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Roll No. :

333831(33)

APR-MAY 2022

B. E. (Eighth Semester) Examination, 2020

(New Scheme)

(IT Engg. Branch)

ENTERPRISE RESOURCE PLANNING (ERP)

Time Allowed : Three hours

Maximum Marks : 80

Minimum Pass Marks : 28

Note : All questions are compulsory. Attempt any two sub parts from (b), (c) and (d).

Unit-I

- | | |
|----------------------------------|---|
| 1. (a) Define ERP. | 2 |
| (b) Explain the benefits of ERP. | 7 |

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- (c) Explain ERP Life Cycle-Implementation and Support Activities. 7
- (d) Explain the costs of ERP implementation. 7

Unit-II

- 2. (a) Explain ERP Package Selection Process. 2
- (b) Explain ERP Package Selection Criteria. 7
- (c) Explain Pros and Cons of BPR. What are the reasons for failure of BPR? 7
- (d) List and explain the five types of gaps. 7

Unit-III

- 3. (a) What is the purpose of testing? 2
- (b) Explain Different Testing Types. 7
- (c) List and explain the Data Cleansing Techniques. 7
- (d) List and explain the reasons for failure, of an ERP implementation. 7

Unit-IV

- 4. (a) What are the Human Capital Management Areas? 2

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- (b) Explain ERP Financial Module. 7
- (c) Explain the Warehouse-Value-added-services. 7
- (d) Explain CRM benefits. 7

Unit-V

- 5. (a) What is a Portal? 2
- (b) Explain the different types of Portals. 7
- (c) Explain the concept of cloud. What are the advantages of cloud? 7
- (d) Explain Mobile Business. List and explain Typical M-Business Transactions. 7