

C.U.SHAH UNIVERSITY

Winter Examination-2015

Subject Name: Enterprise Resource Planning

Subject Code: 4TE03ERP1

Branch: B.Tech (IT)

Semester3

Date: 05/12/2015

Time: 2:30 To 5:30

Marks: 70

Instructions:

- (1) Use of Programmable calculator & any other electronic instrument is prohibited.
 - (2) Instructions written on main answer book are strictly to be obeyed.
 - (3) Draw neat diagrams and figures (if necessary) at right places.
 - (4) Assume suitable data if needed.
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Q-1 Attempt the following questions: (14)

- a) What is an enterprise?
- b) What is importance of training to the ERP implementation team?
- c) Is ERP very expensive? How?
- d) Does ERP slow down the organization? How?
- e) "ERP is not just to impress customers". *True or False*. Justify your answer.
- f) Is ERP only for manufacturing organization? How?
- g) Why do many ERP implementations fail?
- h) What is Enterprise Resource Planning?
- i) Is that possible that any one package of ERP will be suitable for everyone?
- j) "ERP will make many employees redundant and jobless" *True or False*. Justify your answer.
- k) ERP is the sole responsibility of the management" *True or False*. Justify your answer.
- l) "There is no need to give training to the end users of ERP". *True or False*. Justify your answers.
- m) "ERP is just for decision makers". *True or False*. Justify your answers.
- n) Discuss the situation where readily available packages may be helpful for ERP implementation.

Attempt any four questions from Q-2 to Q-8

- Q-2 Attempt all questions**
- (a) Discuss the evolution of ERP System (7)
 - (b) Explain business modeling and integrated information system in brief. (7)
- Q-3 Attempt all questions**
- (a) What is Online Analytical Processing? Discuss key features of OLAP (7)
 - (b) What is Supply Chain Management? Explain its benefits. (7)



- Q-4** **Attempt all questions**
- (a) What are the challenges faced by reengineering efforts? Explain its relevance with BPR. (7)
- (b) What is CRM? Why is it required for any business? Explain CRM architecture (7)
- Q-5** **Attempt all questions**
- (a) What is business intelligence? Explain benefits of BI and factors affecting BI. (7)
- (b) What is MRP and MRP-II? Explain in detail. (7)
- Q-6** **Attempt all questions**
- (a) Explain Distribution Requirement Planning. (7)
- (b) Explain quality management. (7)
- Q-7** **Attempt all questions**
- (a) List and discuss the benefits of ERP in brief. (7)
- (b) What is ERP lifecycle? Explain pre-implementation strategy, GO-Live Phase and Post implementation strategy. (7)
- Q-8** **Attempt all questions**
- (a) What are the differences between E-Commerce and E-Business? Write 10 Golden Rules for E-Business. (7)
- (b) Explain E-governance. (4)
- (c) Explain Gap analysis and Reengineering (3)

