

# BIS1 Exam, July 6, 2021

Total Time: 30 minutes.

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Hi Mahmoud Abdelmohsen Muhammad Helal, when you submit this form, the owner will be able to see your name and email address.

\* Required

1. What are technical components of call centers? \*  
(4 Points)

Personal computers of call center operators.

Server machines

IVR

CSR

2. Multi-channel integration in CRM ensures: \*  
(4 Points)

Value extraction from customer data with analytic CRM.

Cross-channel service consistency.

Discovering insights that are relevant for business management.

Customer understanding and monitoring with executive functionalities.

NOT  
SURE

3. Please, tick correct statements on the horizontal and vertical integration of the IT portfolio. \*  
(4 Points)

Horizontal integration is the integration of systems along primary and support processes.

Vertical integration is the integration between the administrative and executive portfolios.

Horizontal integration is the integration of systems along operating processes.

Vertical integration is the integration between the operational portfolio and the executive portfolio.

NOT  
SURE

4. Which of the following test procedures is performed with business users? \*  
(4 Points)

User Acceptance Test

Integration Test

Requirements analysis test

Software installation test

5. What is the relationship between environmental uncertainty and information processing capacity? \*  
(4 Points)

Environmental uncertainty increases the requirements for information processing capacity,

Environmental uncertainty increases the requirements for information processing capacity up to the limits of bounded rationality.

Environmental uncertainty causes an increase in organizational information processing capacity.

Environmental uncertainty can be managed by increasing an organization's ability to process information (or information processing capacity).

NOT  
SURE

6. Please, tick the correct definition of information intensity. \*

(4 Points)

Information intensity is the actual ability of IT to satisfy the information processing requirements of organizational processes.

Information intensity is the degree to which a company's management considers IT as a strategic lever.

Information intensity is the organizational consequence of environmental uncertainty.

Information intensity represents the size and complexity of the information used by the processes of an organization.

7. Which of the following companies can properly manage their business processes using software like 1C:Drive/azienda (thick all the correct ones)? \*

(4 Points)

Production company

Services company

Distribution company

Banking company

8. Why is knowledge management complex? \*

(4 Points)

Because it involves the use of PCs and hence a significantly broader software variety.

Because it requires the design of new procedures to use knowledge to obtain greater service customization.

Because unstructured knowledge must be transformed into structured information to be stored in the mainframe.

Because it involves the extraction of new knowledge on customers from knowledge workers.

9. How is greater complexity of the tasks of sales personnel managed in the BPR initiative of insurance companies? \*  
(4 Points)

- It is managed by changing the incentive system of employees.
- It is managed by empowering employees.
- It is managed with a higher degree of delegation.
- It is managed by embedding service procedures in desktop applications.

DON'T  
KNOW

10. How does transaction economics overcome the limits of decision theory? \*  
(4 Points)

- By considering behavioural uncertainty in addition to environmental uncertainty.
- By recognizing the limitations of hierarchical systems.
- By considering organizations as open systems.
- By considering market coordination in addition to hierarchical coordination.

DON'T  
KNOW

11. Please, tick correct statements on ERPs. \*  
(4 Points)

- ☒ They have transformed the approach to computerization from coding to purchasing a package + consulting services.
- ☒ They involve process prescriptiveness.
- ☐ ERPs represent a global phenomenon.
- ☒ They integrate all three portfolios, administrative, operational and executive.

12. What are the pillars of the ERP paradigm? \*  
(4 Points)

Extension and modularity

Software packaging

Information integration

Process prescriptiveness

13. What is executive information? \*  
(4 Points)

It is a set of KPIs.

It represents an organizational asset.

It is stored in the DWH.

It is aggregate information providing a summary evaluation of a set of production activities or performance parameters.

14. Select (just one) the most correct definition of a software like 1C:Drive/Azienda? \*  
(4 Points)

It is a database system that store all operational info of any company in cloud

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 in cloud

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.

15. Please, tick correct statement(s) on the EDWH (Enterprise DataWareHouse). \*  
(4 Points)

Allow to integrate and model data from different sources to perform business analytics

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 analysis requirements.

The structure of an EDWH is typically set to more levels, with a partial replication of the information between one level and the next.

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

CRM, Sales, Purchase, Quality, Service, Budgeting, Payroll

CRM, Sales, Purchase, Warehouse, Production, Service, Payroll

Accountancy, Sales, Purchase, Service, Production, Marketing

Sales, Purchase, Quality, Service, Research, Payroll

17. What you can do with ERP Software 1C:Drive/Azienda (tick the correct ones)? \*  
(4 Points)

Manage the company blog

Manage Bills Of Materials and Production Order

Comparing Supplier offers

Calculating the profit of a Client order

18. What are the activities constituting the logistic cycle in manufacturing companies? \*  
(4 Points)

Acquisition and physical management of materials, physical transformation of materials, order management, external logistics, post sale processes.

Procurement, production, sales and distribution.

Procurement, production, logistics.

Procurement, physical transformation of materials, order management.

19. Which of the following is(are) a false statement(s) about Cloud Computing? \*  
(4 Points)

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.

Cloud computing does not offers advanced security feature

Cloud computing allows mobile access to corporate data via smartphones

20. Customer segmentation can be performed with different approaches: \*  
(4 Points)

Price sensitivity

Targeting

Lifestyle

Loyalty

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

Multi-languages

Demand planning

Import/Export of documents in various format

Communication with instant messaging app like telegram

22. Which of the following statement(s) are true, when choosing between agile and waterfall methodology for project management? \*  
(4 Points)

With low complexity and low uncertainty, both methods can lead to a good result, but waterfall is better to manage change requests during the project.

With low complexity and high uncertainty, waterfall is a better choice.

With low complexity and low uncertainty, both methods can lead to a good result.

With low complexity and high uncertainty, agile is a better choice.

23. Please, tick the correct statement(s) on the organizational impact of IT innovation.  
\*  
(4 Points)

IT innovation increases organizational efficiency and effectiveness)

IT innovation increases organizational effectiveness only.

IT innovation increases individual specialization.

IT innovation decreases individual specialization

24. How does agency theory overcome the limits of transaction economics? \*  
(4 Points)

By recognizing that there exist market coordination mechanisms inside organizations.

By recognizing that hierarchies can fail and can be replaced by market systems.

By studying employment contracts as a special-purpose transaction.

By recognizing that there exists a continuum between markets and hierarchies.

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



Infocube

Infoobjects

Composite Providers

ADSO

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