24. ERPs represent the last step of an integration process, since: *
(4 punti)

☐ ERPs complete integration of operational and executive with the administrative portfolio ✓

☐ ERPs do not enable a real-time reconciliation of budgets, resource consumption, progress of operations and cashflows

☐ ERPs complete integration of operational and executive portfolios

☐ ERPs complete integration of operational and administrative portfolios

25. Please, tick statement(s) that correctly apply to Activity Based Costing (ABC). *
(4 punti)

☐ According to ABC, operations are associated with costs ✓

☐ According to ABC, operations can be associated with an internal pricing system ✓

☐ ABC enables the assessment of progress from a project management perspective (time, quality)

☐ With ABC, progress cannot be reconciled with administrative cash flows

8. Which of the following are project phases in a waterfall approach, and with which goal? *
   (4 punti)

   ☐ Requirements Analysis, to design the Business Blueprint Document ✓

   ☐ Integration test, to design the Business Blueprint Document

   ☐ Unit Test, for Business Users to validate the solution

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

9. SAP ECC is the ERP of SAP, which of the following are modules of SAP ECC, and to which business area are related? *
   (4 punti)

   ☐ SD: containing information about stock and distribution of materials

   ☐ FI: contanining financial documents of the company ✓

   ☐ SD: containing information about sales and distribution ✓

   ☐ PP: containing information for production and planning ✓

18. What are enabling technologies of the horizontal and vertical IT integration in service companies? *
(4 punti)

- [ ] PCs ✓

- [ ] Client-server architectures ✓

- [ ] The Web

- [ ] MRP

19. The knowledge management process requires: *
(4 punti)

- [ ] the extraction of new knowledge on customers from knowledge workers, ✓

- [ ] the transformation of this knowledge into structured information to be stored in the mainframe, ✓

- [ ] the design of new procedures to use this knowledge to obtain greater production efficiency

- [ ] A learnig process ✓

1. Among the following, select (tick) the correct statement(s) on ERP software 1C:Drive: *
   (4 punti)

   ☐ It can be installed only on premises, not allowed cloud access.

   ☐ It is a software that allows to manage both accountancy and company business processes. ✓

   ☐ It supports multiple languages interface, multiple currencies and multiple companies. ✓

   ☐ It can be used only in Cloud.

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

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

○ Production, Sales, Quality, Warehouse, Purchase

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

○ Accountancy, Sales, Purchase, CRM, Production, Quality

3. Which is is the most correct definition of the software 1C:Drive? *
(4 punti)

○ 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 all accountancy process of a company using predefined rules according standards

○ It is a database system that store all accountancy info of any company and control their cost

○ It is a report system that allows you to create and control sales and purchase orders

10. The structure of a data warehouse is typically set to more levels, with a partial replication of the information between one level and the next. Which is the typical one? *
(4 punti)

○ First level or Staging Area; Second Level or Data Warehouse

○ First level or Staging Area; Second Level or Data Mart

○ First level or Staging Area; Second Level or Reporting Layer

○ First level or Staging Area; Second Level or Data Warehouse; Third Level or Data Mart ✓

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

- [ ] Accounting and tax payments ✓

- [ ] Finance ✓

- [ ] Human resources ✓

- [ ] Project management ✓

4. What can you do with ERP Software 1C:Drive? *
(4 punti)

- [ ] To manage directly a web-commerce site
- [ ] Manage supply of goods ✓
- [ ] Manage orders from Client ✓
- [ ] Manage Bills Of Materials and Production Order ✓

5. Which of the following functionalities are available on standard ERP Software 1C:Drive? *
(4 punti)

- [ ] To import, export and send documents using also E-mail system ✓
- [ ] To create specific procedure according customer's needs ✓
- [ ] To modify user interface ✓
- [ ] Generation and copy of documents ✓

11. Please, tick consolidated belief(s) tieing technical innovation with organizational change for non-IT technologies. *
(4 punti)

- [ ] Technical innovation increases organizational efficiency and effectiveness.

- [ ] Technical innovation enables scale economies. ✓

- [ ] Technical innovation increases individual specialization. ✓

- [ ] Technical innovation increases bureaucracy, but does not affect the formalization of work.

12. What is bounded rationality? *
(4 punti)

- [ ] Bouded rationality represents the limited ability of individuals to process information. ✓

- [ ] Bounded rationality is the ability of individuals to cooperate.

- [ ] According to Galbraith, bounded rationality is the rational limit of both human and artificial intelligence.

- [ ] Bounded rationality is a coordination mechanism.

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

☐ People

☐ Managers

☐ Customers ✓

☐ Processes ✓

21. What is a CSF? *
(4 punti)

☐ 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

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 ✓

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

   ☐ Transform row data into meaningfull and useful information ✓

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

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

   ☐ Reorganize business processes of a company

7. What is (are) the purpose(s) of an ETL procedure? *
   (4 punti)

   ☐ Allow to register documents of different business areas in a single database

   ☐ Extract data from a source, perform data modeling and upload data in a target structure ✓

   ☐ Allow analytics on different data sources simultaneously

   ☐ Extract data from a system to import them in a different one ✓

13. What are characteristic(s) of market systems? *
(4 punti)

☐ They reduce behavioural uncertainty by leveraging opportunism. ✓

☐ In market systems production costs are low, as individual tend to be very efficient. ✓

☐ Market coordination involves the excution of transactions. ✓

☐ Markets replace hierarchies, since markets have lower production costs.

14. What is a vertical solution of an ERP? *
(4 punti)

☐ A vertical solution of an ERP is a version of that ERP tailored to the needs of a specific industry. ✓

☐ A vertical solution of an ERP is an ERP designed around the concept of vertical information systems.

☐ A vertical solution of an ERP is an ERP designed for manufacturing or for service companies.

☐ Vertical solutions are usually fine grained. For example, the textile industry and the fashion industry have different solutions.

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, possibile modifications, specification (written, but informal) ✓

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

   ☐ Hierarchical coordination

   ☐ Extension and modularity ✓

   ☐ Process prescriptiveness ✓

   ☐ Information quality

17. Please, tick correct difference(s) between services and manufacturing: *
(4 punti)

- [ ] 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