

GUJARAT TECHNOLOGICAL UNIVERSITY**MCA - SEMESTER-I • EXAMINATION – WINTER 2013****Subject Code: 2610002****Date: 21-12-2013****Subject Name: Enterprise Resource Planning****Time: 02:30 pm TO 05:00 pm****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) Fill in the blanks. 07

- (i) FMCG stands for _____
- (ii) CPG stands for _____
- (iii) SOA stands for _____
- (iv) Two options of refreshing data in data warehouse are _____ refresh and _____ refresh.
- (v) Hashing is a _____ algorithm.
- (vi) ROLAP stands for _____
- (vii) Data mart is a _____ of data warehouse.

(b) Answer the following: 07

- (i) Define ERP.
- (ii) What factors affecting Business Intelligence Decision?
- (iii) Define Data ware house. What are the components of Data ware house?
- (iv) What do you mean by slicing and dicing?
- (v) Define supply chain management.
- (vi) Define Firewall.
- (vii) Explain encryption.

Q.2 (a) What are functional capabilities offered by compensation management module of an ERP solution? 07**(b) “Designing proper roles and authorization in ERP system ensures that every user using the system have right authorization.” Explain in detail. 07****OR****(b) Discuss role of information technology in BPR. What is business engineering? 07****Q.3 (a) Explain different quality management process. How does ERP support these different quality processes? 07****(b) “Effective processing of customer orders (or sales order) is the need of every organization.” How does ERP help in bringing efficiency and effectiveness in this process? 07****OR****Q.3 (a) How procurement of materials is different from procurement of services, explain. 07**

- (b) What are the emerging areas of ERP financial application? Explain in detail. **07**
- Q.4** (a) ERP helps telecom industry to overcome their challenges. Discuss. **07**
- (b) What are the main challenges of retail industry? Also discuss benefits and limitations of ERP in retail industry. **07**
- OR**
- Q.4** (a) What is the need of ERP in mining Industry? **07**
- Q.4** (b) Discuss key activities of ERP solution to petroleum, gas and oil industry. **07**
- Q.5** (a) What are the success and failure factors of ERP implementation? **07**
- (b) ERP Package should be build or buy? Explain briefly. **07**
- OR**
- Q.5** (a) Discuss four common ERP implementation strategies with their Pros and Cons. **07**
- (b) Final package selection is based on an evaluation of each specific requirement as to whether a particular ERP meets it fully, partially or does not meet. Justify. **07**
