

BIS1 Exam, January 14, 2022

Total Time: 30 minutes.

...

Points: 68/100

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

- ☐ The CSF method supports business process reengineering in service companies.
- ☐ The CSF method supports requirements analysis for the integration of the administrative portfolio with the operational and executive portfolios.
- ☐ 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. ✓

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

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 report system that allows you to create and control sales and purchase orders
- ☐ It is an ERP software that manage all accountancy process of a company using fixed predefined rules according standards
- ☐ It is a database system that store all accountancy info of any company and control their cost

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

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



4. Which of the following are documents released during a BI project with waterfall approach? *
(0/4 Points)

- ☒ Business Blueprint, a document for functional requirement collections ✓
- ☐ Technical Design document, a document focused on the business requirements
- ☐ Technical Design document, a document focused on the technical solution ✓
- ☐ Business Blueprint, a document for resource planning



5. Among the following, select (tick) the correct definition(s) of inter-functional processes in a manufacturing company. *
(0/4 Points)

- ☐ 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.
- ☐ The interfunctional processes in a manufacturing company are the development and the production cycles. ✓
- ☒ The interfunctional processes in a manufacturing company are the sales and the production cycles.

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

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



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

- ☐ Coordination inside organizations can be aided by delegating control. ✓
- ☒ Organizations can be seen as networks of contracts among individuals ✓
- ☐ Agency costs emerge every time a decision-making task is inefficient.
- ☒ There exist agency costs inside organizations. ✓

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

*

(4/4 Points)

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

9. Which of the following is a false statement about Cloud Computing? *

(4/4 Points)

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



10. Are PCs an automation technology? *
(0/4 Points)

- ☐ Partly, 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.
- ☐ Partly, as in services they play the role played by robots in manufacturing and indeed they automate some activities (e.g. preparing a document using a template instead of retyping a new document every time). ✓

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

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

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

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

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

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



14. Tick examples of hierarchical control occurring inside a market system? *
(0/4 Points)

- ☐ An electronic market intermediated by a leading IT company, such as Amazon marketplace. ✓
- ☐ A leading company in a production district intermediating the relationship with customers for several suppliers belonging to that same district. ✓
- ☒ A buyer controlling a contract provided by a supplier.
- ☐ A supplier controlling a contract provided by a buyer.



15. What are typical objective(s) of sales force automation? *
(0/4 Points)

- ☐ Increase customer churn.

- ☐ Reduce the risk associated with the fact that sales employees can change job or retire. ✓
- ☒ Reduce the costs of customer acquisition. ✓
- ☒ Increase customer retention. ✓

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

- ☒ An information system is a technology. ✓
- ☐ An information system is a technical system.
- ☒ An information system is the set of coordinated information-processing processes used to organize cooperating organizational units/individuals. ✓
- ☒ An information system can be supported by a technical system. ✓

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

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

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

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

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

- ☐ Extended
- ☐ Core
- ☒ Administrative ✓
- ☒ Operational ✓

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

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



21. Which of the following is a true statement about EDWH (Enterprise Datawarehouse)? *
(0/4 Points)

- ☒ 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 structure of an EDWH is typically set on one level, the datamart.
- ☐ The staging layer is where data are imported at first, in both staging and datamart layer the structure definition is driven by source structures
- ☐ The staging layer is where data are imported at first, in the datamart layer the structure definition is driven by analysis requirements. ✓

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

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



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

- ☒ Status of production activities ✓
- ☐ Horizontal career transfers of people from a unit to another unit. ✓

- ☒ Contracts with customers and suppliers ✓
- ☒ Transfers of materials and half-finished goods between units. ✓

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

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

25. Which of the following are BW objects in BW4Hana? *
(4/4 Points)

- ☒ Infoobjects ✓
- ☒ ADSO ✓
- ☐ Infocube
- ☒ Composite Providers ✓

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