Accounting Information Systems 11th edition Gelinas Test Bank

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Chapter 02

1. One of the primary goals of implementing an ERP system is to standardize systems across multiple locations and multiple divisions.

a. True

b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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2. Submitting a purchase order is a business event but creating an employee record is not a business event.

a. True

b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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3. Business events include any change in the state of an enterprise.

a. True

b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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4. Early adopters of ERP systems were in the business of making products.

a. True

b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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5. systems have proved to be quite easy to install and in short periods of time.

a. True

b. False

ANSWER: False

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POINTS: 1
QUESTION TYPE: True / False
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6. Enterprise systems potentially integrate the business process functionality and information from all of an organization's functional areas.

a. True
b. False

ANSWER: True
POINTS: 1
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HAS VARIABLES: False
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7. With an enterprise system an organization will conduct business in a more costly manner.

a. True
b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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8. An add-on software module in an enterprise system might be a customer relationship management system (CRM).

a. True
b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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9. Modules complement the core elements of an ERP system to provide the full range of functionality required of an enterprise system

a. True
b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
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10. The dominant player in the large system ERP arena is Microsoft.
    a. True
    b. False
ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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11. SAP has a primary focus on large Fortune 500 type companies.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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12. Microsoft Dynamics and Sage Group focus on small and mid market sized companies.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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13. Customer relationship management (CRM) software builds and maintains an organization's customer-related database.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
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14. Customer relationship management (CRM) software aggregates, manages, and retains data across the entire

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organization for the identification, acquisition, and retention of vendors to maximize the benefits of those relationships.

a. True

b. False

ANSWER: False
POINTS: 1
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15. If you have made a Web purchase such as with Amazon.com you have experienced some of the functionality of a CRM system where the vendor keeps track of your name, address, and purchases.

a. True

b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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16. Customer relationship management (CRM) functionality includes procurement and contract management.

a. True

b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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17. Customer self-service (CSS) software is often an extension of CRM software.

a. True

b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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18. Supply chain management (SCM) software helps plan and execute steps such as demand planning, acquiring inventory, manufacturing, distributing, and selling the product.

a. True

b. False

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ANSWER: True
POINTS: 1
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19. Supplier relationship management (SRM) software manages the interactions with the organizations that supply the goods and services to an enterprise.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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20. Middleware is a software product that connects two or more separate applications or software modules.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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21. Enterpriseware might be used to stitch together a number of legacy systems, an enterprise system, best-of-breed applications, and Web-based applications.
    a. True
    b. False
ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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22. An Application Programming Interface (API) is a means for connecting to a system or application provided by the developer of that application.
    a. True
    b. False
ANSWER: True
POINTS: 1

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QUESTION TYPE: True / False
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23. Microsoft Dynamics Snap line of tools is an example of an Application Programming Interface.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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24. Enterprise application integration (EAI) links together two or more systems and allows them to work together.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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25. Product life-cycle management (PLM) software manages product data from design through manufacture, and disposal.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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26. When choosing modules for an organization's ERP system, it is generally best to select them all from a single vendor.
    a. True
    b. False
ANSWER: False
POINTS: 1
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HAS VARIABLES: False
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27. DreamWeaver is a Web services platform from SAP that can be used to build applications that integrate business processes and databases from a number of sources within and between organizations.

a. True

b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
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28. Business process management (BPM) provides a comprehensive method for integrating manual and automated internal processes, applications, and systems, as well as integration to external partners and services.

a. True

b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
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29. With a best-of-breed approach an organization can minimize the number of different software modules employed to implement an enterprise system.

a. True

b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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30. To integrate an ERP and third-party modules, one would use middleware.

a. True

b. False

ANSWER: True
POINTS: 1
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HAS VARIABLES: False
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31. Because of the enormous implementation costs, only very large organizations can afford ERP systems.

a. True

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b. False

ANSWER: False
POINTS: 1
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32. The data captured as business events occur should be sufficient for someone who was not a party to the event to understand and reconstruct what happened.

a. True
b. False

ANSWER: True
POINTS: 1
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HAS VARIABLES: False
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33. The value chain is a chain of activities performed by the organization to transform outputs into inputs valued by the customer.

a. True
b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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34. An organization creates a competitive advantage by creating less value for its customers than does its competition.

a. True
b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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35. Supporting activities of the value chain include activities directly involved with marketing, producing, selling, and delivering the product or service to the customer.

a. True
b. False

ANSWER: False

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POINTS: 1
QUESTION TYPE: True / False
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36. Primary activities of the value chain provide infrastructure such as procurement, information technology, human resources, and accounting.

a. True
b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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37. The value chain works to separate the functional activities or *silos* of the organization.

a. True
b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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38. *Silos* refer to organization functions that stand alone, disconnected, and often unaware of activities taking place in the other functions.

a. True
b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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39. Dell's value chain takes raw materials, manufactures computers and other products, and delivers them to customers in a timely manner at an attractive price.

a. True
b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False

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HAS VARIABLES: False
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40. The activities in the value chain, the value activities, are *business processes* that convert inputs to valued outputs.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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41. In a disaggregated information system, the customer will be notified immediately whether the item is on the shelf and not committed to another customer.
    a. True
    b. False
ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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42. Telling the customer when they will receive an item is known as *available to promise* (ATP).
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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43. A character is a basic unit of data such as a letter, number, or special character.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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44. A field is a collection of related characters that comprise an attribute, such as a customer number or name.
    a. True
    b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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45. A record is a collection of related data fields pertaining to a particular entity or event.
    a. True
    b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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46. The credit limit within a customer record always provides unlimited authorization to accept a customer order.
    a. True
    b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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47. Segregation of duties includes separating the sales and credit departments.
    a. True
    b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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48. Generally, when processing a customer order, one does not need to know the total price of the goods before credit authorization can be made.
    a. True
    b. False

ANSWER: False

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POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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49. In an enterprise system, once a customer order is completed, the purchasing function can be immediately informed that the merchandise has been sold and may need to be replenished.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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50. The Controlling module of the SAP system handles internal accounting and profitability analysis.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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51. An enterprise systems centralized database can make data, such as inventory data, visible throughout the organization.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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52. The correct sequence of the three steps in the sales and distribution process is (1) order entry, (2) shipment process, and (3) billing process.
    a. True
    b. False
ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False

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53. The correct sequence of the three steps in the materials management process is (1) record vendor invoice, (2) create purchase order, and (3) receive the goods.

a. True
b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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54. The bottom line is that without integrated information systems organizations have difficulty being managed on a day-to-day basis and being successful in the long run.

a. True
b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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55. The financial accounting module integrates with the sales and distribution and materials management modules.

a. True
b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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56. The purchase-to-pay process includes the events surrounding the sale of goods to a customer, the recognition of revenue, and the collection of the customer payment.

a. True
b. False

ANSWER: False
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QUESTION TYPE: True / False
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57. The order-to-cash process includes events surrounding the purchase of goods from a vendor, the recognition of those costs, and the payment to the vendor.

a. True

b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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58. Business analytics includes data mining, predictive analytics, applied analytics, and statistics.

a. True

b. False

ANSWER: True
POINTS: 1
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HAS VARIABLES: False
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59. Big Data applications are used for analyzing business analytics.

a. True

b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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60. Business analytics are applications used for analyzing Big Data.

a. True

b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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61. Organizations install enterprise systems

a. to differentiate themselves from competitors

b. to reduce costs of conducting business

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c. to improve performance
d. all of the choices are correct

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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62. Core applications of an ERP are
a. financial accounting
b. materials management
c. sales and distribution
d. all of the choices are correct

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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63. Which of the following is usually not part of an ERP's core applications?
a. legacy systems
b. financial accounting
c. material management
d. sales and distribution

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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64. The enterprise system might facilitate the purchase of office equipment by all of the following except
a. providing an electronic order form (a purchase requisition)
b. assisting the vendor with the selection of the appropriate purchase order
c. routing the order to appropriate authorities for specific approval
d. making data available for management analysis

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
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65. The most dominant player in the ERP market for large companies is
    a. Oracle
    b. Sage
    c. SAP
    d. Microsoft

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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66. Sales force automation software
    a. automates order processing
    b. monitors inventory
    c. assists with employee performance evaluations
    d. all of the choices are correct

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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67. An application program interface (API)
    a. is an approach that combines processes, software, standards, and hardware to link two or more systems together
    b. is a means for connecting to a system or application provided by the application developer
    c. streamlines the process between an enterprise and its customers
    d. joins activities together into an end-to-end business process

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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68. Software that builds and maintains an organization's customer-related database is known as
    a. customer relationship management (CRM) software
    b. customer self-service (CSS) software
    c. sales force automation (SFA) software
    d. supply chain management (SCM) software

ANSWER: a
POINTS: 1

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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69. Software that allows an organization's customers to complete inquiry without the aid of the organization's employees is known as
    a. customer relationship management (CRM) software
    b. customer self-service (CSS) software
    c. sales force automation (SFA) software
    d. supply chain management (SCM) software
ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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70. Software that automates sales tasks such as order processing and tracking is known as
    a. customer relationship management (CRM) software
    b. customer self-service (CSS) software
    c. sales force automation (SFA) software
    d. supply chain management (SCM) software
ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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71. Software that helps execute steps such as demand planning, acquiring inventory, manufacturing, distribution, and sales is known as
    a. customer relationship management (CRM) software
    b. customer self-service (CSS) software
    c. supplier relationship management (SRM) software
    d. supply chain management (SCM) software
ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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72. Software that manages the interactions with the organizations that supply the goods and services to an enterprise is known as

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a. customer relationship management (CRM) software
b. customer self-service (CSS) software
c. supplier relationship management (SRM) software
d. supply chain management (SCM) software

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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73. Software that manages the product, beginning with the design of the product, continuing through manufacture, and culminating in the disposal of the product, is known as
a. product life-cycle management (PLM) software
b. product relationship management (PRM) software
c. product self-service (PSS) software
d. supplier relationship management (SRM) software

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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74. Modules that are part of the SAP Business Suite include
a. Sales and Distribution (SD)
b. Human Capital Management (HCM)
c. Controlling (CO)
d. All of the choices are correct.

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 5:55 AM
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75. Supply chain management (SCM) software
a. is typically under the control of external partners in the chain.
b. helps plan and execute demand planning; acquiring inventory; and manufacturing, distributing, and selling a product.
c. cannot be integrated into an overall ERP.
d. none of the choices are correct

ANSWER: b
POINTS: 1

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 5:56 AM
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76. Some third-party modules can extract data from
    a. legacy systems only
    b. ERP systems only
    c. both legacy systems and ERP systems
    d. neither legacy systems nor ERP systems

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 5:57 AM
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77. Which of the following tracks a product from design, continuing through manufacture, and culminating with the disposal of the product at the end of its life?
    a. supply chain management (SCM)
    b. value chain
    c. product life-cycle management (PLM)
    d. none of the choices are correct

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:03 AM
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78. Technology that can connect together ERP systems and third party add-on modules is called
    a. supply chain software
    b. product life-cycle management (PLM)
    c. EDP systems
    d. Middleware

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:04 AM
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79. A chain of activities performed by the organization to transform inputs into outputs valued by the customer is
    a. supply chain software
    b. enterprise application integration (EAI)

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c. EDP systems
d. Middleware

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:05 AM
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80. Enterprise systems support an organization by:
a. facilitating the functioning of an organization's operations
b. retaining records about business events
c. storing data useful for decision making
d. all of the choices are correct

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:05 AM
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81. The enterprise system might help purchase office equipment by
a. connecting directly to the enterprise system of the equipment vendor
b. verifying that appropriate approvals have been obtained
c. providing an electronic order form
d. all of the choices are correct

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:06 AM
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82. A collection of entity/event instances is a
a. record
b. table
c. field
d. character

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:07 AM
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83. Business events include
    a. creating a new employee record
    b. receiving a payment from a customer
    c. submitting a purchase order to a vendor
    d. all of the choices are correct

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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84. The general term for software that connects third-party modules to ERP systems is known as
    a. DreamWeaver
    b. Middleware
    c. Microsoft
    d. NetWeaver

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:08 AM
DATE MODIFIED: 9/20/2017 6:09 AM

85. Software packages that can be used for the core systems necessary to support enterprise systems are
    a. Application Programming Interface (API) systems
    b. Business Process Management (BPM) systems
    c. Enterprise Resource Planning (ERP) systems
    d. Event-driven architecture (EDA) systems

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:09 AM
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86. This provides a comprehensive method for integrating manual and automated internal processes, applications, and systems, as well as integration to external partners and services.
    a. Application Programming Interface (API)
    b. Business Process Management (BPM)
    c. Enterprise Resource Planning (ERP)
    d. Event-driven architecture (EDA)

ANSWER: b
POINTS: 1

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:10 AM
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87. Primary activities of the value chain include
    a. Accounting
    b. Human Resources
    c. Procurement
    d. Production

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:11 AM
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88. Supporting activities of the value chain include
    a. Accounting
    b. Marketing
    c. Production
    d. Sales

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:13 AM
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89. Information technology (IT) has been able to create additional value by
    a. reducing costs
    b. improving quality
    c. balancing the cost and timeliness of value activities
    d. all of the choices are correct

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:13 AM
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90. Which of the following statements is false?
    a. Value chain activities need to be closely coordinated.
    b. Primary value chain activities include marketing and sales.

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c. An organization's value chain is the only component of the value system.
d. None of the statements are false.

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:14 AM
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91. The correct sequence of elements leading to an "available to promise" (ATP) is
a. item availability, customer creditworthiness, price
b. customer creditworthiness, price, item availability
c. price, customer creditworthiness, item availability
d. item availability, price, customer creditworthiness

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:15 AM
DATE MODIFIED: 9/20/2017 6:15 AM

92. The four Ws of capturing data do not include
a. who
b. what
c. why
d. when

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:16 AM
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93. A basic unit of data such as a letter, number, or special character is known as a
a. character
b. field
c. record
d. table

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:16 AM
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94. A collection of related characters that comprise an attribute such as a customer number or name is known as a
    a. character
    b. field
    c. record
    d. table

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:23 AM
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95. A collection of related data fields pertaining to a particular entity or event is known as a
    a. character
    b. field
    c. record
    d. table

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:23 AM
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96. A collection of related records is known as a
    a. character
    b. field
    c. record
    d. table

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:24 AM
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97. The correct sequence of events for entering a customer order is
    a. edit order, record sales order, update inventory, notify warehouse
    b. record sales order, edit order, update inventory, notify warehouse
    c. notify warehouse, edit order, record sales order, update inventory
    d. edit order, notify warehouse, record sales order, update inventory

ANSWER: a
POINTS: 1

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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98. Steps in the sales and distribution process include all of the following except
    a. order entry
    b. shipment
    c. receiving
    d. billing

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:26 AM
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99. Steps in the materials management process include all of the following except
    a. creating the purchase order
    b. shipment
    c. receiving
    d. recording the vendor invoice

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:26 AM
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100. The ____ module plays a central role in the SAP system by collecting business events from other modules.
    a. human resources
    b. controlling and profitability analysis
    c. financial accounting
    d. customer relationship management

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:27 AM
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101. The ____ module of the SAP system handles internal accounting including cost center accounting, activity-based accounting, and budgeting.
    a. human resources
    b. controlling and profitability analysis

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c. financial accounting
d. customer relationship management

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:28 AM
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102. The ____ module of the SAP system handles payroll processing.
a. human resources
b. controlling and profitability analysis
c. financial accounting
d. customer relationship management

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:29 AM
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103. Which of the following is included in the first step in the order-to-cash process?
a. sales order processing
b. responding to customer inquiries
c. pick and pack
d. billing

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:29 AM
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104. Which of the following is included in the last step in the order-to-cash process?
a. shipping
b. pick and pack
c. payment
d. billing

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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105. What is the correct sequence of the order-to-cash process?
    a. responding to customer inquiries; sales order processing; pick and pack; billing; shipping; payment
    b. sales order processing; responding to customer inquiries; pick and pack; shipping; billing; payment
    c. sales order processing; pick and pack; billing; shipping; payment; responding to customer inquiries
    d. responding to customer inquiries; sales order processing; pick and pack; shipping; billing; payment

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:31 AM
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106. What is the first step in the purchase-to-pay process?
    a. purchase order processing
    b. pick and pack
    c. requirements determination
    d. goods receipt

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:32 AM
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107. What is the last step in the purchase-to-pay process?
    a. purchase order processing
    b. payment processing
    c. requirements determination
    d. goods receipt

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:33 AM
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108. What is the correct sequence of the purchase-to-pay process?
    a. purchase order processing; goods receipt; invoice verification; payment processing; requirements determination
    b. requirements determination; purchase order processing; goods receipt; invoice verification; payment processing
    c. purchase order processing; requirements determination; goods receipt; invoice verification; payment processing
    d. requirements determination; purchase order processing; invoice verification; goods receipt; payment

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processing

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:33 AM
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109. Business Analytics is defined as
a. software packages that can be used for the core systems necessary to support enterprise systems
b. technology that can connect together ERP systems and third party add-on modules
c. high-volume, high-velocity, and/or high-variety information assets
d. solutions used to build analysis models and simulations to create scenarios, understand realities, and predict future states

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:34 AM
DATE MODIFIED: 9/20/2017 6:35 AM

110. Big Data is defined as
a. an approach that combines processes, software, standards, and hardware to link two or more systems together
b. technology that can connect together ERP systems and third party add-on modules
c. high-volume, high-velocity and/or high-variety information assets
d. solutions used to build analysis models and simulations to create scenarios, understand realities, and predict future states

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:35 AM
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111. _____ integrate the business process functionality and information from all of an organization's functional areas, such as marketing and sales, cash receipts, purchasing, cash disbursements, human resources, production and logistics, and business reporting (including financial reporting).

ANSWER: Enterprise systems
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:36 AM
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112. _____ are software packages that can be used for the core systems necessary to

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support enterprise systems.

ANSWER: Enterprise resource planning (ERP) systems
ERP systems
Enterprise resource planning systems

POINTS: 1

QUESTION TYPE: Completion

HAS VARIABLES: False

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113. _____ software builds and maintains an organization's customer-related database.

ANSWER: Customer relationship management (CRM)
CRM
Customer relationship management

POINTS: 1

QUESTION TYPE: Completion

HAS VARIABLES: False

DATE CREATED: 9/20/2017 6:41 AM

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114. _____ software allows an organization's customers to complete an inquiry, perform a task (including sales), or troubleshoot problems, without the aid of an organization's employees.

ANSWER: Customer self-service (CSS)
CSS
Customer self-service

POINTS: 1

QUESTION TYPE: Completion

HAS VARIABLES: False

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115. _____ software automates sales tasks such as order processing, contact management, inventory monitoring, order tracking, and employee performance evaluation.

ANSWER: Sales force automation (SFA)
SFA
Sales force automation

POINTS: 1

QUESTION TYPE: Completion

HAS VARIABLES: False

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116. _____ software helps plan and execute the steps in an organization's supply chain including demand planning; acquiring inventory; and manufacturing, distributing, and selling the product.

ANSWER: Supply chain management (SCM)
SCM
Supply chain management

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POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:44 AM
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117. _____ software manages the interactions with the organizations that supply the goods and services to an enterprise.
ANSWER: Supplier relationship management (SRM)
SRM
Supplier relationship management
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:45 AM
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118. A/an _____ is a means of connecting to a system or application provided by the developer of that application
ANSWER: Application program interface (API)
API
Application program interface
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:46 AM
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119. _____ software manages product data during a product's life, beginning with the design of the product, continuing through manufacture, and culminating in the disposal of the product at the end of its life.
ANSWER: Product life-cycle management (PLM)
PLM
Product life-cycle management
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:46 AM
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120. _____ is the dominant player in the ERP market for large businesses.
ANSWER: SAP
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:47 AM
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Chapter 02

121. _____ includes integration of business processes, software, standards, and hardware to link two or more systems together allowing them to act as one.

ANSWER: Enterprise application integration (EAI)
EAI
Enterprise application integration
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:47 AM
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122. The _____ approach combines modules from various vendors to create an information system that better meets an organization's needs than a standard ERP system.

ANSWER: best-of-breed
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:48 AM
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123. A(n) _____ is a means for connecting to a system or application provided by the developer of that application.

ANSWER: Application Programming Interface (API)
API
Application Programming Interface
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:48 AM
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124. _____ usually includes a design environment for modeling and documenting business processes. This process is targeted at looking for improvements that can be made to the existing system to increase efficiency and effectiveness.

ANSWER: Business process management (BPM)
BPM
Business process management
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:49 AM
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125. _____ such as requiring separate authorizations for data-maintenance and business event processing activities is important in the prevention of many fraudulent activities.

ANSWER: Segregation of duties
POINTS: 1

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Chapter 02

QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:50 AM
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126. The _____ module plays a central role in the SAP system by incorporating business events from other modules into the general ledger accounts.
ANSWER: Financial Accounting
FI
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:50 AM
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127. A chain of activities performed by the organization to transform inputs into outputs is known as a/an _____.
ANSWER: value chain
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:51 AM
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128. Value chain activities may be divided into two categories: _____ and _____ activities.
ANSWER: primary, support
support, primary
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:51 AM
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129. Primary activities of the _____ include activities directly involved with marketing, producing, selling, and delivering the product or service to the customer.
ANSWER: value chain
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:52 AM
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130. The _____ of the value chain include functions such as moving raw materials into and around the organization, producing and delivering goods to the customer, and performing services such as installation and after-sales support.

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ANSWER: primary activities
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
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131. The _____ of the value chain are those that provide infrastructure and include functions such as procurement, information technology, human resources, and accounting.
ANSWER: supporting activities
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:53 AM
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132. A value system can extend _____ to the organization's suppliers.
ANSWER: back
backward
upstream
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:53 AM
DATE MODIFIED: 9/20/2017 6:54 AM

133. A value system can extend _____ to the customers.
ANSWER: forward
downstream
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:54 AM
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134. Telling the customer when the item will be received is known as _____.
ANSWER: available to promise (ATP)
ATP
available to promise
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
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135. A(n) _____ is a basic unit of data such as a letter, number, or special character.

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ANSWER: character
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:55 AM
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136. A(n) _____ is a collection of related characters that comprise an attribute, such as a customer number or name.
ANSWER: field
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:56 AM
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137. A(n) _____ is a collection of related data fields pertaining to a particular entity or event.
ANSWER: record
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:56 AM
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138. A(n) _____ is a collection of related records (sometimes called entity/event instances).
ANSWER: table
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:57 AM
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139. The existence of the customer record, including the _____, provides the basic authorization required to accept and record the customer order.
ANSWER: credit limit
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:57 AM
DATE MODIFIED: 9/20/2017 6:58 AM

140. The _____ process includes the events surrounding the sale of goods to a customer, the recognition of revenue, and the collection of the customer payment.
ANSWER: order-to-cash

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POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
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141. The _____ process includes events surrounding the purchase of goods from a vendor, the recognition of the cost of those goods, and the payment to the vendor.
ANSWER: purchase-to-pay
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:58 AM
DATE MODIFIED: 9/20/2017 6:59 AM

142. _____ are older systems that may exist in an organization when a newer system, such as an ERP, is installed.
ANSWER: Legacy systems
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 6:59 AM
DATE MODIFIED: 9/20/2017 7:00 AM

143. SAP _____ is a technology platform that allows a collection of applications to interact and work together.
ANSWER: NetWeaver
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:00 AM
DATE MODIFIED: 9/20/2017 7:01 AM

144. The four Ws of capturing data are _____, _____, _____, and _____.
ANSWER: who, what, where, when
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:01 AM
DATE MODIFIED: 9/20/2017 7:01 AM

145. The _____ relates to all individuals and/or organizations that are involved in the event.
ANSWER: who
POINTS: 1

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QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:01 AM
DATE MODIFIED: 9/20/2017 7:02 AM

146. The _____ relates to all resources that are exchanged as a result of the event.
ANSWER: what
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:02 AM
DATE MODIFIED: 9/20/2017 7:02 AM

147. The _____ relates to the locations at which (1) the event takes place.
ANSWER: where
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:03 AM
DATE MODIFIED: 9/20/2017 7:03 AM

148. The _____ relates to the time periods involved in completion of the event.
ANSWER: when
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:03 AM
DATE MODIFIED: 9/20/2017 7:03 AM

149. Edit order, record sales order, update inventory, notify warehouse is the sequence of events for entering a(n) _____.
ANSWER: customer order
sales order
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:04 AM
DATE MODIFIED: 9/20/2017 7:04 AM

150. The steps in the _____ process include creating the purchase order, receiving the goods and services, recording the vendor invoice.
ANSWER: materials management (MM)
MM
material management
purchase-to-pay
POINTS: 1

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QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:04 AM
DATE MODIFIED: 9/20/2017 7:04 AM

151. The module that handles internal accounting including cost center accounting, activity-based accounting, and budgeting is _____.
ANSWER: controlling (CO) and profitability analysis (PA)
controlling (CO)
CO
CO/PA
controlling and profitability analysis
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:05 AM
DATE MODIFIED: 9/20/2017 7:05 AM

152. The module that handles payroll processing is _____.
ANSWER: human resources (HR)
HR
human resources
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:06 AM
DATE MODIFIED: 9/20/2017 7:06 AM

153. The first step in the order-to-cash process is _____.
ANSWER: presale activities
responding to customer inquiries
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:06 AM
DATE MODIFIED: 9/20/2017 7:06 AM

154. The first step in the purchase-to-pay process is _____.
ANSWER: requirements determination
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:07 AM
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155. _____ include any meaningful change in the state of an enterprise, such as creating a

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new employee record, submitting a purchase order to a vendor, receiving a payment from a customer, picking goods from a warehouse and delivering them to the shipping department, and revaluing inventory.

ANSWER: Business events
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:07 AM
DATE MODIFIED: 9/20/2017 7:08 AM

156. Third-party modules are connected to the ERP system using _____, a software product that connects two or more separate applications or software modules.

ANSWER: middleware
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:08 AM
DATE MODIFIED: 9/20/2017 7:08 AM

157. Business analytics are applications used for analyzing _____.

ANSWER: Big Data
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:08 AM
DATE MODIFIED: 9/20/2017 7:09 AM

158. _____ are solutions used to build analysis models and simulations to create scenarios, understand realities, and predict future states.

ANSWER: Business analytics
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:09 AM
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159. Typically, third-party add-ons are selected by organizations to obtain _____ functionality for software solutions.

ANSWER: best-of-breed
best of breed
POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:09 AM
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160. Data entered multiple times may lack _____.

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ANSWER: consistency
completeness
accuracy

POINTS: 1
QUESTION TYPE: Completion
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:10 AM
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161. The following is a list of software:

Software:

A.	Customer relationship management (CRM) software	D.	Supply chain management (SCM) software
B.	Customer self-service (CSS) software	E.	Product life-cycle management (PLM) software
C.	Sales force automation (SFA) software	F.	Supplier relationship management (SRM) software

Required:
Listed below are six descriptions of the software. On the blank line to the left of each number, insert the capital letter from the list above of the software that corresponds to the description. A letter should be used only once.

Answers		DESCRIPTIONS
_____	1.	Manages product data during a product's life.
_____	2.	Manages the interactions with the organizations that supply the goods and services to an enterprise.
_____	3.	Builds and maintains an organization's customer-related database.
_____	4.	Helps enable the steps in an organization's supply chain.
_____	5.	Allows a customer to inquire, perform a task (including make a purchase), or troubleshoot problems without the help of the organization's humans.
_____	6.	Automates sales tasks such as order processing, contact management, inventory monitoring, order tracking, and employee performance evaluation.

ANSWER:

Descriptions	Term or Concept
1.	E
2.	F
3.	A
4.	D
5.	B
6.	C

POINTS: 1
QUESTION TYPE: Objective Short Answer
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:20 AM
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162. Define enterprise resource planning (ERP) systems and give some examples of common ERP add-on modules.

ANSWER: Enterprise resource planning (ERP) systems are software packages that can be used for the core systems necessary to support enterprise systems. ERP products are designed to offer integration of virtually all of an organization's major business functions. Examples of common ERP add-on modules include customer relationship management (CRM) software; customer self-service (CSS) software; sales force automation (SFA) software; supply chain management (SCM) software; product life-cycle management (PLM) software; and supplier relationship management (SRM) software.

POINTS: 1
QUESTION TYPE: Essay
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:21 AM
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163. What are the primary activities of the value chain and what are some of the main functions included in the value chain?

ANSWER: The primary activities of the value chain include those directly involved with marketing, selling, producing, and delivering the product or service. This includes functions such as moving raw materials into and around the organization, producing and delivering the products or services to the customer, performing services such as installation and after sales support.

POINTS: 1
QUESTION TYPE: Essay
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:22 AM
DATE MODIFIED: 9/20/2017 7:22 AM

164. List and describe the six steps in the order-to-cash process.

ANSWER:
1. Pre-sales activities including responding to customer inquiries and RFQs.
2. Sales order processing which includes capturing and recording customer orders.
3. Pick and pack which includes picking the goods from the shelf in the warehouse and packing the goods for shipment.
4. Shipping the goods to the customer which includes selecting the appropriate carrier, recording the reduction in inventory, recording cost of goods sold.
5. Billing which includes preparing the customer invoice, recording sales, and recording accounts receivable.
6. Payment which includes recording cash receipts, updating cash, and accounts receivable.

POINTS: 1
QUESTION TYPE: Essay
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:23 AM
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165. List and describe the five steps in the purchase-to-pay process.

ANSWER:
1. Requirements determination which includes preparing the purchase requisition.
2. Purchase order processing which includes preparing and recording purchase orders. In an enterprise system where RFQs are used, it also includes analyzing vendor quotations.
3. Goods receipt which includes comparing the amount ordered to the amount received.
4. Invoice verification which includes receiving the invoice making a three-way match of the purchase order, the receipt, and the vendor invoice and recording accounts payable.

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5. Payment processing which includes preparing and recording cash disbursements and updating the cash and accounts payable accounts.

POINTS: 1
QUESTION TYPE: Essay
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:24 AM
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166. Discuss three ways that enterprise systems achieve quality of information goals.

ANSWER: The answer should include any three of the following.

Enterprise systems can collect a wide variety of data about business events and make that data available for use to all interested and authorized persons inside and outside the organization. The data should help all users (*relevance, understandability*) make decisions (*decision usefulness*) and analyze past events to make predictions about future events (*predictive/feedback value*).

An enterprise system's central database retains one version of data elements, uses that data to verify the accuracy of new data elements entered into the database, and applies business rules to permit only authorized changes to the database. Combined these improve the *reliability*, *validity*, and *accuracy* of the database.

Organization-wide enforcement of data standards and business rules means that business events will be handled *consistently* across the organization, that all relevant data will be collected (*completeness*), and that the collected data will be *verifiable* and *neutral*.

The integrated nature of the enterprise system makes all data available in a *timely* manner.

The system facilitates the sharing of services for *efficiency* and *consistency*.

POINTS: 1
QUESTION TYPE: Essay
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:24 AM
DATE MODIFIED: 9/20/2017 7:25 AM

167. List four pros and four cons of ERP packages.

ANSWER: The pros should include any four of the following:
One package across many functions
Best practices
Modular structure
No development needed (unless modifications are required)
Configurable
Reduced errors (business rules, enter data once)

The cons should include any four of the following:
Complex and inflexible
Best practices are shared by all who use it
Difficult to configure
Long implementation
Best of breed might be better than single ERP package
Can't meet all needs (developed for many user types)

POINTS: 1

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QUESTION TYPE: Essay
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168. Why might a firm decide to implement only certain modules in an ERP system rather than a complete implementation?

ANSWER: The answer should include such items as:
Cost considerations
Implementing additional modules one at a time or on an as needed basis with additional modules added at a later time
There may be legacy systems that they do not want to change
The firm may want to add on other modules from a combination of ERP vendors using enterprise application integration

POINTS: 1
QUESTION TYPE: Essay
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:26 AM
DATE MODIFIED: 9/20/2017 7:27 AM

169. What are the potential problems with a best-of-breed approach?

ANSWER: Potential problems include sacrificing the tight integration offered by ERP systems, errors during the translation and transmission between modules and higher total licensing, implementation and maintenance costs than with a single provider.

POINTS: 1
QUESTION TYPE: Essay
HAS VARIABLES: False
DATE CREATED: 9/20/2017 7:27 AM
DATE MODIFIED: 9/20/2017 7:27 AM

170. Describe and explain these concepts and their relationship to one another: enterprise application integration, middleware, and application programming interface.

ANSWER: Enterprise application integration (EAI) is an approach to connecting together multiple pieces of an enterprise system and/or connecting the enterprise systems of different organizations. Middleware is a software product that connects two or more separate applications or software modules in this approach. An Application Programming Interface (API) is a type of middleware that is a means for connecting to a system or application provided by the developer of that application.

POINTS: 1
QUESTION TYPE: Essay
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