Subject Code: NBC033

PAPER ID-310448

Roll No: | | | | | | | | | | | | | |

MCA

(SEM –IX) THEORY EXAMINATION 2020-21

Enterprise Resource Planning

Time: 3 Hours [Total Marks: 100]

Note: Attempt questions from each Section as indicated.

SECTION – A

1. Attempt all parts: **2*10**

a. Define ERP.
b. What is an Enterprise?
c. What is meant by Business Intelligence (BI)?
d. Define EIS.
e. Define Data mining.
f. Mention any two Benefits of ERP.
g. What is meant by verification model?
h. What does "Going Live" mean?
i. What is meant by Re-Engineering?
j. What is supply chain management(SCM) ?

SECTION – B

2. Attempt any five parts: **5*10**

a.) How do conventional application packages and ERP packages differ**?**
b.) Define BPR**.** What are the phases of BPR?
c.) Describe following terms :
   i. Management Information system (MIS)
   ii. Decision Support system (DSS)

d.) State the various business modules in ERP system..
e.) State & Discuss different phases of ERP implementation**?**
f.) Explain Strategic Grid**.**
g.) How ERP used in CRM?
h.) Discuss & Define Analytical Hierarchy Processes(AHP).

SECTION – C

3. Attempt any two parts: **2*15**

a) Discuss the factors affecting the post implementation process of ERP.
b).How does a company ensure that its ERP investment pays off in increased profitability?
c) Describe ERP implementation life cycle**.**