

Home ► John Molson School of Business ► Commerce ► COMM-226-2162-A ►  
Supporting Processes with Enterprise systems (weeks 5 & 6) ► Chapter 6 PSI

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**Grade** 23.00 out of 23.00 (100%)

**Question 1**

Correct

Mark 1.00 out of  
1.00

A \_\_\_\_\_ is a set of instructions for a person to follow when operating an information system.

Select one:

- ☒ a. procedure ✓
- ☐ b. database
- ☐ c. process
- ☐ d. metadata

**Question 2**

Correct

Mark 1.00 out of  
1.00

All SAP implementations start with an SAP \_\_\_\_\_.

Select one:

- ☒ a. industry-specific platform ✓
- ☐ b. gap analysis
- ☐ c. user training program
- ☐ d. requirement analysis

**Question 3**

Correct

Mark 1.00 out of  
1.00

An enterprise application integration system describes the locations of an organization's data by \_\_\_\_\_.

Select one:

- ☒ a. keeping files of metadata ✓
- ☐ b. using a centralized database
- ☐ c. isolating information silos
- ☐ d. maintaining isolated information systems

**Question 4**

Correct

Mark 1.00 out of  
1.00

A \_\_\_\_\_ understands the technical aspects of enterprise resource planning (ERP) and helps plan, configure, and implement an ERP system for company use.

Select one:

- ☐ a. project manager
- ☐ b. trainer
- ☒ c. systems analyst ✓
- ☐ d. developer

**Question 5**

Correct

Mark 1.00 out of  
1.00

Enterprise resource planning vendors outside of Tier 1 are establishing a strong niche in the industry by focusing on \_\_\_\_\_.

Select one:

- ☐ a. fully-featured products
- ☐ b. standardized processes
- ☐ c. preconfigured platforms
- ☒ d. industry-specific systems ✓

**Question 6**

Correct

Mark 1.00 out of  
1.00

In an organization, data from a new sale is immediately sent to the database and that new data updates the pace of production and the procurement of supplies. This is an example of enterprise resource planning process \_\_\_\_\_.

Select one:

- ☐ a. duplication
- ☒ b. integration ✓
- ☐ c. decentralization
- ☐ d. customization

**Question 7**

Correct

Mark 1.00 out of  
1.00

\_\_\_\_\_ integrates manufacturing and supply where manufacturing occurs just as raw materials arrive.

Select one:

- ☐ a. Economic order quantity
- ☐ b. Material requirements planning
- ☐ c. Just in case manufacturing
- ☒ d. Just in time delivery ✓

**Question 8**

Correct

Mark 1.00 out of  
1.00

\_\_\_\_\_ is SAP's high-level application language that is used to enhance the functionality of an SAP implementation.

Select one:

- ☐ a. R/3
- ☐ b. SQL
- ☐ c. Siebel
- ☒ d. ABAP ✓

**Question 9**

Correct

Mark 1.00 out of 1.00

Oracle's high-quality CRM products are branded as \_\_\_\_\_.

Select one:

- ☐ a. Epicor 9
- ☒ b. Siebel ✓
- ☐ c. PeopleSoft
- ☐ d. NetWeaver

**Question 10**

Correct

Mark 1.00 out of 1.00

The \_\_\_\_\_ is used to specify the raw materials, quantities, and subassemblies needed to create a final product.

Select one:

- ☐ a. item identifier
- ☐ b. dashboard
- ☐ c. bill of lading
- ☒ d. bill of material ✓

**Question 11**

Correct

Mark 1.00 out of 1.00

The SAP Business Suite runs on an application platform called \_\_\_\_\_.

Select one:

- ☐ a. NetSuite
- ☒ b. NetWeaver ✓
- ☐ c. R/3
- ☐ d. Baan ERP

**Question 12**

Correct

Mark 1.00 out of 1.00

When international firms consolidate all their operations within a large enterprise resource planning implementation, it is referred to as a 🧠 \_\_\_\_\_.

Select one:

- ☒ a. single instance ✓
- ☐ b. configuration decision
- ☐ c. inherent process
- ☐ d. multiple instance

**Question 13**

Correct

Mark 1.00 out of 1.00

When organizations upgrade existing enterprise resource planning systems, they can be challenged by the version lock problem because of \_\_\_\_\_.

Select one:

- ☒ a. heavy customization ✓
- ☐ b. employee self-efficacy
- ☐ c. organizational culture
- ☐ d. minimal configuration

**Question 14**

Correct

Mark 1.00 out of 1.00

Which of the following activities is included in human resources?

Select one:

- ☐ a. cash management
- ☒ b. benefits administration ✓
- ☐ c. call center support
- ☐ d. capacity planning

**Question 15**

Correct

Mark 1.00 out of 1.00

Which of the following activities is included in supply chain management?

Select one:

- ☐ a. sales prospecting
- ☒ b. inventory management ✓
- ☐ c. bill of materials
- ☐ d. customer management

**Question 16**

Correct

Mark 1.00 out of 1.00

Which of the following companies has the largest market share in the enterprise resource planning industry?

Select one:

- ☐ a. Microsoft
- ☐ b. Oracle
- ☒ c. SAP ✓
- ☐ d. Epicor

**Question 17**

Correct

Mark 1.00 out of 1.00

Which of the following ERP products offered by Microsoft is smaller and easier to use than the rest?

Select one:

- ☐ a. SL
- ☐ b. Nav
- ☐ c. AX
- ☒ d. GP ✓

**Question 18**

Correct

Mark 1.00 out of 1.00

Which of the following is a feature of an enterprise application integration system?

Select one:

- ☐ a. It supports business processes by restricting information silos from communicating with each other.
- ☐ b. It improves business processes by creating a centralized database to store data.
- ☒ c. It tackles the information silo problem by providing layers of software that connect information systems together. ✓
- ☐ d. It consists of a set of processes for supporting business operations with a single, consistent, information system.

**Question 19**

Correct

Mark 1.00 out of 1.00

Which of the following is an organizational benefit of using an enterprise resource planning system?

Select one:

- ☐ a. It maintains individual databases for each department.
- ☒ b. It facilitates data sharing in real time. ✓
- ☐ c. It minimizes the use of dashboards.
- ☐ d. It promotes the duplication of data.

**Question 20**

Correct

Mark 1.00 out of  
1.00

Which of the following is the gold standard of enterprise resource planning products?

Select one:

- ☐ a. Oracle
- ☐ b. Microsoft
- ☒ c. SAP ✓
- ☐ d. Epicor

**Question 21**

Correct

Mark 1.00 out of  
1.00

Which of the following statements is true about SAP and its enterprise resource planning products?

Select one:

- ☐ a. SAP has made a rapid move to thin-client, cloud-based solutions.
- ☐ b. SAP addresses the needs of only small and mid-sized organizations.
- ☒ c. SAP provides industry-specific platforms that are configured to a particular company. ✓
- ☐ d. SAP has overcome its dependence on client-server architecture.

**Question 22**

Correct

Mark 1.00 out of  
1.00

\_\_\_\_\_ write additional code where necessary for implementing enterprise resource planning systems.

Select one:

- ☐ a. Architects
- ☐ b. Consultants
- ☒ c. Developers ✓
- ☐ d. Business analysts

**Question 23**

Correct

Mark 1.00 out of  
1.00

Writing new code to supplement an enterprise resource planning system is called \_\_\_\_\_.

Select one:

- ☐ a. integration
- ☐ b. automation
- ☒ c. customization ✓
- ☐ d. centralization