

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY**MCA - SEMESTER-I • EXAMINATION – SUMMER 2013****Subject Code: 2610002****Date: 06-06-2013****Subject Name: Enterprise Resource Planning****Time: 10:30am to 13:00pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

Q.1	(a)	Explain the following terms:	07
	1	BPR	
	2	Data warehousing	
	3	Data mining	
	4	OLAP	
	5	GIS	
	6	SCM	
	7	CRM	
	(b)		
	1	Justify the need of integrated information system.	02
	2	Differentiate between business process and business function with example.	02
	3	Explain the role of enterprise in ERP implementation.	03
Q.2	(a)	State whether following statements are true or false. Justify. No justification, no marks.	07
	1	Generally ERP code is the copyright of the company who buys the ERP package.	
	2	Network security ensures that right user have access to right transaction in ERP system.	
	3	Demand for indirect item is generally driven by end item demand.	
	4	Data mart contains more data than data warehouse and is difficult to navigate.	
	5	Star schema is made up of one dimension table and multiple fact tables.	
	6	Process reengineering brings more audits and checks into the process.	
	7	Openness of ERP software means flexibility of business process in the package.	
	(b)	Explain in brief the benefits of ERP.	07
		OR	
	(b)	Demystify the myth involved with ERP.	07
Q.3	(a)	Explain the functions and features of CRM.	07

	(b) 1 2	Explain the risk involved with process issues in ERP implementation. Explain the risk involved with technology issues in ERP implementation.	03 04
		OR	
Q.3	(a)	Explain different functional modules of ERP system.	07
	(b) 1 2 3	Explain the business benefits of supply chain management. List the criteria for initial package screening. List the characteristics of data warehouse.	03 02 02
		OR	
Q.4	(a)	Explain reasons for failure on ERP implementations.	07
	(b)	List down the activities in ERP pre implementation phase of ERP implementation life cycle.	07
		OR	
Q.4	(a)	Explain reasons for which an ERP implementation can turn out to be a great success.	07
Q.4	(b)	List down the activities for business blue print phase of ERP implementation life cycle.	07
		OR	
Q.5	(a)	Explain in brief the sub modules of Human resource management module of ERP system.	07
	(b) 1 2 3	Differentiate between plant specific contract and plant independent contract. Explain in brief the procurement process for material. List down the steps in sales order cycle.	02 02 03
		OR	
Q.5	(a)	Explain in brief the different categories of Financial applications in Finance module of ERP system.	07
	(b) 1 2	Explain the following terms with respect to quality management. (i) Material specification (ii) Quality certificate (iii) Quality cost (iv) Calibration Explain in brief the composition of team players for reengineering team along with their roles and responsibility.	04
