Operational and Postimplementation Quiz

Test I – Fill Me In (Puzzle Type)

Directions: Fill in the missing letters in the box to form the correct word or phrase related to Operational and Postimplementation.

1. It marks the official start of using the ERP system in real business operations.

   Answer: _o-_i_e

2. This review ensures all areas like infrastructure, configuration, and testing are readybefore activation.
   Answer: r_a_i_e_s_

3. A short but vital phase (60–90 days) after Go-Live that monitors and stabilizes thesystem.
   Answer: s_a_i_i_a_i_n

4. Organized activity designed to help users understand and operate the system.
   Answer: t_a_n_n_

5. Focuses on maintaining operations, fixing issues, and ensuring system performancepost-Go-Live.
   Answer: p_s_p_o_u_t_o_

6. Ensures knowledge and experience are passed on to operational staff or new teammembers.
   Answer: k_o_l_d_e_t_a_s_e_

7. A summarized document showing task completion and risk status before the Go-Livephase.
   Answer: r_a_i_e_s_r_v_e_

8. Common errors during early system use due to user adjustment.
   Answer: m_s_a_e_

9. Running both new and old systems side by side to verify accuracy.
   Answer: l_g_c_s_s_s_e_

10. A centralized location where all important project files and lessons are stored.
    Answer: r_p_s_i_o_y

Test II – Multiple Choice

Directions: Choose the correct answer for each question. Write the letter only.

11. The main purpose of postproduction support is to:
A. Redesign the ERP system
B. Manage daily operations and ensure the system runs properly
C. Train only new employees
D. Create new data conversion files

12. Which of the following is NOT part of postimplementation support?
A. Go-Live Support
B. Data Validation
C. System Retirement
D. Training

13. The stabilization phase usually lasts for:
A. 30–45 days
B. 60–90 days
C. 100–120 days
D. 120–150 days

14. What ensures smooth transfer of information between team members after implementation?
A. Feedback loop
B. Knowledge management plan
C. Data migration checklist
D. Risk mitigation plan

15. Who should endorse ERP training early to ensure enough budget?
A. IT Department
B. HR Department
C. Senior Management
D. End-Users

Test III – True or False

Directions: Write TRUE if the statement is correct, and FALSE if it is not.

16. The readiness process only involves the project manager.

17. ERP training should use real data and real examples to help users understand better.

18. Postproduction support determines if an ERP system is truly successful or not.

19. Knowledge transfer can be skipped once the Go-Live stage is finished.

20. The stabilization phase happens before Go-Live.

Answer Key

Test I – Fill Me In:
1. GO-LIVE
2. READINESS
3. STABILIZATION
4. TRAINING
5. POSTPRODUCTION
6. KNOWLEDGE TRANSFER
7. READINESS REVIEW
8. MISTAKES
9. LEGACY SYSTEM
10. REPOSITORY

Test II – Multiple Choice:
11. B
12. C
13. B
14. B
15. C

Test III – True or False:
16. False
17. True
18. True
19. False
20. False