

This question paper contains 3 printed pages.]

Your Roll No.

1687

A

B. Com. (Hons.)/ III
ELECTIVE GROUP : EH-ENTERPRISE
BUSINESS SOLUTIONS
Paper XXXIV - Enterprise Resource Planning
(Admission of 2004 and onwards)

Time : 3 Hours

Maximum Marks : 55

*(Write your Roll No. on the top immediately
on receipt of this question paper.)*

All questions are compulsory and carry equal marks.

1. What do you understand from the concept 'ERP'? Explain the evolution process of ERP (11)

Or

- (a) What are the various benefits and limitations of ERP implementations in an organization?
- (b) Discuss the Business Process Re-engineering. Explain principles of re-engineering. (6+5=11)
2. Explain Traditional and New approaches of System Development in the context of ERP. (11)

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Or

(a) "Customization is always appreciated than re-engineering of the business process." Do you agree with the statement, give reasons to support your answer?

(b) Explain the concept of MIS and its business applications.

(6 + 5 = 11)

3. Describe the interfaces of Production planning and material Management modules with other modules within an ERP system.

(11)

Or

(a) Explain the concept and benefits of Decision Support System.

(b) How ERP system assists to customer Relationship Management?

(5 + 6 = 11)

4. Find a success story of ERP implementation. What factors contribute to success of ERP implementation

(11)

Or

(a) What is e-business? Explain the evolution of e-market relationships.

(b) Discuss the interfaces of Accounting and Finance module with Sales and Distribution module and Human Resource Module.

(5 + 6 = 11)

5. How ERP systems can improve Supply chain Management by providing linkages among firms? Explain with the help of any three illustrations. (11)

Or

Write short notes on any *three* of the followings :

- (a) Difference between e-commerce and ERP.
- (b) Various alternatives of ERP design.
- (c) OLAP.
- (d) EIS.