

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2023  
(Sixth Semester)

Branch – E-COMMERCE

**INTRODUCTION TO ERP**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

1. The term 'ERP' stands for
  - (i) Enterprises Resources Programme
  - (ii) Enterprises Resources Planning
  - (iii) Enterprise Requirement Plan
  - (iv) None of the above
2. ERP System is a highly integrated, and enterprise wide information system that covers
  - (i) All the functional areas of an organisation
  - (ii) Manufacturing areas of an organisation
  - (iii) Materials department of an organisation
  - (iv) Finance and accounting area of an organisation
3. What among the following, is true in reference to OLAP?
  - (i) Transaction- processing tool
  - (ii) Decision support tool
  - (iii) Both of the above
  - (iv) None of the above
4. Which of the following application helps suppliers to interact with ERP application?
  - (i) SCM
  - (ii) CRM
  - (iii) Data warehouse
  - (iv) Data mining
5. ERP focuses on
  - (i) Efficiency of a firm's internal production
  - (ii) Efficiency of a firm's external environment
  - (iii) Efficiency of CRM Systems
  - (iv) Efficiency of SCM Systems
6. What is the role of various support teams in ERP implementation?
  - (i) Database management
  - (ii) Network management
  - (iii) Administrative support
  - (iv) All the above
7. 'Go Live' phase is the
  - (i) Beginning of the first phase in ERP life cycle
  - (ii) Middle phase of ERP life cycle
  - (iii) Final phase in the implementation phase of ERP system, in which the system start Operating real life environment
  - (iv) None of the above
8. Which of the following are the key factors to evaluate ERP projects?
  - (i) Functional/ strategy fit
  - (ii) Degree of integration
  - (iii) Flexibility and Scalability
  - (iv) User friendliness
  - (v) All the above.

Cont...

9. A 'Letter of Intent' is usually given
- (i) After three months
  - (ii) After six months
  - (iii) Immediately upon this decision being approved by the sanctioning authority
  - (iv) None of the above
10. Software for e- Commerce can be understood as:
- (i) Web-server Software and e-Commerce Software
  - (ii) Data warehousing and Data mining
  - (iii) Web- server software and database
  - (iv) (a) and (b)

**SECTION - B (35 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 7 = 35)

11. a. Bring out the risks of ERP.  
(OR)
- b. State the features of Quality management under Business modules of ERP and its benefits.
12. a. Summarise the business process mapping tools.  
(OR)
- b. Interpret the components of CRM.
13. a. Analyse the reasons for the failure of ERP implementations.  
(OR)
- b. Explain the transition strategies in ERP.
14. a. Narrate ERP market tiers.  
(OR)
- b. 'Oracle is the gold standard for database technology and applications in enterprises throughout the world'- Do you agree. Explain.
15. a. Outline the benefits of Mobile ERP.  
(OR)
- b. Describe the advantages and limitations of Odoo.

**SECTION - C (30 Marks)**

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

16. Analyze the Common myths of ERP.
17. Elucidate the different phases of BPR.
18. Examine the success and failure factors of ERP implementation.
19. Enumerate the in-house implementation pros and cons.
20. Discuss Modules in odoo.

Z-Z-Z

END