

GUJARAT TECHNOLOGICAL UNIVERSITYMCA- Ist SEMESTER-EXAMINATION – MAY/JUNE - 2012**Subject code: 2610002****Date: 30/05/2012****Subject Name: Enterprise Resource Planning (ERP)****Time: 02:30 pm – 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

- 1 ERP affects almost all organization irrespective of their _____, _____ and _____.
- 2 ROI stands for _____.
- 3 SOX compliance talks about restricting _____ authorizations in environment.
- 4 FSCM stands for _____.
- 5 MRO items have low _____ impact and low _____ impact.
- 6 Three basic sides to ERP management are _____, _____ and _____.
- 7 Interviewing is the part of ERP _____ management module.

(b) Give answer of the followings. 07

- 1 Define OLAP in five words.
- 2 What is the purpose of business modeling?
- 3 Give name of two tangible benefits of ERP.
- 4 What is BOM?
- 5 What are the fundamental components of CRM?
- 6 Define Information System.
- 7 What is the full form of SAP?

Q.2 (a) Discuss functional modules of ERP. 07**(b) Explain common myths of ERP. 07****OR****(b) What do you mean by Human capital management? Give difference between strategic and operational HR processes. 07****Q.3 (a) How ERP is useful for educational institute? 07****(b) How ERP does supports sales and services? What are the areas of quality management in sales and services? 07****OR****Q.3 (a) How ERP is useful in manufacturing industries? Discuss the way ERP addresses requirements of any one manufacturing company. 07****(b) What do you mean by Business Intelligence? Discuss functionalities of business intelligence tools. 07**

- Q.4** (a) Justify the statement “Finance is a highly integrated ERP module”. **07**
(b) Discuss the concept of OLTP and OLAP. **07**
- OR**
- Q.4** (a) Explain reasons for failure of an ERP investment. **07**
(b) Explain procurement maturity model. **07**
- Q.5** (a) What is data masking? Discuss benefits of data masking. **07**
Explain a data masking tool in brief.
(b) Discuss and compare different ERP implementation approaches. **07**
- OR**
- Q.5** (a) What is BPR? Explain the pros and cons of BPR. **07**
(b) Discuss RFP process of ERP package selection. **07**

GUJARAT TECHNOLOGICAL UNIVERSITY
MCA SEM-I Examination- Jan.-2012

Subject code: 2610002**Date: 03/01/2012****Subject Name: Enterprise Resource Planning (ERP)****Time: 10.30 am-1.00 pm****Total marks: 70****Instructions:**

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

Q1. (a) Explain the following definitions in one or two sentences: 07

1. MRP II
2. EOQ
3. EHS
4. SFA
5. APS
6. PLM
7. BOM

Q1. (b) Answer the following: 07

1. Comment on “ERP means More Work and Procedures”
2. Comment on “ERP will Make Many Employees Redundant and Jobless”
3. Mention two tangible (Quantifiable) benefits of an ERP system.
4. Mention the four parameters based on which vendor evaluation is done.
5. Mention two KPIs for inventory management
6. Mention two KPIs for recruitment management
7. Mention the three documents involved in invoice matching.

Q2. (a) Mention all the six phases of ERP implementation life cycle and list at least three Deliverables in each phase. 07

(b) Explain the term reengineering in BPR. Briefly explain at least five principles based on which processes are redesigned. 07

OR

(b) What is Data Warehousing? Briefly explain the important characteristics and Components of Data Warehousing. 07

Q3. (a) Mention the three segments into which “Petroleum, Oil and Gas industry” can be divided. Mention five special requirements and expectations of this industry from ERP software packages. 07

(b) Explain briefly 7 different reasons for failure of any ERP implementation. 07

OR

- Q3. (a) Mention seven specific requirements and expectations of healthcare sector from ERP software packages. 07
- (b) Mention and briefly explain different functional modules in HCM (HRM) solution of an ERP. 07
- Q4. (a) Explain accounts receivable system in an ERP along with its linkages with other modules and how it helps in improving the cash flows in the organization. 07
- (b) Explain functionality supported in Goods Receipt transaction in an ERP system. 07

OR

- Q4. (a) Explain the concept of Perfect Order and mention the list of problems that can occur in sales order fulfillment. 07
- (b) Explain the steps involved in Quality Management process in procurement and receipt of materials from vendors. 07
- Q5. (a) Explain functionalities of Talent /Performance Management sub-system in HRM. 07
- (b) Define and explain CRM. Mention all the functions of CRM. 07

OR

- Q5. (a) List various steps in Procurement Cycle and explain what support ERP provides in each step to make the process more efficient. 07
- (b) List and comment on common ERP myths (at least seven). 07
