TEST BANK

Essentials of Business Processes and Information Systems
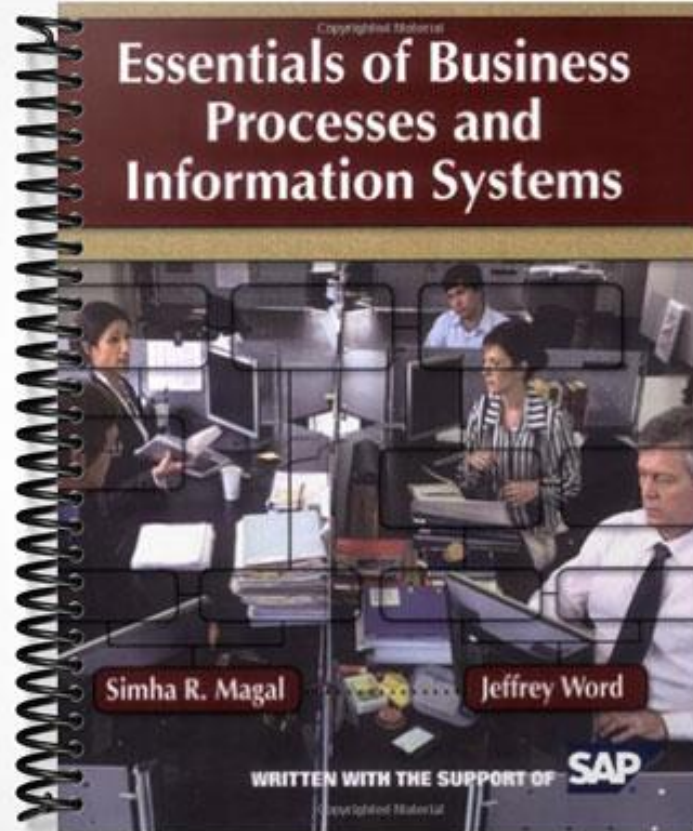
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WRITTEN WITH THE SUPPORT OF SAP

1. In the client server architecture the data, applications and presentation are all included in one system.
False

2. CRM systems are intra-organizational systems.
False

3. SRM systems are intra-organizational systems.
False

4. CRM systems link a company with its suppliers.
False

5. CRM systems link a company with its customers.
True

6. PLM systems are concerned with purchasing materials from suppliers.
False

7. PLM systems are concerned with managing a product's life cycle.
True

8. Customer data is an example of master data in an ES.
True

9. Customer data is an example of transaction data in an ES.
False

10. Vendor data is an example of organizational data in an ES.
False

11. Vendor data is an example master data in an ES.
True

12. Dates, times, and locations are examples of organizational data in an ES.
False

13. Dates, times, and locations are examples of transaction data in an ES.
True