

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.

22. What are phase(s) of the CSF method? *
(4 punti)

- ☐ Predefinition: desk analysis ✓
- ☐ Interview with knowledge workers
- ☐ Robustness analysis: aimed at selecting KPIs ✓
- ☐ Refinement and documentation: presentation to customer, possible modifications, specification (written, but informal) ✓

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21. What is a CSF? *
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- ☒ CSF stands for critical success factor ✓
- ☒ A critical success factor is a business decision variable critical for the success of the whole company, i.e. a must for success (necessary condition) ✓
- ☐ A CSF is a key performance indicator
- ☒ A CSF is a set of key performance indicators

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20	Francalanci	Multiple	What is a correct definition of KPI?	A	Aggregate information providing a summary evaluation of a set of production activities or performance parameters.	X
				B	Indicators that have a value defined by different dimensions.	X
				C	Critical success factors.	
				D	Indicators that have a value defined by time, customer, product, and organizational unit.	