10	Assistant - Lieto	Multiple	What primarily distinguishes ERP software from stand-alone targeted software is:	A	ERP has a common central database from which the various ERP software modules access information.	X
				B	ERP is a modular software system.	X
				C	ERP has one only common module.	
				D	ERP always has multimple databases, one for each module.	
24	Francalan ci	Single	Are ERPs off-the-shelf packages?	A	YES	
				B	NO	
				C	They are ALMOST off the shelf, as they need parametrization before they can be used.	X
				D	They are ALMOST off the shelf, as they usually require some coding before they can be used.	
25	Francalan ci	Multiple	What is the impact of modifying and ERP with coding?	A	Costs are higher, since changes are not limited to parametrization.	X
				B	Process errors are more likely, as ERPs are tighly integrated and consequences of code changes are difficult to test before deployment.	X
				C	Organizational change is greater to match the changes caused by coding.	
				D	Process change is greater to match the changes caused by coding.	

```
### Can strategic control be based on one KPI, namely profits?

- [x] No
- [ ] Yes, since the goal of companies is to be profitable ("make money")
- [ ] Yes, in mature market
- [ ] Yes, if a company is a startup
---
### Why is maintenance costly?

- [ ] Because it is often mismanaged
- [x] A maintenance request is often generic and multiple visits are needed to specify customers? needs.
- [ ] Because it requires expensive spare parts.
- [ ] Because it is difficult to support with IT. Only companies with a high-quality core ERP can manage maintenance correctly.
```

```
### What is operational CRM?

- [ ] Operational CM is the module of RM supporting the analysis of marketing data.
- [x] Operational RM refers to the modules of CM supporting different distribution channels.
- [ ] Operational CRM is the module of CM managing the operational DB.
- [ ] Operational CRM does not exist.
---|


### Please, tick typical functional area(s) of executive information systems.

- [x] Financial performance.
- [x] Process performance.
- [ ] Market trends.
- [ ] Predictive analytics.
```

20. What are correct examples of catalog information? *
    (4/4 Points)

☑ Product structure. ✓

☐ Bank statements.

☐ Contracts.

☑ Phone directory. ✓

```
### Which of the following is(are) a false statement(s) about Cloud Computing?

- [ ] Cloud computing allows mobile access to corporate data via smartphones
- [x] Cloud computing does not allow for technical scalability
- [ ] Efficiency is a key advantage of Cloud computing as you don't have to invest in hardware and maintenance.
- [x] Cloud computing does not offers advanced security feature
---
```

9. What are correct examples of transaction information? *
   (0/4 Points)

   I'm not sure this is in chapter 1 or other ones

   ☑ Contracts. ✓

   ☑ Start and end time of production activities. ✓

   ☑ Bank statements.

   ☐ Product structure.

1. Why is executive information stored in the datawarehouse? *
   (0/4 Points)

   ☑ To summarize information for the calculation of KPIs.

   ☐ To increase time performance in interactive processing. ✓

   ☐ To support geographically distributed teams.

   ☑ To avoid excessive load on the operational database. ✓