Roll No. ☐☐☐☐☐☐☐☐☐☐☐☐☐☐   Total No. of Pages : 02

Total No. of Questions : 09

B.Tech.(IT) (2011 Onwards E-III)   (Sem.–7,8)
ENTERPRISE RESOURCE PLANNING
Subject Code :BTCS-916
M.code :71992

Time : 3 Hrs.   Max. Marks : 60

INSTRUCTION TO CANDIDATES :
1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.**

SECTION-A

1.   **Define the following :**

   (a) What are the three fundamental components of CRM?

   (b) Define the term "ERP".

   (c) Expand the term "SAP". What are SAP R/2 and SAP R/3?

   (d) What is the significance of Information Technology in ERP?

   (e) *"ERP is a catalyst of fundamental changes in organizations"*.Comment?

   (f) Give few examples of ERP.

   (g) What is impact of free open source software in ERP implementation?

   (h) What are the core components of the SAP system?

   (i) Identify the common functions performed by DBMS in an ERP.

   (j) Name the functional modules of the ERP system.

SECTION-B

2.   Explain with a diagram the structure of data warehouse.

3.   Explain the benefits of ERP software and systems.

4.   What are the ERP implementation challenges? Explain.

5.   What do you mean by Enterprise Application integration? Explain.

6.   Explain the concept of integrated information system considering an illustrative example.

SECTION-C

7.   Discuss various business modules of ERP. Also explain their functionalities.

8.   What are the ERP solution software available? Explain their features.

9.   Discuss the ERP implementation life cycle in detail.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.