4th Semester Regular Examination – 2016-17
ENTERPRISE RESOURCE PLANNING(ERP)
Branch: MBA
Time: 3 Hours
Max Marks: 100
Q.CODE:Z764

Answer Question No.1, Question No.2 which are compulsory and any four from the rest.
The figures in the right hand margin indicate marks.

Answer the following questions:

Q1   Choose the best alternative in the following questions: (2x 10)

a) _____does not belong to ERP Technology:
   i. Data Warehousing   ii.Business Process Reengineering
   iii.Data Mining   iv.Manufacturing Resource Planning

b) _____ is not a part of ERP implementation.
   i. Vendor Representative ii.ERP Team iii.Consultants iv.Customers

c) _____ is a part of the organization
   i. People ii.Common goal   iii.Resources   iv.All of the above

d) Major business process of a company is _____.
   i. Product Planning   ii.Part Purchasing
   iii.Product Circulation   iv.All of the above

e) _____ is used to support decision makers.
   i.MRP   ii.DSS iii.KDD   iv.SCM

f) ERP use software application to _____ the processes of an organization.
   i. Automate ii.Speed   iii.Growth iv.None of the above

g) ROI stands for _____.
   i.Return on investment   ii.Repeatable Operational Information
   iii.Regular official Information   iv.None of the above

h) Which of the following is an ERP ownership cost?
   i.Hardware   ii.Consultancy   iii.Training   iv.All of the above

i) _____ Software module allows a company's sales staff to work
   more efficiently as individuals, as a team and as a part of organization.
   i. Sales force automation   ii.Global Integration
   iii.Market Automation   iv.Personalization

j) Which of the following is not a supply chain requirement?
   i.Planning ii.Marketing iii.Sales force automation iv.Returns

Q2 **Answer the following questions:** (2x10)
  a) What are the organizational impacts of an ERP implementation?
  b) Explain the Industrial Impacts of ERP?
  c) What is Data Migration?
  d) Describe the future trends in ERP systems.
  e) What is WAP?
  f) What is Cloud?
  g) Explain Business Process Management.
  h) Describe Risks of Enterprise Systems.
  i) Differentiate between small, medium and large enterprise vendor solution.
  j) Explain about cross functional integrated ERP systems.

Q3 a) Explain the features, issues and challenges of ERP. (7.5)

  b) How can be a business model built with the concept of BPR? (7.5)

Q4 a) What are the steps involved in an ERP implementation (7.5)

  b) Explain the elements and conceptual model of ERP. (7.5)

Q5 Describe the role of people like Consultants, Vendors and Employees in Implementation of ERP in an organization. (15)

Q6 a) What is Business Process Re engineering (BPR)? Explain the management concerns about it. (7.5)

  b) Which are the two important processes of CRM? (7.5)

Q7 a) Describe the modules in SCM. (7.5)

  b) Explain the mechanism of utilization of wireless technologies in post ERP implementation. (7.5)

Q8 a) Describe the working procedure of Cloud Computing (7.5)

  b) Explain in detail about web enabled technologies. (7.5)