


BIS1 Exam, June 15, 2021

Total Time: 30 minutes.

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 Disable Immersive Reader

Points: 44/100

1. Among the following, select (tick) the correct definition(s) of inter-functional processes in a manufacturing company. *

(4/4 Points)

- ☐ The interfunctional processes in a manufacturing company are the sales and the production cycles.
- ☒ The interfunctional processes in a manufacturing company are the development and the production cycles. ✓
- ☐ The interfunctional processes in a manufacturing company are the marketing and the production cycles.
- ☐ The interfunctional processes in a manufacturing company are processes related to the management of exceptions.



2. Which of the following are BW objects in BW4Hana? *

(0/4 Points)

- ☒ Infoobjects ✓
- ☐ Composite Providers ✓

☐ ADSO ✓☒ Infocube

● 3. Which of the following are true, when to choose between agile and waterfall methodology for project management? *
(4/4 Points)

- ☐ with low complexity and high uncertainty, waterfall is a better choice.
- ☒ with low complexity and low uncertainty, both methods can lead to a good result. ✓
- ☒ with low complexity and high uncertainty, agile is a better choice. ✓
- ☐ with low complexity and low uncertainty, both methods can lead to a good result but waterfall is better to manage change requesters during the project.

● 4. Can hierarchical control occur inside market system? *
(4/4 Points)

- ☐ In perfect market systems, yes.
- ☒ In perfect market systems, no. ✓
- ☒ Yes, when customers can control their suppliers to some extent. ✓
- ☐ No.

● 5. What is operational CRM? *
(4/4 Points)

- ☐ Operational CRM is the module of CRM supporting the analysis of marketing data.
- ☐ Operational CRM is the module of CRM managing the operational DB.
- ☐ Operational CRM does not exist.
- ☒ Operational CRM refers to the modules of CRM supporting different distribution channels. ✓



6. The main functional areas of the IT portfolio in manufacturing and service companies are: *
(0/4 Points)

- ☐ Executive ✓
- ☒ Operational ✓
- ☐ Core
- ☐ Administrative ✓



7. Please, tick correct answer(s) on the concept of "information system." *
(0/4 Points)

- ☒ An information system can be supported by a technical system. ✓
- ☐ An information system is a technical system.
- ☒ An information system is a set of coordinated processes producing an information output and executing information processing activities. ✓
- ☐ An information system is a technology. ✓



8. What you can do with ERP Software 1C:Drive/Azienda (thick the correct ones)? *
(0/4 Points)

- ☒ Manage Bills Of Materials and Production Order ✓
- ☒ Manage orders from Client calculating the profit ✓
- ☒ Design a company website
- ☒ Manage supply of goods comparing offer from various Supplier ✓

9. What are the inter-functional information processes in service companies? *
(4/4 Points)

- ☐ Materials management.
- ☒ Order management. ✓
- ☐ Operations management.
- ☒ Knowledge management ✓



10. Why is information loaded in a datawarehouse for analytical purposes? *
(0/4 Points)

- ☒ To prevent access to the operational database.
- ☐ To enable interactive approaches to data analysis (quasi real-time). ✓
- ☐ To overcome organizational barriers to data sharing.
- ☐ To overcome technical performance issues. ✓



11. Accordin to agency theory... *
(0/4 Points)

- ☒ Organizations are seen as networks of contracts among individuals ✓
- ☒ Agency costs emerge every time a decision-making task is inefficient.
- ☐ Coordination inside organizations can be based only on command and control.
- ☒ There exist transaction costs inside organizations. ✓

12. What are typical objective(s) of sales force automation? *
(4/4 Points)

- ☒ Increase customer retention. ✓
- ☒ Reduce the costs of customer acquisition. ✓
- ☐ Increase customer churn.
- ☒ Reduce bureaucracy for customers and increase responsiveness during the sales process. ✓




13. What is the relationship between ERPs and ABC (activity based costing)? *
(0/4 Points)

- ☒ ABC is a module of the operational portfolio of ERPs.
- ☐ ABC is a module of CRM.
- ☐ ERPs enable ABC. ✓
- ☐ ABC is a module of the administrative portfolio of ERPs.




14. Please, tick correct statement(s) on ERP systems. *
(0/4 Points)


- ☐ There exist niche players focused on industry-specific functionalities. ✓
- ☐ No single ERP provider can offer all functionalities for all industries ✓
- ☒ ERPs are comprehensive and typically address all cross-industry needs.
- ☐ System integrators can combine software from different suppliers. ✓

 15. Among the following, select (tick) the correct statement(s) about a modern ERP software like 1C:Drive/Azienda *
(0/4 Points)

- ☐ It can be used only in Cloud
- ☐ It can be installed only on premises, not allowed cloud access
- ☐ Any user can use different language interface depending on settings ✓
- ☒ It is a software that allows to manage both accountancy and company business processes ✓

 16. Are PCs an automation technology? *
(4/4 Points)

- ☐ Yes, as in services they play the role played by robots in manufacturing.
- ☒ No, as they support rather than replace knowledge work. ✓
- ☐ No, as they are not used in a production line, unlike robots.
- ☐ Yes, as information technology is mainly an automation technology.

 17. Which of the following Test procedure is performed with Business users? *
(4/4 Points)

- ☐ Software installation test
- ☒ User Acceptance Test ✓
- ☐ Integration Test
- ☐ Unit Test



18. Which of the following is a false statement about Cloud Computing? *
(0/4 Points)

- ☒ Efficiency is a key advantage of Cloud computing as you don't have to invest in hardware and maintenance.
- ☐ Cloud computing does not allow for Scalability ✓
- ☐ Cloud computing allows mobile access to corporate data via smartphones
- ☐ Cloud computing does not offers advanced security features ✓



19. What are the pillar(s) of the ERP paradigm? *
(0/4 Points)

- ☒ Information integration ✓
- ☐ Extension and modularity ✓
- ☒ Process predictivity
- ☐ Process prescriptiveness ✓



20. Please, tick correct example(s) of transaction information in manufacturing. *
(0/4 Points)

- ☒ Certification of competences.
- ☒ Contracts with customers and suppliers ✓
- ☒ Status of production activities ✓
- ☒ Transfers of materials and half-finished goods between responsibilities. ✓

21. Which is the most correct definition of a software like 1C:Drive/Azienda? *
(4/4 Points)

- ☐ It is a report system that allows you to create and control sales and purchase orders

- ☒ It is a personalizable and customizable ERP software that allows you to manage documents and main business processes and accountancy of a Small Medium Enterprises. ✓
- ☐ It is a database system that store all accountancy info of any company and control their cost
- ☐ It is an ERP software that manage all accountancy process of a company using fixed predefined rules according standards

22. Which are the main sections (modules) of 1C:Drive/Azienda programs (select just one)? *
(4/4 Points)

- ☐ CRM, Sales, Purchase, Quality, Service, Budgeting, Payroll
- ☒ Sales, CRM, Purchase, Warehouse, Production, Service, Payroll ✓
- ☐ Accountancy, Sales, Purchase, CRM, Production, Quality
- ☐ Sales, Purchase, Quality, Service, Research, Payroll

23. What is the purpose of the Critical Success Factor (CSF) method? *
(4/4 Points)

- ☐ The CSF method supports the elicitation of information requirements enabling the design of the operational DB.
- ☒ The CSF method supports the elicitation of the information requirements of top managers, as a fundamental input to the requirements analysis of the Executive Information System. ✓
- ☐ The CSF method supports requirements analysis for the integration of the administrative portfolio with the operational and executive portfolios.
- ☐ The CSF method supports business process reengineering in service companies.



24. Which of the following are true about EDWH (Enterprise Datawarehouse)? *
(0/4 Points)

- ☐ The structure of an EDWH is typically set on one level, the datamart.
- ☒ The structure of an EDWH is typically set to more levels, with a partial replication of the information between one level and the next. ✓
- ☐ The staging layer is where data are imported at first, in both staging and datamart layer the structure definition is driven by analysis requirements.
- ☐ Allow to integrate and model data from different sources to perform business analytics ✓



25. Which of the following functionalities are available on standard ERP Software 1C:Drive/azienda (thick all the correct ones)? *
(0/4 Points)

- ☐ Communication with telegram and others instant messaging ✓
- ☒ Generation and copy of documents ✓
- ☒ Personalization of user interface ✓
- ☒ Import/Export of document in various format ✓

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