Question 1. Answer the following multiple-choice questions:

1. Which of the following is considered as a trigger of the fulfillment process?
   a. Invoice.
   b. **Receiving customer order**.
   c. Purchase order.
   d. Request for Quotation.
2. ………. refers to all the activities involved in buying or acquiring the materials used by the organization.
   a. material planning process.
   b. Fulfillment process.
   c. production Process.
   d. **Procurement process.**
3. Within the Client-Server Architecture, which of the following allow you to interact with the application?
   a. **Presentation layer**
   b. Application layer
   c. Data layer
   d. Web service
4. Which Enterprise system helps the enterprise administer the processes of research, design, and product management?
   a. CRM
   b. SCM
   c. SRM
   d. **PLM**
5. The sales manager concluded a deal to sell 100 computers, which will be delivered after two days, but the warehouse replies that there are only 50 computers. This case represents:
   a. Business process objectives.
   b. maximizing goals.
   c. **Silo Effect.**
   d. ERP effect.
6. Investments in Enterprise Systems provide:
   a. Decreased profitability.
   b. Increased productivity.
   c. Competitive edge.
   d. all the above.
   e. **b and c**
7. Which term refers to a sequence of tasks or activities that produce desired outcomes?
   a. Enterprise system.
   b. **Business process**.
   c. Production Process.

d. Functional structure.

8. A generic business process includes:
    a. outcome
    b. payment
    c. trigger
    d. all of the above
    e. **a and c**

9. Which Enterprise system helps the Enterprise with Planning for their Production Requirements?
    a. CRM
    b. **SCM**
    c. SRM
    d. PLM

10. Which of the following enable managing cross-functional business processes?
    a. CRM
    b. **ERP**
    c. SRM
    d. PLM

11. ……….. is used to represent the structure of the enterprise.
    a. **Organizational Data**
    b. Master data
    c. Transaction data
    d. All the above.

12. …….. is the highest Organizational level in SAP ERP System.
    a. Company code
    b. Plant
    c. **Client**
    d. Master Data

13. ………. is type of OLTP reports:
    a. Analytics in SAP ERP
    b. Analytics in SAP BW
    c. BI module
    d. **Online List**

14. ………. Identify tasks that are scheduled to be completed.
    a. BI module
    b. **Work List**
    c. Online List
    d. Remind List

15. ………… is an environment that uses information structures to provide analytic capabilities.
    a. Reporting
    b. **OLAP**
    c. OLTP
    d. Online list

16. All the following are examples of work list except:
    a. **online list**
    b. Picking list

      c. Billing list

      d. Delivery list

17. Which of the following statements about the business process is not true?

      a. They are executed across multiple functions.

      b. They are initiated by some type of trigger.

      c. **They end with payment**.

      d. They involve multiple steps.

18. Which of the following is not a part of the key business processes?

      a. Buying

      b. Selling

      c. Making

      d. **Managing**

19. All business processes generally have an impact on two essential processes that are:

      a. **Financial accounting and management accounting**

      b. Financial accounting and asset management

      c. Financial accounting and project management

      d. Project management and human capital

20. Material data are grouped based on the following except

      a. Process

      b. Material type

      c. Organization element

      d. **Vendor**

Question 2. Answer the following True or False questions:

1. OLTP reports are informational. **F**
2. The material planning process is concerned with which materials will be procured. **F**
3. Project management processes are used to maintain internal assets such as machinery. **F**
4. The purpose of material planning is to make sure that we have the needed material by the company. **T**
5. Finished Goods are produced using raw materials only. **F**
6. Every business process is triggered by an event. **T**
7. In a business process, each Process may have sub-processes. **T**
8. In a business process, each process is generally integrated with other processes. **T**
9. The material planning process is used to plan and execute large projects such as the production of new products. **F**
10. Trading goods are purchased and resold after adding value. **F**
11. Documents which are created while the process is being executed are called transaction documents**. T**
12. Plant is the central organizational unit in many contexts. In production planning, it can manufacture products, distribute product, or provide a service. **T**
13. Situational data answers the question "who" **T**
14. Transactional data are part of situational data. **F**
15. Transforming trading goods is the most difficult compared to other goods. **F**
16. Horizontal organizational structure is the most common organizational structure. **F**

17. Human capital management processes are used to deliver after-sales customer service such as repairs. **F**
18. In Client-Server Architecture, application layer and data layer can be merged into one layer. **T**
19. The three layers of the "three-tier client-server architecture" are the presentation layer, windows layer, and data layer. **F**
20. By using web services, we build new capabilities by changing the underlying applications. **F**
21. CRM is the world's most popular Enterprise System. **F**
22. A complex information system is generally not recommended. **F**
23. Customer Relationship Management focus on internal operations of an organization **F**
24. Supplier Relations Management Systems are more important than Customer Relationship Management Systems because they provide materials for production. **F**
25. Transactional data comprise levels and elements. **F**
26. For legal reporting, books are maintained at the plant level. **F**
27. Master data typically includes general data, financial data, and area-specific data. **F**
28. Material master data is not used in the asset management process. **F**
29. Customers are one type of organizational data. **F**
30. OLAP provides reporting based on aggregated data in information structures. **T**