

23. What is the purpose of the Critical Success Factor (CSF) method? *
(4/4 Points)

- ☐ The CSF method supports the elicitation of information requirements enabling the design of the operational DB.
- ☒ The CSF method supports the elicitation of the information requirements of top managers, as a fundamental input to the requirements analysis of the Executive Information System. ✓
- ☐ The CSF method supports requirements analysis for the integration of the administrative portfolio with the operational and executive portfolios.
- ☐ The CSF method supports business process reengineering in service companies.

22. What are phase(s) of the CSF method? *
(4 punti)

- ☐ Predefinition: desk analysis ✓
- ☐ Interview with knowledge workers
- ☐ Robustness analysis: aimed at selecting KPIs ✓
- ☐ Refinement and documentation: presentation to customer, possible modifications, specification (written, but informal) ✓

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21. What is a CSF? *
(0/4 Points)

- ☒ CSF stands for critical success factor ✓
- ☒ A critical success factor is a business decision variable critical for the success of the whole company, i.e. a must for success (necessary condition) ✓
- ☐ A CSF is a key performance indicator
- ☒ A CSF is a set of key performance indicators

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20	Francalanci	Multiple	What is a correct definition of KPI?	A	Aggregate information providing a summary evaluation of a set of production activities or performance parameters.	X
				B	Indicators that have a value defined by different dimensions.	X
				C	Critical success factors.	
				D	Indicators that have a value defined by time, customer, product, and organizational unit.	

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16. What is executive information? *

(0/4 Points)

- ☐ It is a set of KPIs. ✓
- ☐ It represents an organizational asset.

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- ☒ It is aggregate information providing a summary evaluation of a set of production activities or performance parameters. ✓
- ☐ It is stored in the DWH.

20. What are typical dimension(s) of an indicator in an executive information system? *

(4 punti)

- ☐ People
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- ☐ Managers
- ☐ Customers ✓
- ☐ Processes ✓

22	Francalanci	Multiple	How is information storage managed in executive information systems? (tick correct statements)	A	Information load is periodical.	X
				B	Information load is very frequent.	
				C	Information is transformed and then loaded in the data warehouse.	X
				D	Information is loaded into data marts that are then integrated into the final data warehouse.	

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### What is a KPI?

- [ ] It is stored in the DWH.
- [x] It is aggregate information providing a summary evaluation of a set of production activities or performance parameters.
- [ ] It represents an organizational asset.
- [x] It is a piece of executive information.

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