

Exam ID 2059

1. How do the costs of markets compare with the cost of hierarchies?

1. Markets have higher production costs compared to hierarchies.
2. Markets have lower production and coordination costs compared to hierarchies.
- 3. Markets can have higher coordination costs compared to hierarchies.**
- 4. Markets have lower production costs compared to hierarchies.**

2. What are enabling technologies of Business Process Reengineering (that is the horizontal and vertical integration of the operational portfolio in service companies)?

1. PCs and robots.
- 2. Client server architectures and PCs.**
3. Client server architectures and mini computers.
4. Client server architectures and networks.

3. What is the purpose of the Critical Success Factor (CSF) method?

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

4. Among the following, select (tick) the correct definition(s) of operational information.

1. Information that is comprised of decision-making, transaction and catalog information categories.
2. Information that is comprised of planning, market and catalog information categories.
- 3. Information that is comprised of planning, transaction and catalog information categories.**
4. Information that is comprised of planning, transaction and historical information categories.

5. Which are the main OLTP features?

1. Stored data are summarized and consolidated.
2. OLTP systems main performance metric is query throughput.
- 3. Stored data comprises primitive, raw data.**
- 4. OLTP systems main performance metric is transaction throughput.**

6. FlySafe Spa manages a group of Italian airports with revenues of 200M \$ and 15M passengers. The management process includes boarding and landing operations of passengers and baggage. Departing passengers for international destinations go to the check-in desk to embark baggage and receive the boarding pass, they then go to passport/security check (average queuing time is 30 minutes) and eventually enter the boarding area. Departing passengers for domestic destinations might skip the check-in desk if they don't need to embark luggage or to receive the boarding pass, in peak hours the average queuing time is 20 minutes. Arriving passengers follow the same process in reverse order. Which of the following data warehouse dimensions are relevant in the described scenario?

- 1. Airport**
2. Flight tickets
- 3. Flight**
4. Aircraft

7. Why are PCs enabling technologies of Business Process Reengineering (that is horizontal and vertical integration of the operational portfolio in service companies)?

1. PCs are enabling technologies of BPR since they help horizontal coordination.
2. **PCs are enabling technologies of BPR since they help individual workers overcome the boundaries of their individual rationality and become generalists.**
3. **PCs are enabling technologies of BPR since they support the knowledge management process.**
4. **PCs are enabling technologies of BPR since they represent the key technology to collect operating information in electronic format at the time when it is first created (similar to robots in manufacturing).**

8. For which type of Company has been designed 1C:Drive?

1. **Companies that requires a flexible solution at an affordable price**
2. Insurance and bank sector
3. Large Enterprises
4. **Small and Medium Enterprises**

9. Which of the following dimensions are always considered in a data warehouse?

1. **Time**
2. Customer
3. Product
4. Service

10. Which are the main OLTP features?

1. **OTPL systems main function is to support day to day operation.**
2. **Stored data are guaranteed to be updated.**
3. OLTP systems main function is decision support.
4. Stored data are historical data, accuracy is maintained over time.

11. Among the following, tick the correct statement(s) on middle management control.

1. **Middle management control is a cyclical activity.**
2. Middle management control is in charge of the definition of KPIs for all managerial activities.
3. **Middle management control is responsible for high level budgeting and reporting.**
4. **Middle management control is primarily concerned with financial resources.**

12. FlySafe Spa manages a group of Italian airports with revenues of 200M \$ and 15M passengers. The management process includes boarding and landing operations of passengers and baggage. Departing passengers for international destinations go to the check-in desk to embark baggage and receive the boarding pass, they then go to passport/security check (average queuing time is 30 minutes) and eventually enter the boarding area. Departing passengers for domestic destinations might skip the check-in desk if they don't need to embark luggage or to receive the boarding pass, in peak hours the average queuing time is 20 minutes. Arriving passengers follow the same process in reverse order. Which of the following data warehouse dimensions are relevant in the described scenario?

1. Passenger
2. **Flight**
3. Flight ticket
4. Revenues

13. Which of the following documents are managed by 1C:Drive

1. **Production Order**
2. **Quotation**
3. **Supplier's invoice**
4. **Good issue**

14. How would you define strategy?

1. Strategy represents the industry where the company operates.
2. Strategy represents the collective knowledge of managers that provides the organizational policies for all operational activities.
3. **Strategy represents the set of decisions that top managers have to make on what products the company should produce for what markets.**
4. Strategy represents the very high level of organizational control.

15. From an architecture point of view, which of the following are data warehouse models?

1. **Virtual warehouse**
2. Relational database
3. **Data mart**
4. **Enterprise warehouse**

16. Please, tick the correct definition(s) of "delegation" according to agency theory.

1. Delegation represents a continuous learning process that allows employees to be promoted to higher job positions in the hierarchy.
2. **Delegation represents an organizational must to make vertical information systems more efficient when environmental uncertainty is too high.**
3. Delegation represents a task with which a responsibility higher in the hierarchy enables another responsibility lower in the hierarchy to execute a set of production activities.
4. **Delegation represents a task with which a responsibility higher in the hierarchy enables another responsibility lower in the hierarchy to make decisions on a set of interrelated activities.**

17. Please, tick correct statement(s) on innovation with WIS.

1. **Companies are connected with their retail customers**
2. **The Web is a window on a company's processes (and their quality)**
3. **The quality of Web sites and portals cannot be high if companies have not completed the integration of their information processes (common unified data, consistent omni-channel processes)**
4. **As omni-channel integration is deployed, the Web becomes the single access point for both customers and internal users**

18. Please, tick the correct definition(s) of "delivery" according to Porter's value chain for service companies.

1. Delivery is front-office tasks + marketing & sales
2. Delivery is synonymous of distribution
3. **Delivery is front-office tasks + back-office tasks**
4. Delivery is back-office tasks + service set up

19. Among the following, select (tick) the correct definition(s) of catalog information

1. Catalog information never changes over time
2. **Catalog information is the class of operational information with the greatest number of attributes**
3. **Catalog information does not change frequently over time**
4. Catalog information is the class of operational information that is the largest in size

20. What are correct difference(s) between service and manufacturing companies?

1. Unlike manufacturing in service companies, IT is not a production technology
2. **Unlike manufacturing companies, service companies produce products that are made of bits**
3. Unlike manufacturing companies, service companies do not need to produce services, they just need to distribute services
4. Unlike services, in manufacturing IT is simultaneously a production technology and a distribution channel

21. Which statement(s) apply to the concept of market transaction?

1. A market transaction is an exchange between two parties that involves no payment
2. **A market transaction is an exchange in four phases: match making (or search), negotiation, execution, post settlement**
3. A market transaction is an exchange executed to prevent behavioral uncertainty
4. **A market transaction is an exchange between two parties in which a party called the customer pays another party called supplier to buy a good/service**

22. How do executives express their information requirements?

1. By identifying key performance indicators to be calculated based on financial data only
2. By selecting the most appropriate ERP
3. By specifying the schema of operational information that is key to decision making
4. **By identifying key performance indicators to be calculated based on all operational data**

23. What is 1C:Enterprise Platform?

1. **A programming environment with its own scripting language that allows to run ERP applications**
2. Financial rules used for managing a company
3. **A platform created to easily develop ERP applications**
4. A set of rules used to define the KPIs of a Company

24. What are correct interfunctional information flow(s) in service companies

1. **Order management**
2. Logistic management
3. Materials management
4. **Knowledge management**

25. Which of the following processes are managed by 1C:Drive

1. **Production**
2. **Warehouse**
3. **Sales**
4. Quality

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1.What is 1C:Drive?

1. **An ERP system**
2. An algorithm used to calculate the profit of a company
3. A Database software
4. **It is an application based on 1C:Enterprise platform that allows a company to manage its Business processes**

2.What are the steps of the CSF method?

1. Interview, analysis, documentation, implementation
2. Preparation, documentation, interview, reporting
3. **Preparation, interview, robustness analysis, refinement**
4. Preparation, interview, reporting, implementation

3.Please, tick the correct statement(s) on core ERP.

1. **Core ERP is any functionality of a company's information system that belongs either to the operational, or executive, or administrative**
2. Core ERP is any functionality of a company's information system that is key to the effectiveness of the company
3. **Core ERP includes (but is not limited to) the executive portfolio**
4. Core ERP is any functionality of a company's information system that is key to the efficiency of the company

4.Among the following, select (tick) the correct statement(s) describing the organizational impact of IT innovation

1. **IT innovation is associated with both scale and scope economies**
2. **IT innovation increases both organizational efficiency and effectiveness**
3. IT innovation decreases the efficiency of market systems in favor of hierarchical coordination
4. **IT innovation is associated with lower managerial complexity(i.e. it simplifies management)**

5.In perfect market conditions, what is the information system of the market coordination mechanism according to transaction economics?

1. **The price system**
2. The information describing an organization's processes.
3. Activity based costing and related internal prices
4. The exchange of information occurring between the two parties during negotiation

6.Which of the following dimensions are always considered in a data warehouse?

1. Product
2. **Time**
3. Service
4. Customer

7.Among the following , select (tick) the correct definitions(s) of operational information

1. Information that is comprised of decision making, transaction and catalog information categories
2. Information that is comprised of planning, market and catalog information categories

3. **Information that is comprised of planning, transaction and catalog information categories**
4. Information that is comprised of planning, transaction and historical information categories

8. Which are common modules of an ERP systems?

1. ISO 9001
2. **Accounting**
3. **CRM**
4. APM

9. What are the reason(s) why organizations complement their vertical information systems with horizontal information systems?

1. **Because environmental uncertainty is too high and raises too many exceptions to be dealt with by means of the vertical information systems**
2. **Because individuals have bounded rationality and when they represent high-level nodes in a hierarchy they cannot deal with a number of exceptions that is beyond the limits of their individual rationality**
3. Because vertical information systems are suitable only for organizations that do not have a fully integrated information system
4. Because vertical information systems are suitable only for small organizations

10. Please, tick the correct statement(s) in matrix structures.

1. **A matrix structure is used only in conditions of high environmental uncertainty, due to the complexity of coordinating a matrix with low uncertainty**
2. **In matrix structures, employees refer to multiple managers (more than one) and are tied by a hierarchical relationship with each one of them**
3. Matrix structures represent totally flat hierarchies, where hierarchical relations are replaced by coaching relations
4. **As an example, in a matrix structure employees may have a regional manager and a functional manager**

11. Which are the main benefits of a company that uses an ERP?

1. **Better efficiency in the business processes of the company**
2. **The correct registration of all financial documents**
3. The possibility to improve the generation of commercial leads
4. Reduction of taxes

12. Among the following, select (tick) the correct statement(s) on MRP

1. MRP has an impact on concurrent engineering
2. **MRP requires concurrent engineering and inside-out production to be implemented in order for companies to experience performance increases as consequence of MRP**
3. MRP has an impact on organizational efficiency since it enhances groupwork
4. **MRP has an impact on organizational effectiveness since it enables faster and less expensive planning adjustments**

13. Baggage&Co. Spa manages a group of Italian airports with revenues of 200M\$ and 15M passengers. The management process includes board and landing operations of passengers and baggage. Departing passengers for international destinations go to the check-in desk to embark baggage and receive the boarding pass, they then go to passport/security check (average queueing time is 30 minutes) and eventually enter the boarding area. Departing passengers for domestic destinations might skip the check-in

desk if they don't need to embark luggage or to receive the boarding pass, in peak hours the average queueing time is 20 minutes. Arriving passengers follow the same process in reverse order. Which of the following I/O KPIs are relevant in the described scenario?

1. **Baggage**
2. Aircraft
3. **Passengers**
4. Flight tickets

14. Which statement(s) apply to the concept of market transaction?

1. **A market transaction is an exchange executed in four phases: match making (or search), negotiation, execution, post settlement**
2. **A market transaction is an exchange between two parties in which a party called the customer pays another party called the supplier to buy a good/service**
3. A market transaction is an exchange between two parties that involves no payment
4. A market transaction is an exchange executed to prevent behavioral uncertainty

15. What are correct statement(s) on the ERP vision of information integration?

1. Horizontal data layering (with core functionalities)
2. **Vertical data consistency (from operations to executive dashboards)**
3. Horizontal data consistency (with ETL)
4. **Conceptual consistency: one, common, integrated data model**

16. Why is executive information stored in a datawarehouse?

1. Because the datawarehouse can be supported by modern big data technologies
2. Because the datawarehouse replaces the operational database
3. Because a datawarehouse can be supported by cloud services
4. **Because a datawarehouse stores pre-processed information that can be queried in real time**

17. What are the pillars of the ERP paradigm?

1. Extension and vertical solutions
2. Information consistency
3. **Extension and modularity**
4. **Process prescriptiveness**

18. What are the phases of an economic transaction for a commodity?

1. Choice of market system, choice of payment system, payment, post settlement
2. **Choice of shop, choice of product, payment, replacement of good if flawed**
3. Choice of market, choice of good, payment, complaints
4. **Choice of shop, choice of good, payment, replacement of good if flawed**

19. Which KPI category includes customer satisfaction?

1. **Quality**
2. Costs
3. I/O
4. Service

20. Among the following, select (tick) the correct statement(s).

1. Banks and insurance companies have a similar degree of managerial orientation towards IT

- 2. Banks and insurance companies have approximately the same degree of information intensity**
3. Compared to an insurance company, a bank has greater information intensity
- 4. Compared to a bank, an insurance company has lower IT intensity**

21. Which of the following groups are composed by I/O KPIs?

1. Customer satisfaction
- 2. Revenues**
- 3. Customers**
4. Revenues and customer satisfaction

22. Which are the main purposes of an ERP?

- 1. To register all financial related operations of a Company**
- 2. To manage financial company documents**
- 3. To register double entry operations**
4. To improve sales

23. Which of the following components are included into a metadata repository?

- 1. Datawarehouse schema, views and dimensions**
- 2. Business metadata**
3. ER schemas of relational data sources
- 4. Measure definition functions**

24. Which of the following processes are managed by 1C:Drive

- 1. Warehouse**
- 2. Production**
3. Quality
- 4. Sales**

25. Why are market systems based on trust?

- 1. Because the parties in market transactions have an unconscious trust in the ability of a market system to lead to a good quality-as-price made through the competition mechanisms**
2. Because the parties in market transactions have long-lasting business relationships
- 3. Because the parties in market transactions have no control on each other's production processes**
- 4. Because it is difficult for a buyer to assess the actual quality of products**

Exam ID Alireza

3....school information is sent by unit in the hierarchy to its upper level when:

1. **When the lower unit doesn't have all the information all the information needed to make a decision on how to deal with the exception**
2. **When there is an exception caused by environmental uncertainty**
3. When the exception is beyond the limits of individual bounded rationality
4. When there is an exception caused by behavioural uncertainty

4.Which of the following groups are composed by quality KPIs?

1. **Customer satisfaction**
2. Revenues
3. Revenues, customer satisfaction
4. Revenues, margins, customer satisfaction

5.Please tick the correct statement(s) on matrix structures

1. **In matrix structures, employees refer to multiple managers (more than one) and are tied by a hierarchical relationship with each one of them**
2. Matrix structures represent totally flat hierarchies, where hierarchical relations are replaced by coaching relations
3. **As an example, in a matrix structure employees may have a regional manager and a functional manager**
4. **A matrix structure is used only in conditions of high environmental uncertainty , due to the complexity of coordinating a matrix with low uncertainty**

6.What are the limitations of agency theory?

1. **There exist hierarchical coordination mechanisms inside market transactions**
2. **The agency school neglects the uncertainty caused by the nature of the task to be executed**
3. **Technical innovation represents a driver of organizational change that, depending on the nature of tasks, can change the cost balance among different coordinating mechanisms**
4. **The role of technology is strongly tied to the nature of tasks**

7.Which of the following documents are managed by 1C:Drive

1. **Production Order**
2. **Good issue**
3. **Supplier's invoice**
4. **Quotation**

8.What are levels of the executive information system according to Anthony's pyramid?

1. CIM and MRP in manufacturing companies, BPR in service companies
2. Strategic, administrative, operational
3. Planning, control and continuous adjustment
4. **Strategic, management control (or executive, or middle management), operational**

9. What are the steps of the CSF method?

1. Interview, analysis, documentation, implementation
2. Preparation, documentation, interview, reporting
3. **Preparation, interview, robustness analysis, refinement**

4. Preparation, interview, reporting, implementation

10. Scale economies involve

1. A decrease in unit costs related to a decrease in individual opportunism
2. **Greater production efficiency upon an initial investment in a new technical system**
3. **An increase in the minimum optimal size of organizations**
4. A decrease in total production costs

11. Why are PCs enabling technologies of Business Process Reengineering (that is horizontal and vertical integration of the operational portfolio in service companies)?

1. PCs are enabling technologies of BPR since they help horizontal coordination.
2. **PCs are enabling technologies of BPR since they help individual workers overcome the boundaries of their individual rationality and become generalists.**
3. **PCs are enabling technologies of BPR since they support the knowledge management process.**
4. **PCs are enabling technologies of BPR since they represent the key technology to collect operating information in electronic format at the time when it is first created (similar to robots in manufacturing).**

12. Which of the following dimensions are always considered in a data warehouse?

1. Customer
2. **Time**
3. Service
4. Product

13. Which of the following processes are managed by 1C drive?

1. Quality
2. **Sales**
3. **Warehouse**
4. **Production**

14. Bounded rationality is a characteristic of individuals and can be defined as follows:

1. **The limited individual ability to process information**
2. The limited individual ability to cooperate within an organization or a market system
3. The limited individual ability to process information within a traditional hierarchical structure
4. The limited individual ability to work in group

15. What information is stored in an operational DB?

1. **The data describing the execution of transactions with customers and suppliers**
2. **The data describing the execution of internal transactions**
3. The indicators of the executive information systems
4. **The data describing the status of operational activities**

16. Scale economies involve

1. **A reduction of total production costs only above break-even production volumes**
2. **A reduction of unit production costs**
3. An increase in annual investments in research and development (R&D)
4. A reduction of unit production costs only above break-even production volumes

17. What is(are) enabling technology(ies) of MRP(Materials Requirements Planning)?

1. **The enabling technology of MRP is CIM (Computer Integrated MANufacturing)**
2. The enabling technology of MRP are PCs
3. The enabling technology of MRP are CIM and mini computers
4. The enabling technology of MRP are robots and CIM

18. GPMS is a small bank with 100 branches in 80 cities and 4

states.....Which of the following data warehouse dimensions are not relevant in the described scenario?

1. Time
2. Service
3. Operator
4. Customer

19. What is the last step(s) of integration enabled by ERPs?

1. **Integration between all the portfolios, operational, executive and administrative**
2. Integration between the executive and operational portfolios
3. Integration between the administrative and executive portfolios
4. Full integration of the operational portfolio

20. What is the fundamental integration step(s) of the information systems enabled by ERPs?

1. ERPs allow full control of a company's financial processes
2. **ERPs complete the integration among the three core portfolios, executive, administrative and operational**
3. ERPs integrate the administrative and operational portfolios, by enabling better operational control
4. ERPs represent off-the-shelf packages completing the vertical integration between the operational and executive portfolios

21. From an architecture point of view, which of the following are data warehouse models?

1. **Data mart**
2. Relational database
3. **Enterprise warehouse**
4. **Virtual warehouse**

22. Which of the following groups are composed by costs KPIs?

1. **Costs for system maintenance**
2. Customer satisfaction
3. **Lost sales due to discounts**
4. **Employee efficiency (hours at work/available hours)**

23. Please tick the correct statement(s) on the price system

1. Price represents an indicator that measures the efficiency of the market system at reducing environmental uncertainty
2. **Prices are not set by production costs only, but also by the market system**
3. **If the market system works properly, price is not too far from production costs and is a good indicator of quality**
4. **The price system is the information system of the market coordination mechanism**

24. Among the following, select (tick) the correct definition(s) of operational information.

1. Information that is comprised of planning, market and catalog information categories
2. **Information that is comprised of planning, transaction and catalog information categories.**
3. Information that is comprised of planning, transaction and historical information categories
4. Information that is comprised of decision-making, transaction and catalog information categories

25. Which are the main OLTP features?

1. Stored data are historical data, accuracy is maintained over time
2. **Stored data are guaranteed to be updated**
3. OLTP systems main function is decision support
4. **OLTP systems main function is to support day to day operation**

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5) How would you define "strategy"?

1. Strategy represents the set of decisions that top managers have to make on what products the company should produce for what markets.
2. Strategy represents the very high level of organizational control.
3. Strategy represents the collective knowledge of managers that provides the organizational policies for all operational activities
4. Strategy represents the industry where the company operates

6) Which of the following processes are managed by IC Drive

1. Warehouse
2. Production
3. Sales
4. Quality

7) Which of the following operations can be applied in OLAP systems?

1. Pivot
2. Slice
3. Dice
4. Roll-down

8) Why is executive information stored in a datawarehouse?

1. Because a datawarehouse can be supported by cloud services
2. Because the datawarehouse can be supported by modern big data technologies
3. Because a datawarehouse stores pre-processed information that can be queried in real time
4. Because the datawarehouse replaces the operational database

9) Which are the main benefits for a company that uses IC ERP?

1. Reduction of taxes
2. Better efficiency in the business process of the company
3. The correct registration of all financial documents
4. The possibility to improve the generation of commercial leads

10) Which are the main OLAP features?

1. OLAP systems main function is to support day to day operation
2. Stored data are historical data, accuracy is maintained over time
3. OLAP systems main function is decision support
4. Stored data are guaranteed to be updated

11) Which are the main OLTP features?

1. OLTP systems main performance metric is transaction throughput
2. OLTP systems main performance metric is query throughput

3. Stored data are summarized and consolidated
4. Stored data comprises primitive, raw data

12) Which of the following groups are composed by quality KPIs?

1. Revenues, customer satisfaction
2. Revenues
3. Customer satisfaction
4. Revenues, margins, customer satisfaction

13) Among the following, select the correct and complete definition(s) of transaction information.

1. Transaction information describes only economic transaction with customers and suppliers
2. Transaction information describes the structure of production processes
3. Transaction information describes production plans
4. Transaction information describes exchanges with customers and suppliers, as well as between internal organizations units along production processes.

14) What are correct difference(s) between service and manufacturing companies?

1. Unlike manufacturing companies, service companies do not need to produce services, they just need to distribute services.
2. Unlike manufacturing, in service companies, IT is not a production technology.
3. Unlike manufacturing companies, service companies produce products that are made of bits.
4. Unlike services, in manufacturing IT is simultaneously a production technology and a distribution channel

15) Among the following, select (tick) the correct statement(s) on CIM

1. Robots represent an enabling technology of CIM since without robots control information would be difficult to store in a company's IS.
2. Robots represent an enabling technology of CIM since without robots transaction information should be inserted manually in a company's information system and the cost of data entry is so high that CIM would not be economically convenient.
3. Robots represent an enabling technology of CIM since without robots catalog information would not be complete
4. Robots represent an enabling technology of CIM since without robots the flow of planning and control information would not be seamless.

16) What are the main types of horizontal information system?

1. Liason roles, task forces, independent organizational unit, and matrix structures
2. Task forces, teams, warehouses, and matrix structures
3. Liason roles, task forces, team, and market structures
4. Liason roles, task forces, team, and matrix structures

17) Bank of Little Island is a small bank with 100 branches in 80 cities and 4 states. The customer support center manages only phone calls. Services offered by the bank are categorized into basic,

including banking services, and gold, including trading and loan services. Customers are classified into corporate and retail customers, the latter are further classified into mass, mass-affluent, affluent with reference to their assets. Corporate customers are managed by highly experienced operators. The number of available operators might change according to weekdays and time slots, this is a critical information as it might influence the efficiency of the process. Customer satisfaction is assessed by an external company through periodic surveys. The CEO is interested in assessing the performance of the customer support center. Which of the following concept hierarchies are relevant in the described scenario?

1. Customer [corporate, retail]
2. Service [basis, gold]
3. Company [internal, external]
4. Basic service [banking services], Gold service [trading services, loan services]

18) According to the decision school organizations should have information processing capacity that grows with uncertainty. What types of uncertainty are considered by the decision school?

1. Any type of uncertainty related to the nature of organizational task
2. In most cases, environmental uncertainty
3. Behavioural and environmental uncertainty
4. Only environmental uncertainty

19) Which are the main OLAP features

1. Stored data are summarized and consolidated
2. OLAP systems main performance metric is query throughput
3. Stored data comprises primitive, raw data
4. OLAP systems main performance metric is transaction throughput

20) What is(are) enabling technology(es) of MRP (Material Requirement Planning)?

1. The enabling technologies of MRP are CIM and mini computers.
2. The enabling technologies of MRP are PCs.
3. The enabling technology of MRP is CIM (Computer Integrated Manufacturing).
4. The enabling technologies of MRP are robots and CIM.

21) Which KPI category includes customer satisfaction?

1. Service
2. Cost
3. I/O
4. Quality

22) What are the limitation of agency theory?

1. The agency school neglects the uncertainty the uncertainty caused by the nature of the task to be executed
2. The role of technology is strongly tied to the nature of tasks
3. The exist hierarchical coordination mechanisms inside market transactions

4. Technical innovation represents a driver of organizational change that, depending on the nature of task can change the Coordination mechanisms

23) Please, tick the correct answer(s) on the administrative portfolio

1. It is (almost) industry independent
2. It is non functionally complex (e.g. the balance sheet)
3. It is (almost) country independent
4. It represents the first step of automation (together with office automation), as it involves number crunching

24) Please, tick correct statement(s) on innovation with WIS

1. The Web is a window on a company's processes (and their quality)
2. As omni-channel integration is deployed, the Web becomes the single access point for both costumers and internal users
3. The quality of Web sites and portals cannot be high if companies have not completed the integration of their information processes (....)
4. Companies are connected with their retail costumers

25) What are correct statement(s) on the ERP vision on information integration?

1. Horizontal data consistency (with ETL)
2. Conceptual consistency: one, common, integrated data model
3. Vertical data consistency (from operations to executive dashboards)
4. Horizontal data layering (with core functionalities)