Test Bank Questions (20 Questions)

IT342: Enterprise Systems

Drawn from online publisher resources

* Dunn, C.L., Cherrington, J.O., & Hollander, A. (2005). *Enterprise information systems: A pattern-based approach* (3rd Ed.). McGraw-Hill/Irwin. ISBN: 9780072404296

**Chapter 1**

1) Which of the following statements about ERP systems is true?

1. Most ERP software implementations fully achieve seamless integration.
2. Some ERP software packages are themselves combinations of separate applications for manufacturing, materials resource planning, general ledger, human resources, procurement, and order entry.
3. A specific enterprise software package implemented uniformly throughout an enterprise is likely to contain very flexible connections to allow changes and software variations.
4. ERP systems are designed primarily for small businesses.
5. Integration of ERP systems can be achieved in only one way.

2) Which of the following is FALSE with regard to an integrated enterprise information system?

1. An integrated enterprise information system is a set of communication channels in a business organization.
2. The goal of an integrated enterprise information system is to form one network by which information is gathered and disseminated.
3. Redundancy in an integrated information system can lead to data inconsistency.
4. Integration can be achieved in only one way.
5. Some ERP software packages are themselves combinations of separate applications for manufacturing, materials resource planning, general ledger, human resources, procurement, and order entry.

3) Which of the following is used to solve the problem of stovepiped departments?

1. Encouragement of interdepartmental interactions.
2. Reengineering of traditional departments and focus on workflow processes.
3. Assign building space such that people in the same department are all in the same physical location.
4. Both A and B
5. Both B and C

4) Which of the following often result from reengineering?

1. Streamlined workflow
2. Reduced head count
3. Consolidation of disparate information systems to eliminate duplication of efforts in various activities
4. All of the above
5. None of the above

5) Geerts and McCarthy's proposed expansion of the REA accounting model presumes that base objects in an enterprise information system should...

1. Reflect the underlying activities in which an enterprise engages.
2. Reflect aggregations of numbers needed for decision-making needs within the enterprise.
3. Reflect artifacts needed to support specific decision-making views within the enterprise.

6) Which of the following is false about the REA ontology?

1. It attempts to eliminate stovepipes.
2. It is based on a set of building blocks.
3. It can be used by all enterprises and by all functional areas within an enterprise.
4. Wherever two areas of an enterprise use the same building blocks as the foundation of their database design, their systems may be effectively integrated.
5. None of the above.

7) Most failed ERP software implementations have been blamed on...

1. People Issues
2. Technological software issues
3. Hardware issues
4. Both A and B
5. None of the above

8) The redesign of business processes or systems to achieve a dramatic improvement in enterprise performance is called

1. Reengineering
2. Interruption
3. Stovepiping
4. Intra-enterprise integration
5. Inter-enterprise integration

9) Which of the following about the REA ontology is false?

1. The REA ontology began as a generalized accounting model but has since developed into an enterprise ontology.
2. The REA ontology encourages the use of artificial constructs, such as the many artificial constructs included in SAP systems.
3. REA ontology has the same objective of enterprise systems.
4. The purpose of the REA enterprise ontology is to define constructs common to all enterprises and to demonstrate how those constructs may be represented in an integrated enterprise information system.
5. Effective REA modeling requires and enables thorough understanding of an enterprise's environment, business processes, risks, and information needs.

10) REA stands for...

1. Reality Exchange for Activities
2. Reapplication of Enterprising Accounting
3. Resources, Events, and Agents
4. Resources, Events, and Applications
5. Rebates, Exchanges, and Acquisitions

11) One of the impediments enterprises may encounter in their efforts to integrate their information systems is:

1. People’s resistance to change
2. Lack of effort
3. Lack of the correct kind of training for employees
4. Creating bugs in the software
5. A, C and D

12) What kind of education do so many ERP software users lack?

1. ERP education
2. Integration education
3. Software education
4. business-and-people processes education
5. Change management education

13) TF Ontology is the study of what things exist. True

14) TF An enterprise is an organization established to achieve a particular undertaking involving industrious, systematic activity. True

15) TF Domain ontologies are base objects. False.

16) TF Most ERP users lack business-and-people processes education. True.

17) TF The REA ontology approach is intended to encourage stovepipes. False.

18) How is enterprise system integration like building blocks for toy trains?

Information systems software applications built by various divisions, departments, or even individual users in an enterprise are the train cars in the toy example. The hardware platform and operating system serve as the track on which the train cars run. Just as train cars built to run on different tracks cannot be connected to run together on the same track, software applications built to run on different operating systems cannot be connected to run together on the same operating system. Pg 4

19) What does the phrase *paving the cowpaths* mean with respect to reengineering?

Instead of embedding outdated processes in silicon and software - paving the cowpath - we should obliterate them and start over using the power of modern information technology to radically redesign business processes in order to achieve dramatic improvements in their performance. Pg 7

20) Why can most failed software implementations be blamed on people?

When an enterprise changes its business processes, people must change. People don’t like to change. If change management in such cases is not handled well, the software implementation is doomed to fail. Most failed ERP software implementations have been blamed on people issues as opposed to technological software issues. Some practitioners have pinpointed one of the biggest problems as lack of education about the underlying business processes for system users. pg 10