

Student: _____

1. Which of the following is not a core ERP component focusing on internal operations?
 - A. Accounting and finance
 - B. Production and materials management
 - C. Business intelligence
 - D. Human resources

2. Which activities do accounting and finance components perform?
 - A Track employee information including payroll, benefits, compensation, performance assessment, and . assumes compliance with the legal requirements of multiple jurisdictions and tax authorities.
 - B Handle the various aspects of production planning and execution such as demand forecasting, . production scheduling, job cost accounting, and quality control.
 - C Manage accounting data and financial processes within the enterprise with functions such as general . ledger, accounts payable, accounts receivable, budgeting, and asset management
 - D. None of the above

3. Which activities do production and materials management components perform?
 - A Track employee information including payroll, benefits, compensation, performance assessment, and . assumes compliance with the legal requirements of multiple jurisdictions and tax authorities.
 - B Handle the various aspects of production planning and execution such as demand forecasting, . production scheduling, job cost accounting, and quality control.
 - C Manage accounting data and financial processes within the enterprise with functions such as general . ledger, accounts payable, accounts receivable, budgeting, and asset management
 - D. None of the above

4. Which activities do human resource components perform?
 - A Track employee information including payroll, benefits, compensation, performance assessment, and . assumes compliance with the legal requirements of multiple jurisdictions and tax authorities.
 - B Handle the various aspects of production planning and execution such as demand forecasting, . production scheduling, job cost accounting, and quality control.
 - C Manage accounting data and financial processes within the enterprise with functions such as general . ledger, accounts payable, accounts receivable, budgeting, and asset management
 - D. None of the above

5. Which component is a credit-management feature typically included?
 - A. Accounting and finance components
 - B. Production and managerial management components
 - C. Human resource components
 - D. Production and materials management components

6. Which component can help an organization determine such things as the identification of individuals who are likely to leave the company unless additional compensation or benefits are provided?
 - A. Accounting and finance components
 - B. Production and managerial management components
 - C. Human resource components
 - D. Production and materials management components

7. Which of the following is an extended ERP component?
 - A. Business intelligence
 - B. E-business
 - C. Customer relationship management
 - D. All of the above

8. Which extended ERP component collects information used throughout an organization, organizes it, and applies analytical tools to assist managers with decisions?
 - A. Business intelligence
 - B. E-business
 - C. Customer relationship management
 - D. Supply chain management
9. What are two of the primary features of e-business components?
 - A. E-procurement
 - B. E-logistics
 - C. E-procurement and e-logistics
 - D. None of the above
10. Which channels do ERP vendors need to build for access into the ERP system?
 - A. One channel for customers (B2B)
 - B. One channel for suppliers
 - C. One channel for partners
 - D. All of the above
11. Which of the following is not a vendor in the ERP market?
 - A. SAP
 - B. Oracle
 - C. Cisco
 - D. None of the above
12. Which of the following describes an ERP system?
 - A. ERP systems provide a foundation for collaboration between departments
 - B. ERP systems enable people in different business areas to communicate
 - C. ERP systems have been widely adopted in large organizations to store critical knowledge used to make the decisions that drive the organization's performance
 - D. All of the above
13. What is at the heart of any ERP system?
 - A. Information
 - B. Employees
 - C. Customers
 - D. Database
14. What are several different types of software, which sit in the middle of and provide connectivity between two or more software applications?
 - A. Middleware
 - B. Enterprise application integration middleware
 - C. Automated business process
 - D. e-business infrastructure
15. What represents a new approach to middleware by packaging together commonly used functionality, such as providing prebuilt links to popular enterprise applications, which reduces the time necessary to develop solutions that integrate applications from multiple vendors?
 - A. Middleware
 - B. Enterprise application integration middleware
 - C. Automated business process
 - D. e-business infrastructure
16. Who are the primary users of SCM systems?
 - A. Sales, marketing, customer service
 - B. Accounting, finance, logistics, and production
 - C. Customers, resellers, partners, suppliers, and distributors
 - D. All of the above

17. Who are the primary users of ERP systems?
 - A. Sales, marketing, customer service
 - B. Accounting, finance, logistics, and production
 - C. Customers, resellers, partners, suppliers, and distributors
 - D. All of the above
18. Which application's primary business benefits include sales forecasts, sales strategies, and marketing campaigns?
 - A. CRM
 - B. SCM
 - C. ERP
 - D. All of the above
19. Which application's primary business benefits include market demand, resource and capacity constraints, and real-time scheduling?
 - A. CRM
 - B. SCM
 - C. ERP
 - D. All of the above
20. Which application's primary business benefits include forecasting, planning, purchasing, material management, warehousing, inventory, and distribution?
 - A. CRM
 - B. SCM
 - C. ERP
 - D. All of the above
21. Which application are employees most likely to use?
 - A. CRM
 - B. SCM
 - C. ERP
 - D. All of the above
22. Shell Canada's ERP system handles operations for:
 - A. Wells and mines
 - B. Processing plants
 - C. Oil trucks and gas pumps
 - D. All of the above
23. Which of the following challenge(s) did The City of Winnipeg face prior to the implementation of its ERP system?
 - A. Inconsistent information and poor communication
 - B. Wasted purchasing power
 - C. Limited analytical capability
 - D. All of the above
24. The City of Winnipeg's ERP system integrated:
 - A. More than 5,000 diverse systems
 - B. More than 100 diverse systems
 - C. Fewer than 50 diverse systems
 - D. About 10 diverse systems
25. The major components of The City of Winnipeg's ERP system were:
 - A. Human Resources and Finance
 - B. Police and Fire
 - C. Public Works and Water
 - D. Transit and Waste

26. Product profitability analysis is a feature that is available in the:
- A. Accounting and Finance ERP component
 - B. Production and Materials Management ERP component
 - C. Human Resources ERP component
 - D. All of the above
27. The development of a production schedule is a feature that is available in the:
- A. Accounting and Finance ERP component
 - B. Production and Materials Management ERP component
 - C. Human Resources ERP component
 - D. None of the above
28. The tracking of online training usage is a feature that is available in the:
- A. Accounting and Finance ERP component.
 - B. Production and Materials Management ERP component
 - C. Human Resources ERP component
 - D. All of the above
29. The extended ERP component that provides an integrated view of the customer's relationship with the organization is the:
- A. CRM component.
 - B. SCM component
 - C. Business Intelligence component
 - D. E-business component
30. The extended ERP component that helps optimize the supply chain from acquisition of raw materials to receipt of finished goods by customers is the:
- A. CRM component
 - B. SCM component
 - C. Business Intelligence component
 - D. E-business component
31. Monitoring credit limit whenever a customer places a new order or sends in a payment is a function of the:
- A. Accounting and Finance ERP component.
 - B. Production and Materials Management ERP component
 - C. Human Resources ERP component
 - D. All of the above
32. Data warehouses are a popular extension to which ERP component?
- A. Business intelligence
 - B. Customer relationship management
 - C. Supply chain management
 - D. E-business
33. CRM components include all of the following except:
- A. contact centre.
 - B. sales force automation
 - C. marketing
 - D. purchasing
34. The newest and most exciting extended ERP component is the:
- A. CRM component
 - B. SCM component
 - C. Business Intelligence component
 - D. E-business component

35. E-business includes:
- A. buying and selling
 - B. serving customers
 - C. collaborating with business partners
 - D. All of the above
36. The large toy manufacturer described in the book was unable to fulfill any of its Web orders less than a week before Christmas because:
- A. There were no toys left in the warehouse.
 - B. There were no trucks available to deliver the toys.
 - C. It could not organize its basic order processing function.
 - D. There had been a huge snowstorm.
37. Customers and suppliers now demand access to ERP information including:
- A. order status
 - B. inventory levels
 - C. invoice reconciliation
 - D. All of the above.
38. One of the hidden costs associated with ERP implementation is:
- A. The cost of buying the new hardware.
 - B. The cost of buying the new software.
 - C. The cost of training the employees.
 - D. None of the above
39. Failed ERP implementations have caused organizations to view an ERP as:
- A. unnecessary.
 - B. impossible.
 - C. a necessary evil.
 - D. not desirable.
40. Successful ERP projects share all of the following basic attributes except:
- A. Overall fit
 - B. Custom made
 - C. Proper business analysis
 - D. Solid implementation plans
41. A well-fitting ERP has:
- A. Some major process gaps and some minor ones.
 - B. No minor process gaps and very few major ones.
 - C. No major process gaps and very few minor ones.
 - D. Some major processing gaps but it can be tailored to fit.
42. Buying an ERP system could be thought of in each of the following was except:
- A. Off the rack
 - B. Off the rack and tailor to fit
 - C. Custom made
 - D. One size fits all
43. Successful companies normally spend up to _____ percent on a business analysis.
- A. 10%
 - B. 50%
 - C. 75%
 - D. 90%

44. The current impetus to innovate comes from the need to _____.
- A. to cut time while still creating a competitive advantage
 - B. to cut costs, while still destroying a competitive advantage
 - C. to cut costs, while still creating a competitive advantage
 - D. to increase costs, while still creating a competitive advantage
45. The six best practices of innovation include:
- A. Reward risk takers and celebrate diversity.
 - B. buy more technology
 - C. adopt ERP systems
 - D. Look around and hire only practitioners
46. _____ implies that an entity whether it is a government, corporation, organization, or individual has a responsibility to society.
- A. Corporate responsibility
 - B. Social responsibility
 - C. Corporate policy
 - D. Sustainable, or "green," IT
47. _____ is a dimension of social responsibility that refers to the position a firm takes on social and political issues.
- A. Corporate responsibility
 - B. Social responsibility
 - C. Corporate policy
 - D. Sustainable, or "green," IT
48. _____ is a dimension of social responsibility that includes everything from hiring minority workers to making safe products.
- A. Corporate responsibility
 - B. Social responsibility
 - C. Corporate policy
 - D. Sustainable, or "green," IT
49. _____ describes the manufacture, management, use, and disposal of information technology in a way that minimizes damage to the environment, which is a critical part of a corporation's responsibility.
- A. Corporate responsibility
 - B. Social responsibility
 - C. Corporate policy
 - D. Sustainable, or "green," IT
50. What is the framework of dividing the resources of a computer into multiple execution environments?
- A. Division
 - B. Telecommuting
 - C. Virtualization
 - D. Synergy
51. Letting employees work from outside the office keeps cars off the road, plus the practice can _____.
- A. Foster employee retention
 - B. Boost worker productivity
 - C. Slash real estate costs
 - D. All of the above

52. Mobility and wireless capabilities are the tools of the virtual workforce and include all except:
- A. GIS
 - B. Mobile commerce
 - C. Electronic tagging
 - D. Telematics
53. Companies below had digitized islands and buildings in Second life's virtual world except:
- A. Nestle
 - B. Adidas
 - C. Dell
 - D. Lego
54. Legacy systems are:
- A. Systems that can be easily integrated with ERP systems
 - B. Older computer technology that remains in use even though there are newer systems available
 - C. Systems that are used for purchasing and logistics
 - D. Older computer technology that is not longer in use and replaced with newer systems available.
55. _____ are information systems that serve a single business unit, such as accounting.
- A. Supply Chain Management
 - B. Functional systems
 - C. ERP
 - D. Legacy systems.
56. _____ is a management system that enables organizations to clarify their vision and strategy and translate them into action.
- A. Legacy systems
 - B. Balanced scorecard
 - C. ERP
 - D. SCM
57. Innovation is the introduction of new equipment or methods.
True False
58. The current impetus to innovate comes from the need to increase costs, while still creating a competitive advantage.
True False
59. Sustainable, or "green," IT describes the manufacture, management, use, and disposal of information technology in a way that minimizes damage to the environment, which is a critical part of a corporation's responsibility.
True False
60. Social responsibility is a dimension of social responsibility that refers to the position a firm takes on social and political issues.
True False
61. Industry experts say the power consumption of data centres is decreasing every five years or so, making them one of the slowest-growing drags on energy in the nation.
True False
62. Virtualization is a framework of dividing the resources of a computer into multiple execution environments.
True False
63. Sustainable IT disposal refers to the safe disposal of IT assets at the end of their life cycles.
True False
64. Production and materials management is a core ERP component.
True False

65. Business intelligence is both a core and extended ERP component.
True False
66. SCM, CRM, and ERP are all extended ERP components.
True False
67. E-logistics manage the transportation and storage of goods.
True False
68. Oracle, SAP and Microsoft Dynamics are the biggest ERP vendors.
True False
69. In the past, departments made decisions independent of each other.
True False
70. When a user enters or updates information in one ERP module, it is immediately and automatically updated throughout the entire system.
True False
71. One of the primary reasons for ERPs explosive growth is that an ERP system is a logical solution to the many incompatible applications found in business today.
True False
72. Microsoft, Oracle, and PAS are the three leading ERP vendors.
True False
73. Shell Canada's ERP solution provides an integrated Web-based service order, invoicing, and payment submission system.
True False
74. Workers at Shell Canada's refineries find the new ERP system complex and difficult to search for information.
True False
75. The City of Winnipeg's ERP system could not provide for the development of applications such as competency management and career planning.
True False
76. Due to the City of Winnipeg's complexity, its new ERP system was unable to integrate the city's systems across all of its 14 departments.
True False
77. ERP systems are not fundamentally ready for the external world of e-business.
True False
78. Integration of SCM, CRM and ERP applications allows the unlocking of information to make it available to any user, anywhere, anytime.
True False
79. Enterprise resource planning _____ all departments and functions through an organization into a single IT system so that employees can make enterprise-wide decisions by viewing enterprise-wide information on all business operations.

80. _____ ERP components are the traditional components included in most ERP systems and they primarily focus on internal operations.

81. _____ ERP components are the extra components that meet the organizational needs not covered by the core components and primarily focus on external operations.

82. Human resource component is one of the three most common _____ ERP components.

83. _____ and materials management is one of the three most common core ERP components.

84. Accounting and finance components manage accounting data and _____ processes within the enterprise with functions such as general ledger, accounts payable, accounts receivable, budgeting, and asset management.

85. Most organizations manage their relationships with customers by setting _____ limits.

86. Production and materials management components handle the various aspects of production planning and execution such as _____ forecasting, production scheduling, job cost accounting, and quality control.

87. Human resource components track _____ information including payroll, benefits, compensation, performance assessment, and assumes compliance with the legal requirements of multiple jurisdictions and tax authorities.

88. Human resource components have the ability to identify employees that are likely to _____ the company.

89. Business intelligence, customer relationship management, supply chain management, and _____ are the four most common extended ERP components.

90. The business intelligence component of an ERP system typically collects information used throughout the organization, organizes it, and applies analytical tools to assist managers with _____.

91. _____ manages the transportation and storage of goods.

92. _____ is the B2B purchase and sale of supplies and services over the Internet.

93. Innovation is the _____ of new equipment or methods.

94. The current impetus to innovate comes from the need to cut costs, while still creating a _____.

95. _____ is a dimension of social responsibility that includes everything from hiring minority workers to making safe products.

96. Industry experts say the power consumption of _____ is doubling every five years or so, making them one of the fastest-growing drains on energy in the nation.

97. _____ allows people to exchange short public messages called tweets to give others status updates on what's happening in their lives at the moment.

98. Business-online _____ help executives find employees, and they're increasingly useful in other areas, such as sales and marketing.

99. Letting employees work from _____ the office keeps cars off the road, plus the practice can foster employee retention, boost worker productivity, and slash real estate costs.

100. _____ vendors also provide SCMr.

101. _____ vendors have expanded to provide CRM.

102. Integrations are achieved by using _____.

103. Sales, marketing, and customer service are the primary users of _____ systems.

104. Accounting, finance, logistics, and production are the primary users of _____ systems.

105. ERP systems are full of technical jargon, which is why employee _____ is one of the hidden costs associated with ERP implementation.

106. A well-fitting ERP cannot have any _____ processing gaps.

107. Large-Scale Vendors are attempting to enter the _____ market.

108. According to Gartner Research, the average _____ rate for an ERP project is 66 percent.

109. Some companies view an ERP as a _____, strategic evil.

110. The first challenge when investing in an ERP system is that ERP is a product that comes in many _____.

111. An ERP's main purpose is to provide support and _____ to a business process.

112. Most companies do not carry a high degree of ERP software _____ on their staff.

113. Off the rack, off the rack and tailor to fit, and custom made are terms that apply to buying a suit or an _____ system.

114. One of the three basic attributes of a successful ERP project is solid _____ plans.

115. One of the three basic attributes of a successful ERP project is proper business _____.

116. One of the three basic attributes of a successful ERP project is overall _____.

117. Compare core enterprise resource planning components and extended enterprise resource planning components.
118. Describe the three primary components found in core enterprise resource planning.
119. Describe the four primary components found in extended enterprise resource planning systems.
120. Discuss the balanced scorecard and how it relates to organizational strategy.
121. Explain the business value of integrating supply chain management, customer relationship management, and enterprise resource planning systems.
122. Compare middleware and enterprise application integration middleware.

123. Describe the primary users and primary business benefits of CRM, SCM, and ERP applications.

124. Identify and describe the two primary features of e-business components.

125. Explain why employee training is a hidden cost of ERP implementation.

126. List and describe the three basic attributes of successful ERP projects.

127. Explain how a central database is the heart of an ERP system.

04 Key

1. Which of the following is not a core ERP component focusing on internal operations?
(p. 123)
- A. Accounting and finance
 - B. Production and materials management
 - C. Business intelligence**
 - D. Human resources

Business intelligence is an extended ERP component.

Chapter - Chapter 04 #1
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

2. Which activities do accounting and finance components perform?
(p. 123)
- A Track employee information including payroll, benefits, compensation, performance assessment, and . assumes compliance with the legal requirements of multiple jurisdictions and tax authorities.
 - B Handle the various aspects of production planning and execution such as demand forecasting, . production scheduling, job cost accounting, and quality control.
 - C Manage accounting data and financial processes within the enterprise with functions such as general . ledger, accounts payable, accounts receivable, budgeting, and asset management**
 - D. None of the above

These are the primary activities performed by the accounting and finance components.

Chapter - Chapter 04 #2
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

3. Which activities do production and materials management components perform?
(p. 124)
- A Track employee information including payroll, benefits, compensation, performance assessment, and . assumes compliance with the legal requirements of multiple jurisdictions and tax authorities.
 - B Handle the various aspects of production planning and execution such as demand forecasting, . production scheduling, job cost accounting, and quality control.**
 - C Manage accounting data and financial processes within the enterprise with functions such as general . ledger, accounts payable, accounts receivable, budgeting, and asset management
 - D. None of the above

These are the primary activities performed by the production and materials management components.

Chapter - Chapter 04 #3
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

4. Which activities do human resource components perform?
(p. 124)
- A Track employee information including payroll, benefits, compensation, performance assessment, and . assumes compliance with the legal requirements of multiple jurisdictions and tax authorities.
 - B Handle the various aspects of production planning and execution such as demand forecasting, . production scheduling, job cost accounting, and quality control.
 - C** Manage accounting data and financial processes within the enterprise with functions such as general . ledger, accounts payable, accounts receivable, budgeting, and asset management
 - D. None of the above

These are the primary activities performed by the human resource components.

Chapter - Chapter 04 #4
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

5. Which component is a credit-management feature typically included?
(p. 123)
- A.** Accounting and finance components
 - B. Production and managerial management components
 - C. Human resource components
 - D. Production and materials management components

One of the best features of an accounting and finance component is its credit management feature.

Chapter - Chapter 04 #5
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

6. Which component can help an organization determine such things as the identification of individuals
(p. 124) who are likely to leave the company unless additional compensation or benefits are provided?
- A. Accounting and finance components
 - B. Production and managerial management components
 - C.** Human resource components
 - D. Production and materials management components

These activities are performed by the human resource component.

Chapter - Chapter 04 #6
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

7. Which of the following is an extended ERP component?
(p. 125)
- A. Business intelligence
 - B. E-business
 - C. Customer relationship management
 - D.** All of the above

All of the above are included in extended ERP.

Chapter - Chapter 04 #7
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

8. Which extended ERP component collects information used throughout an organization, organizes it, and applies analytical tools to assist managers with decisions?
(p. 125)
- A.** Business intelligence
 - B. E-business
 - C. Customer relationship management
 - D. Supply chain management

These are the primary activities performed by business intelligence.

Chapter - Chapter 04 #8
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

9. What are two of the primary features of e-business components?
(p. 125)
- A. E-procurement
 - B. E-logistics
 - C.** E-procurement and e-logistics
 - D. None of the above

E-logistics and e-procurement are both included in the e-business component.

Chapter - Chapter 04 #9
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

10. Which channels do ERP vendors need to build for access into the ERP system?
(p. 126)
- A. One channel for customers (B2B)
 - B. One channel for suppliers
 - C. One channel for partners
 - D.** All of the above

An ERP vendor must build access for all of the above.

Chapter - Chapter 04 #10
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

11. Which of the following is not a vendor in the ERP market?
(p. 130)
- A. SAP
 - B. Oracle
 - C.** Cisco
 - D. None of the above

Cisco is not a major ERP vendor.

Chapter - Chapter 04 #11
Gradable: automatic
Learning Outcome: 4.4
Level: Easy

12. Which of the following describes an ERP system?
(p. 119-120)
- A. ERP systems provide a foundation for collaboration between departments
 - B. ERP systems enable people in different business areas to communicate
 - C. ERP systems have been widely adopted in large organizations to store critical knowledge used to make the decisions that drive the organization's performance
 - D. All of the above**

All of the above describe ERP systems.

Chapter - Chapter 04 #12
Gradable: automatic
Learning Outcome: 4.2
Level: Easy

13. What is at the heart of any ERP system?
(p. 120)
- A. Information
 - B. Employees
 - C. Customers
 - D. Database**

At the heart of an ERP system is a central database.

Chapter - Chapter 04 #13
Gradable: automatic
Learning Outcome: 4.2
Level: Easy

14. What are several different types of software, which sit in the middle of and provide connectivity between two or more software applications?
(p. 127)
- A. Middleware**
 - B. Enterprise application integration middleware
 - C. Automated business process
 - D. e-business infrastructure

This is the definition of middleware.

Chapter - Chapter 04 #14
Gradable: automatic
Learning Outcome: 4.4
Level: Easy

15. What represents a new approach to middleware by packaging together commonly used functionality, such as providing prebuilt links to popular enterprise applications, which reduces the time necessary to develop solutions that integrate applications from multiple vendors?
(p. 127)
- A. Middleware
 - B. Enterprise application integration middleware**
 - C. Automated business process
 - D. e-business infrastructure

This is the definition of enterprise application integration middleware.

Chapter - Chapter 04 #15
Gradable: automatic
Learning Outcome: 4.4
Level: Easy

16. Who are the primary users of SCM systems?
(p. 126)
- A. Sales, marketing, customer service
 - B. Accounting, finance, logistics, and production
 - C.** Customers, resellers, partners, suppliers, and distributors
 - D. All of the above

The primary users of SCM systems are customers, resellers, partners, suppliers, and distributors.

Chapter - Chapter 04 #16
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

17. Who are the primary users of ERP systems?
(p. 126)
- A. Sales, marketing, customer service
 - B.** Accounting, finance, logistics, and production
 - C. Customers, resellers, partners, suppliers, and distributors
 - D. All of the above

The primary users of ERP systems are accounting, finance, logistics, and production.

Chapter - Chapter 04 #17
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

18. Which application's primary business benefits include sales forecasts, sales strategies, and marketing campaigns?
(p. 126)
- A.** CRM
 - B. SCM
 - C. ERP
 - D. All of the above

CRM application's primary business benefits include sales forecasts, sales strategies, and marketing campaigns.

Chapter - Chapter 04 #18
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

19. Which application's primary business benefits include market demand, resource and capacity constraints, and real-time scheduling?
(p. 126)
- A. CRM
 - B.** SCM
 - C. ERP
 - D. All of the above

SCM application's primary business benefits include market demand, resource and capacity constraints, and real-time scheduling.

Chapter - Chapter 04 #19
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

20. Which application's primary business benefits include forecasting, planning, purchasing, material management, warehousing, inventory, and distribution?
(p. 126)
- A. CRM
 - B. SCM
 - C. ERP**
 - D. All of the above

ERP application's primary business benefits include forecasting, planning, purchasing, material management, warehousing, inventory, and distribution.

Chapter - Chapter 04 #20
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

21. Which application are employees most likely to use?
(p. 126)
- A. CRM
 - B. SCM
 - C. ERP
 - D. All of the above**

Employees use all of the above systems to perform their jobs.

Chapter - Chapter 04 #21
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

22. Shell Canada's ERP system handles operations for:
(p. 105)
- A. Wells and mines
 - B. Processing plants
 - C. Oil trucks and gas pumps
 - D. All of the above**

Shell Canada's ERP system handles all of these operations.

Chapter - Chapter 04 #22
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

23. Which of the following challenge(s) did The City of Winnipeg face prior to the implementation of its ERP system?
(p. 119)
- A. Inconsistent information and poor communication
 - B. Wasted purchasing power
 - C. Limited analytical capability
 - D. All of the above**

The city faced all of these challenges.

Chapter - Chapter 04 #23
Gradable: automatic
Learning Outcome: 4.2
Level: Easy

24. The City of Winnipeg's ERP system integrated:
(p. 119) A. More than 5,000 diverse systems
B. More than 100 diverse systems
C. Fewer than 50 diverse systems
D. About 10 diverse systems

The city integrated more than 100 diverse systems.

Chapter - Chapter 04 #24
Gradable: automatic
Learning Outcome: 4.2
Level: Easy

25. The major components of The City of Winnipeg's ERP system were:
(p. 120) **A.** Human Resources and Finance
B. Police and Fire
C. Public Works and Water
D. Transit and Waste

The major components were HR and Finance.

Chapter - Chapter 04 #25
Gradable: automatic
Learning Outcome: 4.2
Level: Easy

26. Product profitability analysis is a feature that is available in the:
(p. 123) **A.** Accounting and Finance ERP component
B. Production and Materials Management ERP component
C. Human Resources ERP component
D. All of the above

Determining profitability is an accounting function.

Chapter - Chapter 04 #26
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

27. The development of a production schedule is a feature that is available in the:
(p. 124) A. Accounting and Finance ERP component
B. Production and Materials Management ERP component
C. Human Resources ERP component
D. None of the above

Scheduling production is a function of Production and Materials Management.

Chapter - Chapter 04 #27
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

28. The tracking of online training usage is a feature that is available in the:
(p. 124)
- A. Accounting and Finance ERP component.
 - B. Production and Materials Management ERP component
 - C.** Human Resources ERP component
 - D. All of the above

Keeping track of training is a Human Resources function.

Chapter - Chapter 04 #28
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

29. The extended ERP component that provides an integrated view of the customer's relationship with the organization is the:
(p. 125)
- A.** CRM component.
 - B. SCM component
 - C. Business Intelligence component
 - D. E-business component

CRM is the acronym for Customer Relationship Management.

Chapter - Chapter 04 #29
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

30. The extended ERP component that helps optimize the supply chain from acquisition of raw materials to receipt of finished goods by customers is the:
(p. 125)
- A. CRM component
 - B.** SCM component
 - C. Business Intelligence component
 - D. E-business component

SCM is the acronym for Supply Chain Management.

Chapter - Chapter 04 #30
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

31. Monitoring credit limit whenever a customer places a new order or sends in a payment is a function of the:
(p. 123)
- A.** Accounting and Finance ERP component.
 - B. Production and Materials Management ERP component
 - C. Human Resources ERP component
 - D. All of the above

Monitoring credit is an Accounting/Finance function.

Chapter - Chapter 04 #31
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

32. Data warehouses are a popular extension to which ERP component?
(p. 125) **A.** Business intelligence
B. Customer relationship management
C. Supply chain management
D. E-business

Data warehouses are a popular extension to the business intelligence component.

Chapter - Chapter 04 #32
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

33. CRM components include all of the following except:
(p. 126) A. contact centre.
B. sales force automation
C. marketing
D. purchasing

Customer Relationship Management does not manage supplier relationships.

Chapter - Chapter 04 #33
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

34. The newest and most exciting extended ERP component is the:
(p. 125) A. CRM component
B. SCM component
C. Business Intelligence component
D. E-business component

E-business is the newest component.

Chapter - Chapter 04 #34
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

35. E-business includes:
(p. 125) A. buying and selling
B. serving customers
C. collaborating with business partners
D. All of the above

Conducting business on the Internet includes not only buying and selling, but also serving customers and collaborating with business partners.

Chapter - Chapter 04 #35
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

36. The large toy manufacturer described in the book was unable to fulfill any of its Web orders less than a week before Christmas because:
- A. There were no toys left in the warehouse.
 - B. There were no trucks available to deliver the toys.
 - C.** It could not organize its basic order processing function.
 - D. There had been a huge snowstorm.

The basic order processing function did not get integrated with its new ERP.

Chapter - Chapter 04 #36
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

37. Customers and suppliers now demand access to ERP information including:
- A. order status
 - B. inventory levels
 - C. invoice reconciliation
 - D.** All of the above.

Customers and suppliers are demanding access to all of this information.

Chapter - Chapter 04 #37
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

38. One of the hidden costs associated with ERP implementation is:
- A. The cost of buying the new hardware.
 - B. The cost of buying the new software.
 - C.** The cost of training the employees.
 - D. None of the above

ERP systems are full of technical jargon, which is why employee training is one of the hidden costs associated with ERP implementation.

Chapter - Chapter 04 #38
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

39. Failed ERP implementations have caused organizations to view an ERP as:
- A. unnecessary.
 - B. impossible.
 - C.** a necessary evil.
 - D. not desirable.

The key word is necessary.

Chapter - Chapter 04 #39
Gradable: automatic
Learning Outcome: 4.5
Level: Medium

40. Successful ERP projects share all of the following basic attributes except:

(p. 129)

- A. Overall fit
- B. Custom made**
- C. Proper business analysis
- D. Solid implementation plans

Custom made is not one of the three basic attributes.

Chapter - Chapter 04 #40
Gradable: automatic
Learning Outcome: 4.5
Level: Easy

41. A well-fitting ERP has:

(p. 130)

- A. Some major process gaps and some minor ones.
- B. No minor process gaps and very few major ones.
- C. No major process gaps and very few minor ones.
- D. Some major processing gaps but it can be tailored to fit.**

A well-fitting ERP cannot have any major processing gaps.

Chapter - Chapter 04 #41
Gradable: automatic
Learning Outcome: 4.5
Level: Hard

42. Buying an ERP system could be thought of in each of the following was except:

(p. 130)

- A. Off the rack
- B. Off the rack and tailor to fit
- C. Custom made
- D. One size fits all**

"One size fits all" doesn't work for ERPs.

Chapter - Chapter 04 #42
Gradable: automatic
Learning Outcome: 4.5
Level: Medium

43. Successful companies normally spend up to _____ percent on a business analysis.

(p. 130)

- A. 10%**
- B. 50%
- C. 75%
- D. 90%

Successful companies spend 10%.

Chapter - Chapter 04 #43
Gradable: automatic
Learning Outcome: 4.5
Level: Easy

44. The current impetus to innovate comes from the need to _____.
- (p. 107)
- A. to cut time while still creating a competitive advantage
 - B. to cut costs, while still destroying a competitive advantage
 - C.** to cut costs, while still creating a competitive advantage
 - D. to increase costs, while still creating a competitive advantage

The current impetus to innovate comes from the need to cut costs, while still creating a competitive advantage.

Chapter - Chapter 04 #44
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

45. The six best practices of innovation include:
- (p. 105)
- A.** Reward risk takers and celebrate diversity.
 - B. buy more technology
 - C. adopt ERP systems
 - D. Look around and hire only practitioners

Definition

Chapter - Chapter 04 #45
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

46. _____ implies that an entity whether it is a government, corporation, organization, or individual has a responsibility to society.
- (p. 109)
- A. Corporate responsibility
 - B.** Social responsibility
 - C. Corporate policy
 - D. Sustainable, or "green," IT

Social responsibility implies that an entity whether it is a government, corporation, organization, or individual has a responsibility to society.

Chapter - Chapter 04 #46
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

47. _____ is a dimension of social responsibility that refers to the position a firm takes on social and political issues.
- (p. 109)
- A. Corporate responsibility
 - B. Social responsibility
 - C.** Corporate policy
 - D. Sustainable, or "green," IT

Corporate policy is a dimension of social responsibility that refers to the position a firm takes on social and political issues.

Chapter - Chapter 04 #47
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

48. _____ is a dimension of social responsibility that includes everything from hiring minority workers to making safe products.
- (p. 109)
- A. Corporate responsibility
 - B. Social responsibility
 - C. Corporate policy**
 - D. Sustainable, or "green," IT

Corporate responsibility is a dimension of social responsibility that includes everything from hiring minority workers to making safe products.

Chapter - Chapter 04 #48
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

49. _____ describes the manufacture, management, use, and disposal of information technology in a way that minimizes damage to the environment, which is a critical part of a corporation's responsibility.
- (p. 109)
- A. Corporate responsibility
 - B. Social responsibility
 - C. Corporate policy
 - D. Sustainable, or "green," IT**

Sustainable, or "green," IT describes the manufacture, management, use, and disposal of information technology in a way that minimizes damage to the environment, which is a critical part of a corporation's responsibility.

Chapter - Chapter 04 #49
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

50. What is the framework of dividing the resources of a computer into multiple execution environments?
- (p. 110)
- A. Division
 - B. Telecommuting
 - C. Virtualization**
 - D. Synergy

Virtualization is a framework of dividing the resources of a computer into multiple execution environments.

Chapter - Chapter 04 #50
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

51. Letting employees work from outside the office keeps cars off the road, plus the practice can _____.
- (p. 114)
- A. Foster employee retention
 - B. Boost worker productivity
 - C. Slash real estate costs
 - D. All of the above**

Letting employees work from outside the office keeps cars off the road, plus the practice can foster employee retention, boost worker productivity, and slash real estate costs.

Chapter - Chapter 04 #51
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

52. Mobility and wireless capabilities are the tools of the virtual workforce and include all except:
(p. 115) **A.** GIS
B. Mobile commerce
C. Electronic tagging
D. Telematics

Mobility and wireless capabilities are the tools of the virtual workforce and include mobile commerce (m-commerce), telematics, and electronic tagging.

Chapter - Chapter 04 #52
Gradable: automatic
Learning Outcome: 4.1
Level: Easy

53. Companies below had digitized islands and buildings in Second life's virtual world except:
(p. 115) **A.** Nestle
B. Adidas
C. Dell
D. Lego

Companies such as Wired, Adidas, Dell, and Lego all had digitized islands and buildings in Second Life's virtual world.

Chapter - Chapter 04 #53
Gradable: automatic
Learning Outcome: 4.1
Level: Easy

54. Legacy systems are:
(p. 117) A. Systems that can be easily integrated with ERP systems
B. Older computer technology that remains in use even though there are newer systems available
C. Systems that are used for purchasing and logistics
D. Older computer technology that is not longer in use and replaced with newer systems available.

Legacy systems often remain in place because they still accomplish the job they were designed to do, respond adequately to user requests, or because the expense of replacing them is high.

Chapter - Chapter 04 #54
Gradable: automatic
Learning Outcome: 4.1
Level: Easy

55. _____ are information systems that serve a single business unit, such as accounting.
(p. 117) A. Supply Chain Management
B. Functional systems
C. ERP
D. Legacy systems.

Functional systems are information systems that serve a single business unit, such as accounting.

Chapter - Chapter 04 #55
Gradable: automatic
Learning Outcome: 4.1
Level: Easy

56. _____ is a management system that enables organizations to clarify their vision and strategy and translate them into action.
(p. 128)
- A. Legacy systems
 - B. Balanced scorecard**
 - C. ERP
 - D. SCM

When fully deployed, the balanced scorecard transforms strategic planning from an academic exercise into the nerve centre of an enterprise.

Chapter - Chapter 04 #56
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

57. Innovation is the introduction of new equipment or methods.
(p. 107) **TRUE**

Definition

Chapter - Chapter 04 #57
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

58. The current impetus to innovate comes from the need to increase costs, while still creating a competitive advantage.
(p. 107) **FALSE**

The current impetus to innovate comes from the need to cut costs, while still creating a competitive advantage.

Chapter - Chapter 04 #58
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

59. Sustainable, or "green," IT describes the manufacture, management, use, and disposal of information technology in a way that minimizes damage to the environment, which is a critical part of a corporation's responsibility.
(p. 109) **TRUE**

Definition

Chapter - Chapter 04 #59
Gradable: automatic
Learning Outcome: 4.1
Level: Easy

60. Social responsibility is a dimension of social responsibility that refers to the position a firm takes on social and political issues.
(p. 109) **FALSE**

Corporate responsibility is a dimension of social responsibility that refers to the position a firm takes on social and political issues.

Chapter - Chapter 04 #60
Gradable: automatic
Learning Outcome: 4.1
Level: Easy

61. Industry experts say the power consumption of data centres is decreasing every five years or so, making them one of the slowest-growing drags on energy in the nation.

(p. 109)

FALSE

Power consumption is increasing

Chapter - Chapter 04 #61
Gradable: automatic
Learning Outcome: 4.2
Level: Medium

62. Virtualization is a framework of dividing the resources of a computer into multiple execution environments.

(p. 110)

TRUE

Definition

Chapter - Chapter 04 #62
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

63. Sustainable IT disposal refers to the safe disposal of IT assets at the end of their life cycles.

(p. 111)

TRUE

Sustainable IT disposal refers to the safe disposal of IT assets at the end of their life cycles.

Chapter - Chapter 04 #63
Gradable: automatic
Learning Outcome: 4.1
Level: Medium

64. Production and materials management is a core ERP component.

(p. 123)

TRUE

Production and materials management is a core ERP component.

Chapter - Chapter 04 #64
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

65. Business intelligence is both a core and extended ERP component.

(p. 125)

FALSE

Business intelligence is an extended ERP component.

Chapter - Chapter 04 #65
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

66. SCM, CRM, and ERP are all extended ERP components.

(p. 125)

FALSE

Only SCM and CRM all extended ERP components. ERP is not extended ERP component.

Chapter - Chapter 04 #66
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

67. E-logistics manage the transportation and storage of goods.
(p. 125) **TRUE**

This is the definition of e-logistics.

Chapter - Chapter 04 #67
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

68. Oracle, SAP and Microsoft Dynamics are the biggest ERP vendors.
(p. 126) **TRUE**

Oracle, SAP and Microsoft Dynamics are the biggest ERP vendors.

Chapter - Chapter 04 #68
Gradable: automatic
Learning Outcome: 4.4
Level: Hard

69. In the past, departments made decisions independent of each other.
(p. 119) **TRUE**

In the past, departments made decisions independent of each other.

Chapter - Chapter 04 #69
Gradable: automatic
Learning Outcome: 4.4
Level: Easy

70. When a user enters or updates information in one ERP module, it is immediately and automatically updated throughout the entire system.
(p. 120) **TRUE**

When a user enters or updates information in one ERP module, it is immediately and automatically updated throughout the entire system.

Chapter - Chapter 04 #70
Gradable: automatic
Learning Outcome: 4.2
Level: Easy

71. One of the primary reasons for ERPs explosive growth is that an ERP system is a logical solution to the many incompatible applications found in business today.
(p. 117) **TRUE**

One of the primary reasons for ERPs explosive growth is that ERP is a logical solution to the many incompatible applications found in business today.

Chapter - Chapter 04 #71
Gradable: automatic
Learning Outcome: 4.2
Level: Easy

72. Microsoft, Oracle, and PAS are the three leading ERP vendors.
(p. 126) **FALSE**

Oracle, Microsoft Dynamics and SAP are the three leading ERP vendors.

Chapter - Chapter 04 #72
Gradable: automatic
Learning Outcome: 4.4
Level: Hard

73. Shell Canada's ERP solution provides an integrated Web-based service order, invoicing, and payment submission system.

TRUE

It is an integrated system.

Chapter - Chapter 04 #73
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

74. Workers at Shell Canada's refineries find the new ERP system complex and difficult to search for information.

FALSE

Workers find it easy.

Chapter - Chapter 04 #74
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

75. The City of Winnipeg's ERP system could not provide for the development of applications such as competency management and career planning.

FALSE

The system provides for the development of these applications.

Chapter - Chapter 04 #75
Gradable: automatic
Learning Outcome: 4.2
Level: Medium

76. Due to the City of Winnipeg's complexity, its new ERP system was unable to integrate the city's systems across all of its 14 departments.

FALSE

The ERP integrated all 14 departments.

Chapter - Chapter 04 #76
Gradable: automatic
Learning Outcome: 4.2
Level: Medium

77. ERP systems are not fundamentally ready for the external world of e-business.

TRUE

The original focus of ERPs was the internal organization.

Chapter - Chapter 04 #77
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

78. Integration of SCM, CRM and ERP applications allows the unlocking of information to make it available to any user, anywhere, anytime.

TRUE

Integration of these applications is the key to success for many companies.

Chapter - Chapter 04 #78
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

79. Enterprise resource planning _____ all departments and functions through an organization into a single IT system so that employees can make enterprise-wide decisions by viewing enterprise-wide information on all business operations.

Integrates

Chapter - Chapter 04 #79
Gradable: automatic
Learning Outcome: 4.2
Level: Easy

80. _____ ERP components are the traditional components included in most ERP systems and they primarily focus on internal operations.

Core

Chapter - Chapter 04 #80
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

81. _____ ERP components are the extra components that meet the organizational needs not covered by the core components and primarily focus on external operations.

Extended

Chapter - Chapter 04 #81
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

82. Human resource component is one of the three most common _____ ERP components.

Core

Chapter - Chapter 04 #82
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

83. _____ and materials management is one of the three most common core ERP components.

Production

Chapter - Chapter 04 #83
Gradable: automatic
Learning Outcome: 4.3
Level: Easy

84. Accounting and finance components manage accounting data and _____ processes within the enterprise with functions such as general ledger, accounts payable, accounts receivable, budgeting, and asset management.

Financial

Chapter - Chapter 04 #84
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

85. Most organizations manage their relationships with customers by setting _____ limits.

Credit

Chapter - Chapter 04 #85
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

86. Production and materials management components handle the various aspects of production planning and execution such as _____ forecasting, production scheduling, job cost accounting, and quality control.

Demand

Chapter - Chapter 04 #86
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

87. Human resource components track _____ information including payroll, benefits, compensation, performance assessment, and assumes compliance with the legal requirements of multiple jurisdictions and tax authorities.
(p. 124) **Employee**
- Chapter - Chapter 04 #87
Gradable: automatic
Learning Outcome: 4.3
Level: Medium*
88. Human resource components have the ability to identify employees that are likely to _____ the company.
(p. 124) **Leave**
- Chapter - Chapter 04 #88
Gradable: automatic
Learning Outcome: 4.3
Level: Hard*
89. Business intelligence, customer relationship management, supply chain management, and _____ are the four most common extended ERP components.
(p. 125) **E-business**
- Chapter - Chapter 04 #89
Gradable: automatic
Learning Outcome: 4.3
Level: Medium*
90. The business intelligence component of an ERP system typically collects information used throughout the organization, organizes it, and applies analytical tools to assist managers with _____.
(p. 125) **Decisions**
- Chapter - Chapter 04 #90
Gradable: automatic
Learning Outcome: 4.3
Level: Medium*
91. _____ manages the transportation and storage of goods.
(p. 125) **E-logistics**
- Chapter - Chapter 04 #91
Gradable: automatic
Learning Outcome: 4.3
Level: Easy*
92. _____ is the B2B purchase and sale of supplies and services over the Internet.
(p. 125) **E-procurement**
- Chapter - Chapter 04 #92
Gradable: automatic
Learning Outcome: 4.3
Level: Easy*
93. Innovation is the _____ of new equipment or methods.
(p. 107) **introduction**
- Chapter - Chapter 04 #93
Gradable: automatic
Learning Outcome: 4.1
Level: Medium*
94. The current impetus to innovate comes from the need to cut costs, while still creating a _____.
(p. 107) **competitive advantage.**
- Chapter - Chapter 04 #94
Gradable: automatic
Learning Outcome: 4.1
Level: Medium*
95. _____ is a dimension of social responsibility that includes everything from hiring minority workers to making safe products.
(p. 109) **Corporate responsibility**
- Chapter - Chapter 04 #95
Gradable: automatic
Learning Outcome: 4.1
Level: Medium*

96. Industry experts say the power consumption of _____ is doubling every five years or so, making them one of the fastest-growing drains on energy in the nation.
(p. 112) **data centres**
- Chapter - Chapter 04 #96
Gradable: automatic
Learning Outcome: 4.1
Level: Medium*
97. _____ allows people to exchange short public messages called tweets to give others status updates on what's happening in their lives at the moment.
(p. 112) **Twitter**
- Chapter - Chapter 04 #97
Gradable: automatic
Learning Outcome: 4.1
Level: Medium*
98. Business-online _____ help executives find employees, and they're increasingly useful in other areas, such as sales and marketing.
(p. 113) **networks**
- Chapter - Chapter 04 #98
Gradable: automatic
Learning Outcome: 4.1
Level: Medium*
99. Letting employees work from _____ the office keeps cars off the road, plus the practice can foster employee retention, boost worker productivity, and slash real estate costs.
(p. 114) **outside**
- Chapter - Chapter 04 #99
Gradable: automatic
Learning Outcome: 4.2
Level: Medium*
100. _____ vendors also provide SCMr.
(p. 125) **ERP**
- Chapter - Chapter 04 #100
Gradable: automatic
Learning Outcome: 4.4
Level: Medium*
101. _____ vendors have expanded to provide CRM.
(p. 125) **ERP**
- Chapter - Chapter 04 #101
Gradable: automatic
Learning Outcome: 4.4
Level: Medium*
102. Integrations are achieved by using _____.
(p. 127) **Middleware**
- Chapter - Chapter 04 #102
Gradable: automatic
Learning Outcome: 4.4
Level: Hard*
103. Sales, marketing, and customer service are the primary users of _____ systems.
(p. 126) **CRM**
- Chapter - Chapter 04 #102
Gradable: automatic
Learning Outcome: 4.4
Level: Easy*
104. Accounting, finance, logistics, and production are the primary users of _____ systems.
(p. 126) **ERP**
- Chapter - Chapter 04 #103
Gradable: automatic
Learning Outcome: 4.3
Level: Easy*
- Chapter - Chapter 04 #104
Gradable: automatic
Learning Outcome: 4.3
Level: Easy*

105. ERP systems are full of technical jargon, which is why employee _____ is one of the hidden costs associated with ERP implementation.

(p. 125)

Training

Chapter - Chapter 04 #105
Gradable: automatic
Learning Outcome: 4.3
Level: Medium

106. A well-fitting ERP cannot have any _____ processing gaps.

(p. 130)

Major

Chapter - Chapter 04 #106
Gradable: automatic
Learning Outcome: 4.5
Level: Medium

107. Large-Scale Vendors are attempting to enter the _____ market.

(p. 130)

Small to medium (SME)

Chapter - Chapter 04 #107
Gradable: automatic
Learning Outcome: 4.4
Level: Easy

108. According to Gartner Research, the average _____ rate for an ERP project is 66 percent.

(p. 129)

Failure

Chapter - Chapter 04 #108
Gradable: automatic
Learning Outcome: 4.5
Level: Medium

109. Some companies view an ERP as a _____, strategic evil.

(p. 129)

Necessary

Chapter - Chapter 04 #109
Gradable: automatic
Learning Outcome: 4.5
Level: Easy

110. The first challenge when investing in an ERP system is that ERP is a product that comes in many _____.

(p. 129)

Flavours

Chapter - Chapter 04 #110
Gradable: automatic
Learning Outcome: 4.5
Level: Medium

111. An ERP's main purpose is to provide support and _____ to a business process.

(p. 129)

Automation

Chapter - Chapter 04 #111
Gradable: automatic
Learning Outcome: 4.5
Level: Easy

112. Most companies do not carry a high degree of ERP software _____ on their staff.

(p. 129)

Expertise

Chapter - Chapter 04 #112
Gradable: automatic
Learning Outcome: 4.5
Level: Hard

113. Off the rack, off the rack and tailor to fit, and custom made are terms that apply to buying a suit or an _____ system.

(p. 130)

ERP

Chapter - Chapter 04 #113
Gradable: automatic
Learning Outcome: 4.5
Level: Easy

114. One of the three basic attributes of a successful ERP project is solid _____ plans.

(p. 129)

Implementation

Chapter - Chapter 04 #114
Gradable: automatic
Learning Outcome: 4.5
Level: Easy

115. One of the three basic attributes of a successful ERP project is proper business _____.
(p. 129) **Analysis**

Chapter - Chapter 04 #115
Gradable: automatic
Learning Outcome: 4.5
Level: Easy

116. One of the three basic attributes of a successful ERP project is overall _____.
(p. 129) **Fit**

Chapter - Chapter 04 #116
Gradable: automatic
Learning Outcome: 4.5
Level: Easy

117. Compare core enterprise resource planning components and extended enterprise resource planning components.
(p. 123-125)

Core ERP components-traditional components include din moat ERP systems and they primarily focus on internal operations. Extended ERP components-extra components that meet the organizational needs not covered by the core components and primarily focus on external operations.

Chapter - Chapter 04 #117
Gradable: manual
Learning Outcome: 4.3
Level: Easy

118. Describe the three primary components found in core enterprise resource planning.
(p. 123-124)

Accounting and finance components-manage accounting data and financial processes within the enterprise with functions such as general ledger, accounts payable, accounts receivable, budgeting, and asset management. Production and materials management components-handle the various aspects of production planning and execution such as demand forecasting, production scheduling, job cost accounting, and quality control. Human resource components-track employee information including payroll, benefits, compensation, performance assessment, and assumes compliance with the legal requirements of multiple jurisdictions and tax authorities.

Chapter - Chapter 04 #118
Gradable: manual
Learning Outcome: 4.3
Level: Easy

119. Describe the four primary components found in extended enterprise resource planning systems.
(p. 125)

Business intelligence-describe information that people use to support their decision-making efforts. Customer relationship management-involves managing all aspects of a customer's relationships with an organization to increase customer loyalty and retention and an organization's profitability. Supply chain management-involves the management of information flows between and among stages in a supply chain to maximize total supply chain effectiveness and profitability. E-business-means conducting business on the Internet, not only buying and selling, but also serving customers and collaborating with business partners

Chapter - Chapter 04 #119
Gradable: manual
Learning Outcome: 4.3
Level: Easy

120. Discuss the balanced scorecard and how it relates to organizational strategy.
(p. 128)

The balanced scorecard is a management system, in addition to a measurement system, that enables organizations to clarify their vision and strategy and translate them into action. It provides feedback around both the internal business processes and external outcomes in order to continuously improve strategic performance and results. When fully deployed, the balanced scorecard transforms strategic planning from an academic exercise into the nerve centre of an enterprise. Kaplan and Norton describe the innovation of the balanced scorecard as follows: "The balanced scorecard retains traditional financial measures. But financial measures tell the story of past events, an adequate story for industrial age companies for which investments in long-term capabilities and customer relationships were not critical for success. These financial measures are inadequate, however, for guiding and evaluating the journey that information age companies must make to create future value through investment in customers, suppliers, employees, processes, technology, and innovation."

*Chapter - Chapter 04 #120
Gradable: manual
Learning Outcome: 4.5
Level: Medium*

121. Explain the business value of integrating supply chain management, customer relationship management, and enterprise resource planning systems.
(p. 126)

Most organizations piecemeal their applications together since no one vendor to respond to every organization's needs; hence, customers purchase multiple applications from multiple vendors. For example, a single organization might choose its CRM components from Siebel, SCM from i2, financial from Oracle, and human resources from PeopleSoft. These applications must be integrated in order to gain an enterprisewide view of the information.

*Chapter - Chapter 04 #121
Gradable: manual
Learning Outcome: 4.4
Level: Easy*

122. Compare middleware and enterprise application integration middleware.
(p. 127)

Middleware is several different types of software, which sit in the middle of and provide connectivity between two or more software applications. Enterprise application integration middleware represents a new approach to middleware by packaging together commonly used functionality, such as providing prebuilt links to popular enterprise applications, which reduces the time necessary to develop solution that integrate applications from multiple vendors.

*Chapter - Chapter 04 #122
Gradable: manual
Learning Outcome: 4.4
Level: Easy*

123. Describe the primary users and primary business benefits of CRM, SCM, and ERP applications.
(p. 128)

CRM applications primary users are sales, marketing, and customer service and its primary business benefits are sales forecasts, sales strategies, and marketing campaigns. SCM applications primary users are customers, resellers, partners, suppliers, and distributors and its primary business benefits are market demand, resource and capacity constraints, and real-time scheduling. ERP applications primary users are accounting, finance, logistics, and production and its primary business benefits are forecasting, planning, purchasing, material management, warehousing, inventory, and distribution.

*Chapter - Chapter 04 #123
Gradable: manual
Learning Outcome: 4.3
Level: Medium*

124. Identify and describe the two primary features of e-business components.
(p. 125)

E-logistics manages the transportation and storage of goods and E-procurement is the business-to-business (B2B) purchase and sale of supplies and services over the Internet.

*Chapter - Chapter 04 #124
Gradable: manual
Learning Outcome: 4.3
Level: Medium*

125. Explain why employee training is a hidden cost of ERP implementation.
(p. 125)

Most ERPs are full of technical jargon, which is why employee training is one of the hidden costs of ERP implementation. Removing the jargon to accommodate untrained customers and partners is one of the more difficult tasks when Web-enabling an ERP system.

*Chapter - Chapter 04 #125
Gradable: manual
Learning Outcome: 4.3
Level: Medium*

126. List and describe the three basic attributes of successful ERP projects.
(p. 129)

The attributes of successful ERP projects are overall fit, proper business analysis, and a solid implementation plan. A well-fitting system has no major processing gaps and very few minor ones. A proper analysis must result in a documented list of the business processes at work within the company. A solid implementation plan is needed to monitor the quality objectives and time-lines.

*Chapter - Chapter 04 #126
Gradable: manual
Learning Outcome: 4.5
Level: Medium*

127. Explain how a central database the heart of an ERP system.
(p. 120)

The heart of an ERP system is a central database that collects information from and feeds information into all the ERP system's individual application components.

*Chapter - Chapter 04 #127
Gradable: manual
Learning Outcome: 4.2
Level: Easy*

04 Summary

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Learning Outcome: 4.2	13
Learning Outcome: 4.3	60
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Learning Outcome: 4.5	17
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