BIS1 Exam, January 31, 2022

Total Time: 30 minutes.

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Ciao, Federica. Quando invii questo modulo, il proprietario vedrà il tuo nome e indirizzo email.

* Obbligatoria

1. Please tick the correct statement(s) on the organizational impact of IT innovation. *
   (4 punti)

   ⃝ IT innovation increases individual specialization.

   ✗ IT innovation decreases individual specialization

   ⃝ IT innovation increases organizational efficiency only.

   ⃝ IT innovation increases organizational effectiveness only.

2. What is the relationship between environmental uncertainty and information processing capacity? *
   (4 punti)

   ✗ 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.

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

   ✗ Environmental uncertainty causes an increase in organizational information processing capacity. ?

3. How does transaction economics overcome the limits of decision theory? *
   (4 punti)

   ⃝ By considering market and hierarchical coordination as two ends of continuum.

   ⃝ By considering organizations as open systems.

   ⃝ By considering behavioural uncertainty in addition to environmental uncertainty.

   ⊗ By recognizing the limitations of hierarchical systems.

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

   ☐ 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 exist market coordination mechanisms inside organizations.

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

5. Please, tick the correct definition of information intensity. *
   (4 punti)

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

   ○ 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.

6. What are the activities constituting the logistic cycle in manufacturing companies? *
   (4 punti)

   ☒ Procurement, production, sales and distribution.

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

   ☐ Procurement, production, logistics.

   ☐ Procurement, physical transformation of materials, order management.

7. Please, tick correct statements on the horizontal and vertical integration of the IT portfolio. *
   (4 punti)

   ☒ Horizontal integration is the integration of systems along operating processes.

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

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

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

8. How is a greater complexity of the tasks of sales personnel managed in the BPR initiative of insurance companies? *
   (4 punti)

   ☒ It is managed by embedding service procedures in desktop applications.

   ○ It is managed by empowering employees.

   ○ It is managed with a higher degree of delegation.

   ○ It is managed by changing the incentive system of employees.

9. Why is knowledge management complex? *
   (4 punti)

   ☑ 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.

   ☐ 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.

10. What is executive information? *
    (4 punti)

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

    [ ] It is a set of KPIs.

    [ ] It represents an organizational asset.

    [ ] It is stored in the DWH.

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

    [X] They have transformed the approach to computerization from coding to purchasing a package + consulting services.

    [ ] ERPs represent a global phenomenon.

    [X] They integrate all three portfolios, administrative, operational and executive.

    [X] They involve process prescriptiveness.

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

    [X] Information integration

    [X] Extension and modularity

    [X] Process prescriptiveness

    [ ] Software packaging

13. Multi-channel integration in CRM improves: *
    (4 punti)

    [X] Cross-channel service consistency.

    [X] Value extraction from customer data with analytic CRM.

    [ ] Discovering insights that are relevant for coordination and efficient process management.

    [X] Customer understanding and monitoring with executive functionalities.

14. Customer segmentation can be performed with different approaches: *
    (4 punti)

    [ ] Targeting

    [X] Lifestyle

    [X] Loyalty

    [X] Price sensitivity

15. What are technical components of call centers? *
    (4 punti)

Personal computers of call center operators.

☐ CSR

Server machines

☑ IVR

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

☐ Banking company

☑ Services company

☑ Production company

☑ Distribution company

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

○ Sales, Purchase, Quality, Service, Research, Payroll

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

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

○ Accountancy, Sales, Purchase, Service, Production, Marketing

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

☑ Calculating the profit of a Client order

☑ Comparing Supplier offers

☑ Manage Bills Of Materials and Production Order

☐ Manage the company blog

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

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

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

☑ Demand planning

☑ Communication with instant messaging app like telegram

☑ Import/Export of documents in various format

☑ Multi-languages

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

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

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

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

☐ 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.

22. In a company with two BW envirorments (development and production), what is the purpose of the development envirorment? *
(4 punti)

☑ Test the developments

☐ There is always a unique envirorment, the development envirorment

☐ There is always a unique envirorment, the production envirorment

☒ Be able to make new developments with no impacts on the production envirorment

23. What is SAP ECC? *
(4 punti)

☒ SAP ECC is a SAP ERP

◯ SAP ECC is a reporting tool

◉ SAP ECC is the major BI Tool of SAP

◯ SAP ECC is and ETL tool

24. Which of the following are Business Intelligence purposes? *
(4 punti)

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

☑ Transform row data into meaningfull and useful information

☐ Define the investment strategy of a new business plan

☑ Allow data integration through ETL procedures

25. Which of the following is(are) a false statement(s) about Cloud Computing? *
(4 punti)

☐ Efficiency is a key advantage of Cloud computing as you don't have to invest in hardware and maintenance.

☑ Cloud computing does not allow for technical scalability

Cloud computing does not offers advanced security feature

Cloud computing allows mobile access to corporate data via smartphones

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