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Your Roll No.

B.Com. (Hons.) / III B

**ELECTIVE GROUP : EH – ENTERPRISE
BUSINESS SOLUTIONS**

**Paper XXXIV – Enterprise Resource Planning
(Admissions 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. Define the term 'Enterprise Resource Planning'. What are the benefits reported from implementing ERP in an organisation ? 11

Or

What are the different phases of ERP implementation life cycle ? Discuss the "detail-designing" phase of ERP. 11

2. "Customization is always appreciated than re-engineering of the business process". Do you agree with the statement, give reasons to support your answer ? 11

[P.T.O.]

Or

Explain the meaning, working and features of Decision Support System (DSS). 11

3. Despite the fact that MIS, DSS and EIS have the similar objectives but distinct features, Make a difference between these ERP related concepts. 11

Or

(a) Discuss the Business Process Re-engineering. Explain principles of re-engineering. 5

(b) What do you understand from the term e-business? Explain the evolution of e-market relationships. 6

4. Discuss the interfaces of Accounting and Finance Module with Production and Manufacturing Module. Give suitable examples to support your answer. 11

Or

(a) Explain the concept of MIS and its business application. 5

(b) How ERP system can improve supply chain management of an organisation ? Illustrate your answer. 6

5. Explain Traditional and New Approaches to system development in the context of ERP. 11

Or

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

- (a) Executive Information System (EIS),
- (b) Data warehousing and data mining,
- (c) Difference between e-commerce and ERP,
- (d) Interface of customer relationship management with other modules. 11