #2

- CLEC (Full Credit)
- Internet Telephony (i.e. Skype, Vonage) – Full
- Fixed Wireless – Partial Credit
- “Use another small company” - Partial

QUIZ #2

Sneakernet & Middleware
How do they relate?

- Sneakernet – Islands of Automation, systems that cannot directly exchange data
- Middleware – Software that translates or integrates between two dissimilar pieces of software, hardware, etc.
- Middleware is often created to help resolve integration problems for sneakernet situations

Quiz #3
Goldilocks errors

- Process scoping error – Too large or too small

QUIZ #3
Function vs. Process

- Process – A way to organize work...a series of related steps to product output
- A Function is an occupational block or department – *It's what people are hired into, promoted within, and feel loyalty towards.*

#4: Can you list at least three crucial differences between large Software projects vs. non-software projects?

- Software projects lack history (due to being custom) while non-software projects often have good historical data
- Software projects are custom to each setting
- Software projects are very labor intense, not capital intense
- Enterprise software projects are not kaizen, but are giant leap forwards
- It's hard to hit the "reverse button" on implemented software projects. You often get only one shot, an expensive one
- CI vs. CE (Partial)

Organizational Critical Success Factors

- | FedEx | Granite Rock |
|---|---|
| <ul style="list-style-type: none"> • Premium service (e.g. real time tracking) • Supreme delivery quality (fast, reliable) • Excellent enterprise integration • Outstanding operational execution | <ul style="list-style-type: none"> • Extremely Secure • Extremely Accurate • Healthy Asset Base (and / or Credit Rating) • Low Cost??? NO! |

Red Flags

- | FedEx | Granite Rock |
|---|---|
| <ul style="list-style-type: none"> • Young CIO proposing an unprecedented IT project • Expensive, risky technology project • Rapid expansion to overtake other delivery companies | <ul style="list-style-type: none"> • "Low cost solution" for a financial institution? Counter to industry and to own branding • Sara Covecchi – Using a recent computing grad to head a key enterprise project? • Free and Low-Cost security solutions? Customers would puke |

Tips for Next Time I

- Listen to the Tips
 - Most questions were prefaced with: "This would make a good test question"
 - "Definitely going to ask Alan's 2 definitions"
 - "Know middleware for the tests"
- The Quiz reviews in class and in optional review included answers:
 - 3 crucial diffs between Software Projs & Non-Software Projs
 - An entire grade will fall from Org CSF vs. IT CSF
 - Goldilocks errors (both reviews)
 - CLEC (optional review)

Tips for Next Time II

- Attend class or get really good notes (slides aren't read)
- Read the homework text. Some answers betray not reading the material (using glaring generalities or bs to get credit)
- Don't just do the "over the wall" method. Everyone reads everything. If not, then at least have a thorough discussion between group members.
- I may test on the guest speaker's materials