BIS1 Mid-term exam, April 11, 2022 15:00

Total Time: 30 minutes.

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Points: 48/100

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1. Which of the following companies can properly manage their business processes using software like 1C:Drive/azienda (thick all the correct ones)? *
(0/4 Points)

☐ Services company ✓

☑ Distribution company ✓

☑ Production company ✓

☐ Banks

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2. What are typical objectives of sales force automation (SFA)? *
(0/4 Points)

☐ Reduce the costs of customer acquisition. ✓

☑ Decrease customer churn. ✓

☑ Reduce bureacracy for customers and increase responsiveness during the sales process. ✓

☐ Increase the effectiveness of the sales force. ✓

3. What you can do with ERP Software 1C:Drive/Azienda? *
(4/4 Points)

☑ Manage Bills Of Materials and Production Order ✓

☐ Manage the company blog

☑ Manage multiple orders and calculate costs ✓

☑ Comparing Supplier offers ✓

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4. Which of the following are true about OEE Indicator? Consider the Production Project. *
(0/4 Points)

☑ The lower is the downtime the lower is the OEE

☐ The lower is the efficiency the lower is the OEE ✓

☐ The higher is the efficiency the lower is the OEE

☐ The higher is the downtime the lower is the OEE ✓

5. Which of the following statements about sellin and sellout is true? *
(4/4 Points)

○ Sellin data is related to sales from the producer to the final consumer

○ Sellout data is related to sales from the producer to the final consumer

○ Sellout data is related to sales from the producer to the distributor (such as supermarket)

○ Sellin data is related to sales from the producer to the distributor (such as supermarket)   ✓

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🔴 6. Please, choose the correct definition of "IT architecture". *
(0/4 Points)

○ The IT architecture of a company is a techncial system supporting a given information system.   ✓

○ The IT architecture of a company represents all the resources needed to perform a set of information-processing processes process (skills, tools, etc.).

Message for respondents who select this answer

○ The IT architecture of a company is a set of coordinated information-processing processes.

○ The IT architecture of a company is a set of machines supporting a given technology.

🔴 7. Select (just one) correct definition of a software like 1C:Drive/Azienda? *
(4/4 Points)

☐ It is an ERP software that manage accountancy processes based on fixed predefined rules according standards

☐ It is a report system that allows you to control costs, documents and calculate the profil

☑ 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.   ✓

☐ It is a database system that store all accountancy data of a company in cloud

8. In a company with three BW enviroment (development, quality and production), what is the purpose of the production enviroment? *
(4/4 Points)

- ◉ The production envirmorment is where final users have access and can see data with no developments ongoing ✓

- ○ The production enviroment is never used

- ○ The production enviroment is used to create new structures and upload more consistent data than in the development enviroment

- ○ The production enviroment is used to test the developments

9. Which of the following are Business Intelligence purposes? *
(4/4 Points)

- ☐ Allow document registration in the Enterprise Resource Planning software of a company

- ☑ Transform row data into meaningfull and useful information ✓

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

- ☐ Define the investment strategy of a new business plan

10. What are the pillars of the ERP paradigm? *
(4/4 Points)

- ☑ Extension and modularity ✓

- ☑ Information integration ✓

- ☑ Process prescriptiveness ✓

- ☐ Software packaging

● 11. What is the role played by PCs in BPR (service companies)? *
(4/4 Points)

☐ PCs are used to collect information on knowledge workers and calculate their incentives in real time.

☑ PCs are used to collect information that is then stored in the operational database in a structured format. ✓

☑ PC are used to execute desktop applications embedding service procedures. ✓

☐ PCs store all the information regarding the customers served by the agency where the PC is located.

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● 12. Why is knowledge management complex? *
(0/4 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. ✓

◑ 13. Which of the following are project phases in a waterfall approach, and with which goal? *
(4/4 Points)

☐ User Acceptance test, to design the Business Blueprint Document

☐ Integration Test, for Business Users to validate the solution

☑ Requiremets Analysis, to design the Business Blueprint Document ✓

☑ User Acceptance test, for Business Users to validate the solution ✓

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● 14. Please, tick the correct definition of IT intensity. *
(0/4 Points)

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

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

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

○ IT intensity is the organizational consequence of environmental uncertainty, as
companies can handle uncertainty with IT.

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

☐ Communication with social media

☑ Multi-languages ✓

☑ Demand planning ✓

☑ Import/Export of documents in various format ✓

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◉ 16. What is executive information? *
(0/4 Points)

☐ It is a set of KPIs. ✓

☐ It represents an organizational asset.

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

☐ It is stored in the DWH.

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17. Which are the main sections (modules) of 1C:Drive/Azienda programs? *
(0/4 Points)

◉ Sales, Purchase, Quality, Reporting, Research, Payroll

○ CRM, Sales, Purchase, Quality, Service, Budgeting, Forecast

○ Accountancy, Sales, Purchase, Socials, Production, Marketing

○ CRM, Sales, Purchase, Warehouse, Production, Service, Accounting   ✓

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18. How does agency theory overcome the limits of transaction economics? *
(0/4 Points)

☐ By studying employment contracts as a special-purpose transaction.

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

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

☑ By recognizing that there exist market coordination mechanisms inside organizations.   ✓

19. Customer segmentation can be performed with different approaches: *
(4/4 Points)

☐ Targeting

☑ Price sensitivity   ✓

☑ Loyalty ✓

☑ Lifestyle ✓

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

    ☑ Product structure. ✓

    ☐ Bank statements.

    ☐ Contracts.

    ☑ Phone directory. ✓

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21. What are the activities constituting the logistic cycle in manufacturing
    companies? *
    (0/4 Points)

    ☑ Procurement, production, logistics.

    ☐ Procurement, physical transformation of materials, order management.

    ☐ Procurement, production, sales and distribution. ✓

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

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22. What is the relationship between environmental uncertainty and information
    processing capacity? *
    (0/4 Points)

    ☐ Environmental uncertainty increases an organization's requirements for information   ✓
      processing capacity,

☐ 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). ✓

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

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23. Why is the meaning of having a "balanced" set of KPIs to calculate the incentives of call-center operators? *
(0/4 Points)

☑ It means measuring a balanced set of indicators such as average call time, first call resolution, customer satisfaction. ✓

☐ It means sizing the call center to minimize customers' waiting time.

☐ It means measuring both efficiency and effectiveness. ✓

☐ It means measuring the efficiency of a team as opposed to an individual operator.

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24. Please, select core functionalities of ERPs. *
(0/4 Points)

☐ Human resource management ✓

☑ Accounting. ✓

☑ CIM (in manufacturing) ✓

☐ CRM.

25. What are the correct inputs and outputs of the negotiation phase of an economic transaction? *
(4/4 Points)

○ Input: requirements, Output: one supplier and new requirements, both specified in a contract (SLAs).

○ Input: draft contract, Output: final contract.

○ Input: set of suppliers, Output: one supplier and new requirements, both specified i ✓
a contract (SLAs).

○ Input: requirements, Output: contract.

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