

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 multiple databases, one for each module.	
24	Francalanci	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	Francalanci	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 tightly 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?

- ☒ 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
- ☒ 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.
- ☒ 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.

- ☒ Financial performance.
- ☒ Process performance.
- ☐ Market trends.
- ☐ Predictive analytics.

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

(0/4 Points)

ns.office.com/Pages/ResponsePage.aspx?id=K3EXCvNtXUKAjjCd8ope6z101FHRcbdNg5sJRQ-ESgpUMkZTNzJENkMwRVJZVkJZQs1Y4V... 6/9

BIS1 Exam, June 15, 2021

- ☒ 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 ✓

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

(4/4 Points)

- ☒ Cloud computing does not offers 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.

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?

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- [ ] 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
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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. ✓