1. Name the five major steps of the acquisition process of a typical IT application.

2. What are the three objectives that an IT Strategic Plan should meet?

3. As shown in Figure 1.1, utility computing consists of three layers of tools and two layers of value-added services. Explain the tools in each layer.

4. What are ASPs (Application Service Provider)? Explain two advantages and two disadvantages of leasing from ASPs.

5. Describe the meaning of TCO (Total Cost of Ownership)

6. What are intangible benefits of a project? What is the problem with them? What is the solution?

7. What is Outsourcing? What is the difference between Outsourcer and ASP?
8. What is prototyping methodology and what are the 2 reasons that mainly companies use this method?


10. Describe end user development and cite its advantages and limitations.