

1. Among the following, select (tick) the correct definition(s) of inter-functional processes in a manufacturing company. \*

(4/4 Points)

- ☐ The interfunctional processes in a manufacturing company are the sales and the production cycles.
- ☒ The interfunctional processes in a manufacturing company are the development and the production cycles. ✓
- ☐ The interfunctional processes in a manufacturing company are the marketing and the production cycles.
- ☐ The interfunctional processes in a manufacturing company are processes related to the management of exceptions.

6. The main functional areas of the IT portfolio in manufacturing and service companies are: \*

(0/4 Points)

- ☐ Executive ✓
- ☒ Operational ✓
- ☐ Core
- ☐ Administrative ✓

9. What are the inter-functional information processes in service companies? \*

(4/4 Points)

- ☐ Materials management.
- ☒ Order management. ✓
- ☐ Operations management.
- ☒ Knowledge management ✓

5. Among the following, select (tick) the correct definition(s) of inter-functional processes in a manufacturing company. \*

(0/4 Points)

- ☐ The interfunctional processes in a manufacturing company are the marketing and the production cycles.
- ☐ The interfunctional processes in a manufacturing company are processes related to the management of exceptions.
- ☐ The interfunctional processes in a manufacturing company are the development and the production cycles. ✓
- ☒ The interfunctional processes in a manufacturing company are the sales and the production cycles.

19. The main functional areas of the IT portfolio in manufacturing and service companies are: \*

(4/4 Points)

- ☐ Extended
- ☐ Core
- ☒ Administrative ✓
- ☒ Operational ✓

20. What are the inter-functional information processes in service companies? \*

(4/4 Points)

- ☐ Operations management.
- ☐ Materials management.
- ☒ Knowledge management ✓
- ☒ Order management. ✓

23. Please, tick correct example(s) of transaction information in manufacturing. \*  
(0/4 Points)

- ☒ Status of production activities ✓
- ☐ Horizontal career transfers of people from a unit to another unit. ✓

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am, January 14, 2022

1/14,

- ☒ Contracts with customers and suppliers ✓
- ☒ Transfers of materials and half-finished goods between units. ✓

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### Please, tick correct statements on the horizontal and vertical integration of the IT portfolio.
- [ ] Horizontal integration is called "horizontal" as it is orthogonal to hierarchical processes.
- [ ] Vertical integration is the integration between the administrative and executive portfolios.
- [x] Horizontal integration is the integration of systems along operating processes.
- [x] Vertical integration is the integration between the operational portfolio and the executive portfolio.
### What is the development cycle in manufacturing companies?
- [ ] It is the set of activities in charge of designing and industrializing production processes
- [x] It is the set of activities in charge of designing and industrializing products and production processes
- [ ] It is the same as R&D.
- [ ] It is the set of activities in charge of designing and industrializing products.
### Please, tick the correct definition of information intensity.
- [ ] Information intensity is the degree to which a company's management considers IT as a strategic lever.
- [x] Information intensity represents the size and complexity of the information used by the processes of an organization.
- [ ] Information intensity is higher in services compared to manufacturing
- [ ] Information intensity is the actual ability of IT to satisfy the information processing requirements of organizational processes.
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### MRP (Materials requirements planning) is:
- [x] A software.
- [ ] A supply management chain.
- [ ] A module of the executive portfolio.
- [x] A module of the operational portfolio in manufacturing.
### Different production cycles share information, e.g.:
- [x] Information on stocks is created by the materials management and used by order management during sale activities
- [x] Information on stocks is created by the materials management and used by production
- [x] Information on orders is created during sales activities and used by production
- [x] Information on orders is created during sales activities and used by internal logistic
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### Please, tick typical functionalities of the administrative portfolio.

- [x] Accounting and tax payments
- [x] Finance
- [x] Human resources
- [x] Project management
- [ ] Executive reporting

### Please, tick correct examples of different production cycles sharing information in manufacturing:

- [x] Information on stocks is created by the materials management and used by order management during sale activities
- [x] Information on stocks is created by the materials management and used by production
- [ ] Information on orders is created during sales activities and used by R&D
- [x] Information on orders is created during sales activities and used by production
- [x] Information on orders is created during sales activities and used by internal logistic
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### Please, tick correct difference(s) between services and manufacturing:

- [x] Manufacturing companies produce tangible products, service companies produce intangible products
- [x] Services are made of "bits", while manufacturing products are made of atoms
- [x] In manufacturing companies, IT is a production technology, while in services, IT is simultaneously a production technology and a distribution channel
- [ ] Unlike services, manufacturing products are produced while they are delivered
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### What are the inter-functional information processes in service companies?

- [x] Knowledge management
- [x] Order management.
- [ ] Materials management.
- [ ] Operations management.
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### Among the following, select (tick) the correct definition(s) of inter-functional processes in a manufacturing company.

- [x] The interfunctional processes in a manufacturing company are the sales and the production cycles.
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11. What are the activities constituting the logistic cycle in manufacturing companies?

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(4/4 Points)

- ☐ Procurement, production, logistics.
- ☐ Procurement, physical transformation of materials, order management.
- ☒ Acquisition and physical management of materials, physical transformation of materials order management, external logistics, post sale processes. ✓
- ☒ Procurement, production, sales and distribution. ✓

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. ✓

16. Please, tick correct examples of different production cycles sharing information in manufacturing: \*  
(0/4 Points)

- ☒ Information on stocks is created by the materials management and used by order management during sale activities ✓
- ☒ Information on stocks is created by the materials management and used by production ✓
- ☐ Information on orders is created during sales activities and used by R&D
- ☐ Information on orders is created during sales activities and used by internal logistic ✓

17. Please, tick correct difference(s) between services and manufacturing: \*  
(0/4 Points)

- ☒ Manufacturing companies produce tangible products, service companies produce intangible products ✓
- ☒ Services are made of "bits", while manufacturing products are made of atoms ✓
- ☐ In manufacturing companies, IT is a production technology, while in services, IT is simultaneously a production technology and a distribution channel ✓
- ☐ Unlike services, manufacturing products are produced while they are delivered

15. Please, tick typical functionalities of the administrative portfolio. \*  
(4 punti)

- ☐ Accounting and tax payments ✓
- ☐ Finance ✓
- ☐ Human resources ✓
- ☐ Project management ✓

16. Please, tick correct examples of different production cycles sharing information in manufacturing: \*  
(4 punti)

- ☐ Information on stocks is created by the materials management and used by order management during sale activities ✓
- ☐ Information on stocks is created by the materials management and used by production ✓
- ☐ Information on orders is created during sales activities and used by production ✓
- ☐ Information on orders is created during sales activities and used by internal logistic ✓

17. Please, tick correct difference(s) between services and manufacturing: \*  
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14	Francalanci	Multiple	What are drivers of IT intensity according to Porter?	A	Degree to which information processing activities are structured and, thus, can be easily translated into a computing procedure (predetermined steps and decision tree).	X
				B	Volumes, i.e. the amount of information to be processed.	X
				C	Frequency with which a given operation is repeated.	X
				D	Computational complexity of operations, the simpler, the better.	X
15	Francalanci	Single	What are the activities of the logistic cycle in manufacturing?	A	Procurement, production and sales and distribution.	X
				B	Procurement, production and post-sale services.	
				C	Procurement, production and order management.	
				D	Procurement, production and warehousing.	
17	Francalanci	Multiple	Please, tick primary processes(s) according to Porter's value chain for service companies.	A	Information technology.	
				B	Marketing and sales.	X
				C	Service production.	X
				D	Service delivery.	X
18	Francalanci	Multiple	Please, tick correct statement(s) that apply to knowledge management in service companies.	A	Conceptually, it replaces materials management (which exists only in manufacturing).	X
				B	It is key to obtain service customization.	X
				C	It handles mostly structured information stored in the operational	
				D	It acquires its input information from service delivery.	