BIS1 Mid-term exam, April 11, 2022 16:00

Total Time: 30 minutes.

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Points: **40/100**

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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. ✓

✕

🔵 2. What are the correct inputs and outputs of the execution phase of an economic transaction? *
   (0/4 Points)

   ○ Input: requirements, Output: contract.

   ○

◯ Input: contract, Output: product/service and exceptions with respect to SLAs ✓

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

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

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

◯ The quality envirorment is used to create new structures and upload more consistent data than in the development envirorment

◉ Objects are trasported to the quality envirorment before the release in the production one. The purpose is to test the release and the objects before transporting in the ✓ production envirorment.

◯ The quality envirorment is never used

◯ Objects are trasported to the quality envirorment after the release in the production one. The purpose is to have a double check on the output and to perform adjustments and test in the quality envirorment.

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

☑ Multi-languages ✓

☑ Communication with instant messaging app like telegram ✓

☑ Import/Export of documents in various format ✓

☑ Demand planning ✓

✕

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

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

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

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

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

6. Which costs are lower in a hierarchy compared to a market coordination mechanism? *
(4/4 Points)

◉ Coordination costs. ✓

○ Knowledge management costs.

○ Transaction costs.

○ Production costs.

✕

7. What are the pillars of the ERP paradigm? *
(0/4 Points)

☑ Information integration ✓

☑ Process optimization

☑ Extension and modularity ✓

☐ Software packaging

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

   ☑ Comparing Supplier offers ✓

   ☑ Manage multiple orders and calculate costs ✓

   ☑ Manage Bills Of Materials and Production Order ✓

   ☐ Manage the company blog

   ✕

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.

   ✕

10. Please, select correct statements on knowledge management. *
    (0/4 Points)

   ☐ Knowkedge management requires the design of new procedures to use knowledge to
     obtain greater service customization.   ✓

   ☑ Knowledge management manages the new information on customers acquired during
     service production and distribution by transforming into knowledge.   ✓

   ☐ Knowledge management replaces materials management in the version of Porter's value
     chain adjusted for the service industry.

   ☑ Knowledge management is a continuous learning process. ✓

11. What are the activities constituting the logistic cycle in manufacturing companies? *

(4/4 Points)

- [ ] Procurement, production, logistics.

- [ ] Procurement, physical transformation of materials, order management.

- [x] Acquisition and physical management of materials, physical transformation of materials order management, external logistics, post sale processes. ✓

- [x] Procurement, production, sales and distribution. ✓

✕

12. Please, select the most expensive distribution channel among the following: *
(0/4 Points)

- ( ) Sales force ✓

- ( ) Web

- (●) Agency/shop

- ( ) Contact center

✕

13. Please, select correct statements on "mining". *
(0/4 Points)

- [ ] Mining is performed with statistical techniques only.

- [x] Mining is part of analytical CRM, ✓

- [ ] Data science is the modern term that has replaced mining. ✓

- [x] Mining refers to data analysis with the goal of discovering insights that are relevant for business management. ✓

✕

○ 14. Which of the following are phases of a CRISP-DM Process (Cross-Industry Standard Process for Data Mining)? *
(0/4 Points)

☑ Data Modeling ✓

☑ AMS

☐ Application Maintenance

☑ Buiness Understanding ✓

✕

● 15. What is the role played by PCs in BPR (service companies)? *
(0/4 Points)

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

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

☐ 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.

✕

○ 16. Please, select extended functionalities of ERPs. *
(0/4 Points)

○ Accounting.

○ Human resource management

○ CRM. ✓

    ◉ MRP (in manufacturing)

✕

○

17. What is the role played by IT in the service industry? *
(0/4 Points)

   ☑ Distribution technology. ✓

   ☑ Management technology. ✓

   ☑ Production technology. ✓

   ☑ Support to optimization of production resources.

✕

18. 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)

   ☐ Bank

   ☑ Distribution company ✓

   ☑ Insurance company

   ☑ Service company ✓

✕

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

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

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

✕

20. The cost of the call center is a function of: *
(0/4 Points)

☑ Target level of service (waiting time and effectiveness in problem solving). ✓

☐ Team efficiency.

☑ Number of calls in the time unit. ✓

☑ Degree of integration of the technology platform.

21. What is the difference between the datamart and the staging layer in an EDWH (Enterprise Datawarehouse)? *
(4/4 Points)

◉ The staging layer is where data are imported at first, its structure definition is driven by the source system. In the Datamart the structure definition is driven by analysis requirements. ✓

◯ The staging layer is where data are imported at first, in both staging and datamart layer the structure definition is driven by the source system.

◯ The staging layer a fisrt data integration is performed as test, then data are imported from the source system into the datamarts directly is where data are imported at first, in both staging and datamart layer the structure definition is driven by the source system

◯ The staging layer is where data are imported at first, in both staging and datamart layer the structure definition is driven by analysis requirements.

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

- [x] The lower is the efficiency the lower is the OEE ✓

- [x] The lower is the availability the lower is the OEE ✓

- [ ] The higher is the efficiency the lower is the OEE

- [ ] The higher is the availability the lower is the OEE

23. 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 distributor (such as supermarket) to the final consumer ✓

- ( ) Sellin data is related to sales from the distributor (such as supermarket) to the final consumer

- ( ) Sellout data is related to sales from the producer to the final consumer

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

- ( ) It is a database system that store all accountancy data of a company in cloud

- ( ) It is a report system that allows you to control costs, documents and calculate the profit

- (•) 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 an ERP software that manage accountancy processes based on fixed predefined rules according standards

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

○ Sales, Purchase, Quality, Reporting, HR, Payroll

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

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

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

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