

Exam Date & Time: 01-Oct-2020 (02:00 PM - 05:45 PM)



PSG COLLEGE OF ARTS AND SCIENCE

Note: Writing 3hrs: Checking & Inserting Image : 30mins+ Grace Time : 15mins

MCom(CA) DEGREE EXAMINATION MAY 2020
(Fourth Semester)

Branch - COMMERCE WITH COMPUTER APPLICATIONS

DISCIPLINE SPECIFIC ELECTIVE - II - ENTERPRISE RESOURCE PLANNING [18CCP26A]

Marks: 75

Duration: 225 mins.

SECTION A

Answer all the questions.

- 1) Which of the following describes an ERP system?
 - (i) ERP systems provide a foundation for collaboration between departments
 - (ii) ERP systems enable people in different business areas to communicate
 - (iii) ERP systems have been widely adopted in large organisations to store critical knowledge used to make the decisions that drive the organisation's performance
 - (iv) All of the above

(1)
- 2) What is at the heart of any ERP system?
 - (i) Information
 - (ii) Employees
 - (iii) Customers
 - (iv) Database

(1)
- 3) What must a system do to qualify as a true ERP solution?
 - (i) Be flexible
 - (ii) Be modular and closed
 - (iii) extend within the company
 - (iv) All of the above

(1)
- 4) What is one of the key resources of every organisation, in today's competitive business environment?
 - (i) Employee
 - (ii) Information
 - (iii) ERP
 - (iv) Database

(1)
- 5) _____ became the fundamental concept of production management and control.
 - (i) BOM
 - (ii) MRP
 - (iii) ERP
 - (iv) MRP II

(1)
- 6) Who are the primary users of SCM systems?
 - (i) Sales, marketing, customer service
 - (ii) Accounting, finance, logistics and production

(1)

- (iii) Customers, resellers, partners, suppliers and distributors
(iv) All of the above
- 7) Which is one of the most critical steps in the ERP implementation?
(i) Creation of Organisational Model
(ii) Creation of Integrated Data Model
(iii) Creation of Business Model
(iv) Creation of Data Model (1)
- 8) Who are the primary users of ERP systems?
(i) Sales, marketing, customer service
(ii) Accounting, finance, logistics and production
(iii) Customers, resellers, partners, suppliers and distributors
(iv) All of the above (1)
- 9) In the _____, ERP packages were targeted at the manufacturing industry.
(i) 1970's
(ii) 1990's
(iii) 1980's
(iv) 1960's (1)
- 10) What represents a new approach to middleware by packaging other commonly used functionality, such as providing prebuilt links to popular enterprise applications, which reduces the time necessary to develop solutions that integrate applications from multiple vendors?
(i) Middleware
(ii) Enterprise application integration middleware
(iii) Automated business process
(iv) e-business infrastructure (1)

SECTION B

Answer all the questions.

- 11) Discuss the need and scope of ERP. (7)
- a)
[OR] State the need of ERP packages. (7)
b)
- 12) Evaluate the quantifiable benefit from an ERP system. (7)
- a)
[OR] Determine the various ERP projects and how to manage risk on it. (7)
b)
- 13) Explain the components of PLM. (7)
- a)
[OR] Discuss the benefits and challenges of SCM. (7)
b)
- 14) Explain the evolution and selection of ERP system. (7)

- a)
[OR] Describe the role of consultants, vendors and employees in ERP implementation. (7)
b)
- 15) Discuss the recent trends in ERP market. (7)
- a)
[OR] Analyse the strength of ERP during post implementation. (7)
b)

SECTION C

Answer 3 out of 5 questions.

- 16) Construct a road map for successful ERP implementation. (10)
- 17) Enumerate various challenges which involved in ERP. (10)
- 18) Elucidate various components and benefits of CRM. (10)
- 19) Determine the factors which affect the success and failure of ERP implementation. (10)
- 20) Develop the SWOT analysis of ERP packages. (10)

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