

(A1)

SARDAR PATEL UNIVERSITY
Fo. Y. B. B. A. - ITM (HONS) (SEMESTER - VIII) EXAMINATION - 2015
UM08CBB102 - ENTERPRISE RESOURCE PLANNING - II
Monday, 9th March, 2015

Time: 10.30 am to 12.30 pm

Max. Marks: 60

Q-1

- (A) Explain following benefits of ERP: [10]
 1. Reduction of Lead time
 2. Improved Information accuracy and Decision making capability
- (B) List and explain different modules of BaanERP. [5]

OR

Q-1

- (A) Explain following benefits of ERP: [10]
 1. Increased flexibility
 2. Better Customer satisfaction
- (B) List and explain different modules of R/3. [5]

- Q-2 Explain following phases of ERP implementation life cycle. [15]
 1. Pre-evaluation screening
 2. Reengineering
 3. Testing and Going live

OR

- Q-2 Explain following phases of ERP implementation life cycle. [15]
 1. Package evaluation
 2. Project planning phase
 3. End-user training

Q-3

- (A) Who are Consultants? Explain role, duties and responsibilities of the consultants. [10]
 (B) List and explain reasons for employee resistance. [5]

OR

Q-3

- (A) In addition to the product knowledge, what are the skills required by the people who implement the ERP system? [5]
 (B) Write note on: End users. [5]
 (C) Why is it that a company cannot implement the ERP system in-house? Discuss reasons. [5]

- Q-4 Write note on: [15]
 1. Faster implementation methodologies
 2. New business segments and Need based applications

OR

- Q-4 Write note on: [15]
 1. Open source, Web enabled and Wireless technologies
 2. Reduction in implementation time and Shifting revenues models

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