

MIN S 110

final exam

instructions

Read all questions carefully and check the best answer.

multi-multi-choice

(the number of correct responses follows each question)

1. What are some of the critical success factors for enterprise system implementation? (2)
 - ☒ **commitment from top management**
 - ☐ centralized approach to decision-making
 - ☐ rigid, sturdy organization
 - ☒ **defined business direction**
2. Prior to the past decade, information systems development has concentrated on: (1)
 - ☐ reusability of code
 - ☒ **writing computer programs**
 - ☐ testing and installing software
 - ☐ implementing systems in organizational settings
3. A project team member who has a strong understanding of the data in an information system that is being replaced by a new enterprise system is a: (1)
 - ☐ business process expert
 - ☒ **technical expert**
 - ☐ geographic business process expert
 - ☐ change management expert
4. A document that isolates business drivers and restraining factors in an enterprise system implementation is called the: (1)
 - ☐ KT plan
 - ☒ **project charter**
 - ☐ site readiness plan
 - ☐ organization structure map
5. Among the benefits of supply chain planning are: (2)

- ☐ **optimize production scheduling**
 - ☐ increase cycle times
 - ☐ reduce marketing costs
 - ☐ **reduce inventory costs**
6. What were some of the reasons that Hersheys' enterprise system implementation went wrong? (2)
- ☐ lack of top management support
 - ☐ competition from other manufacturers
 - ☐ **squeezing 4 year implementation into 30 months**
 - ☐ **poor change management**
7. An example of an IT professional in an ERP implementation project would be: (1)
- ☐ a person involved in the day-to-day operations of a manufacturing facility.
 - ☐ an employee who works in accounts receivable and who has a good view of the overall process.
 - ☐ a person who deals with customers who have problems with credit on account.
 - ☐ **an employee who is responsible for maintaining the network infrastructure for the company.**
8. Which of the following are elements of a system landscape? (2)
- ☐ **testing (QA) server**
 - ☐ database server
 - ☐ application server
 - ☐ **development server**
9. Coordinated shipment with orders merged in transit is called: (1)
- ☐ continuous replenishment
 - ☐ **channel assembly**
 - ☐ build-to-order
 - ☐ integrated make-to-stock
10. What are some of the major obstacles to end-to-end supply chain integration? (2)
- ☐ **business concerns about loss of visibility and control**

- ☐ continuous de-manufacturing
 - ☒ **difficulty implementing middleware**
 - ☐ failure in applying tools to service planning problem
11. Which of the following is a cause of the system development life cycle being turned inside out? (3)
- ☒ **growing recognition of the importance of the organizational context**
 - ☐ improvements in telecommunications systems
 - ☒ **realization that other hi-tech aspects of applications such as databases and networks are important**
 - ☒ **recognition of the technical limitations of the code-centric view of information systems**
12. Closely coordinated planning and procurement that direct the building of inventories for sale in near term future is termed: (1)
- ☐ continuous replenishment
 - ☐ channel assembly
 - ☐ build-to-order
 - ☒ **integrated make-to-stock**
13. A complete, formally structured list of the components that make up a product or assembly is: (1)
- ☐ article
 - ☐ part management
 - ☒ **bill of material**
 - ☐ assembly
14. By cutting costs of the distribution channel and passing this saving on to its customers, Amazon is supporting which dimension of customer value? (1)
- ☐ value-added services
 - ☐ relationships and experiences
 - ☒ **price and brand**
 - ☐ product selection
15. System level monitoring of manufacturer's inventory levels by its suppliers is described as: (1)
- ☐ channel assembly
 - ☐ integrated make-to-stock
 - ☐ supply chain
 - ☒ **vendor managed inventory**
16. Which of the following describe the material master file? (2)
- ☒ **contains information on materials that company constructs, procures, manufactures, stores, and sells**

- ☐ **stored in database that is central source of data on materials**
 - ☐ isolates data in different areas of company
 - ☐ acts as middleware between system software and applications
17. According to the Bureau of Labor Statistics, among the occupations expected to experience the fastest growth are: (2)
- ☐ food/hospitality service workers
 - ☐ **healthcare workers**
 - ☐ **information technology workers**
 - ☐ farm workers
18. Which layer of the Internet economy is characterized by the provision of products (services) needed to carry out activities in digital market (web server s/w, tools)? (1)
- ☐ Internet infrastructure
 - ☐ **application infrastructure**
 - ☐ intermediary/market maker
 - ☐ Internet commerce
19. Which layer of the Internet economy is characterized by the generation of product (service) sales to consumers or businesses over the Internet (product sales, advertising)? (1)
- ☐ Internet infrastructure
 - ☐ application infrastructure
 - ☐ intermediary/market maker
 - ☐ **Internet commerce**
20. Assessing the customer-driven objectives of each process occurs during: (2)
- ☐ **BPR**
 - ☐ gap analysis
 - ☐ **creating the To Be picture**
 - ☐ business process needs assessment

		A. Pilot
21. D	An approach that implements the functionality of an enterprise system by module or sub-module.	B. Blueprinting
22. I	Offers enterprise systems to organizations over the web or otherwise so that the organization does not have to maintain the system or the staff to support it in-house.	C. Procurement
23. C	Creation and tracking of purchase orders, supplier selection and evaluation, maintaining purchasing records, and issuing bid request and evaluation of bids.	D. Phased
24. L	The concept of having materials arrive as they are required using the most economical and effective transportation method.	E. Vendor managed inventory
25. J	Tools that automatically search through large amounts of data to detect trends and patterns.	F. Big bang
26. B	A top down strategy that involves looking at the processes within the enterprise system and finding the subset that best represents how the corporation wants to do business	G. Available to promise
27. F	An approach that implements all the targeted functionality as one implementation project	H. Customer relationship management
28. H	Allows employees and customers to collaborate on variety of levels, such as product inquiry, past order history, product repair and service, and account details.	I. Application service provider
29. G	The ability to determine the availability of products or services when the customer places an order.	J. Data mining
30. E	One type of strategic alliance that has been very successful in the retail industry, and is gaining more application in manufacturing.	K. Capacity planning
		L. Just-in-time delivery

debuggingcircle each **type of error** in the code and describe it in the space below

```

<html>
<head>
</head>
<title>My Web page!</title>
<h1>Tyronne Slothrop #987</h2>
<p>This is my first paragraph of regular text.</p>
<p>This is another paragraph of regular text with the following attributes:
bold <bold>one</bold> or more words, <i>italicize</i> one or more words, and change the
<font color="blue">color</font> of one or more words.</p>
<form method="POST" action=627-2.asp">
<select name="pick">
  <option value "2"> Madonna </option>
  <option value "3"> The Artist Formerly Known as Prince </option>
</select>
<input type="submit" value="Submit" name="B1">
</form>
</body>
<html>

```

Diagram labels: A points to <title>, B points to </h2>, C points to <bold>, D points to 627-2.asp, E points to B1, F points to <html>.

- A. title tag must be inside head tags
- B. different closing tag than opening tag
- C. bold is not a tag
- D. missing opening quotation mark
- E. missing equals sign
- F. missing forward slash

```

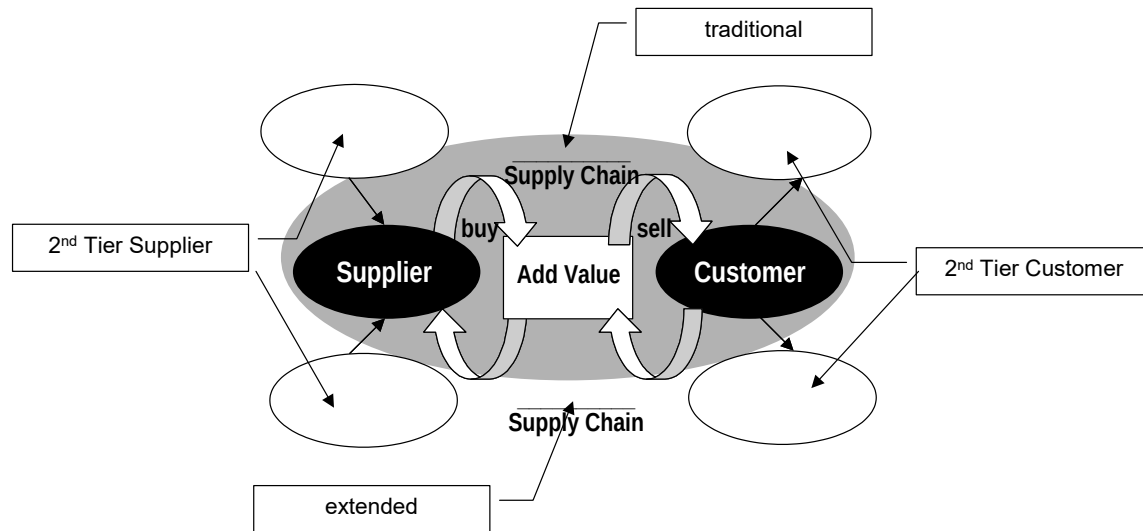
<hmtl>
<head>
</head>
</body>
<p><b>This is an example of a bulleted list:</p><b>
<ol>
  <li>An unordered list (bullets) composed of at least 4 items</li>
  <li>One more item makes four!</li>
</ol>
</ul>
<table>
  <th>
    <td>Album Title</td>
    <td>Year Produced</td>
  </th>
  <tr>
    <td>Ray of Light</tr>
    <td>1998</tr>
  </tr>
</table>
</body>
</html>

```

Diagram labels: A points to <hmtl>, B points to </body>, C points to , D points to , E points to <th>, F points to </tr>.

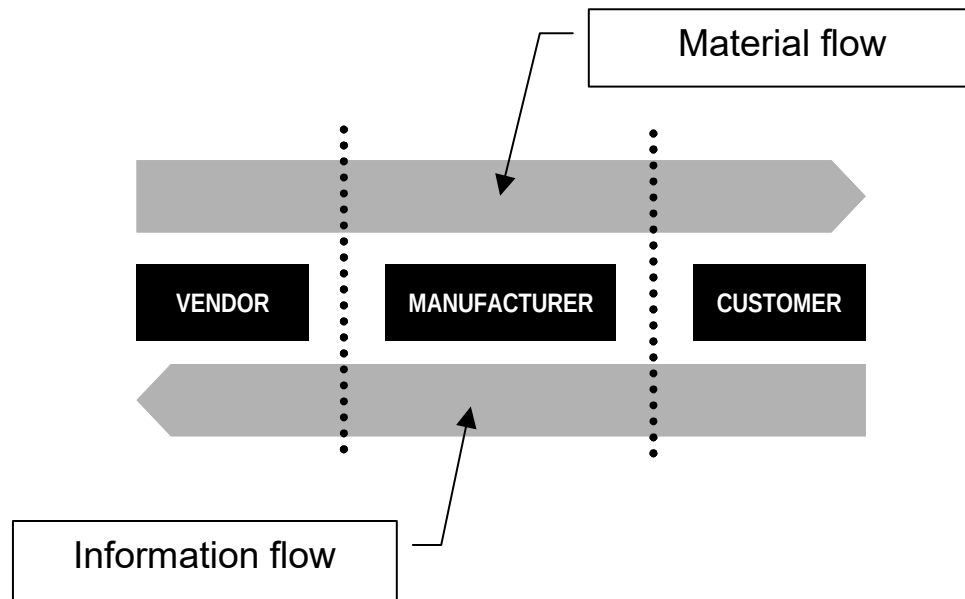
- A. html tag misspelled
- B. body tags reversed
- C. ordered and unordered list tags cannot be used together
- D. tag missing opening bracket
- E. heading tags replace data tags, not row tags
- F. wrong tag, should be </td>

labeling



Customer Relationship Framework

SCOPE	many goods (services)	Opportunistic Store	Loyal Chain
	single good (service)	Opportunistic Spot	Loyal Link
		short	long
		DURATION	



terms

- | | |
|------------------------|-----------------------------|
| A. Opportunistic Spot | N. Multivalued term |
| B. Realization | O. Transport |
| C. Implementation | P. Pilot |
| D. Information Flow | Q. 2nd tier customer |
| E. Development | R. Transition |
| F. Settlement | S. Client |
| G. Loyal Link | T. 2nd tier supplier |
| H. Extended | U. Traditional |
| I. Material Flow | V. Multivalued relationship |
| J. Loyal Chain | W. Coding |
| K. Opportunistic Store | X. Parallel |
| L. Direct Cutover | Y. Replenishment |
| M. Phased | Z. Channel flow |