

(Following Paper ID and Roll No. to be filled in your Answer Book)

**PAPER ID : 2152**

Roll No.

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**MCA**  
**(SEMESTER-V) THEORY EXAMINATION, 2012-13**  
**ERP SYSTEMS**

**Time : 3 Hours ]**

**[ Total Marks : 100**

**SECTION – A**

1. Attempt **all** parts. **10 × 2 = 20**
- (a) List reasons for growth of ERP market.
  - (b) How is a DSS different from a MIS ?
  - (c) What are the direct benefits of ERP systems ?
  - (d) List out the technologies which, when used in conjunction help in overcoming the limitations of a standalone ERP System.
  - (e) Define the following in connection to ERP :
    - (i) Package Evaluation
    - (ii) Gap Analysis
  - (f) Why do ERP projects fails so often ?
  - (g) What do you understand by Data warehousing ? Explain.
  - (h) How do you measure the degree of customer satisfaction ?
  - (i) What is the impact of Internet and www on the ERP products ?
  - (j) What is SAP ? What are its main layer and what is ABAP/4 ?

**SECTION – B**

2. Attempt any **three** : **3 × 10 = 30**
- (a) What are the advantages and disadvantages of ERP ?
  - (b) Describe the main functional modules of ERP.

- (c) Describe the role of vendors in ERP. What do consultants do ?
- (d) List the main modules of SAP R/3. What are its distributed applications.
- (e) What is Business Process Re-engineering ? List out factors for BPR success.

### SECTION – C

Attempt any **five** questions :

**5 × 10 = 50**

- 3. Elaborate the difference between ERP Systems and Ecommerce Applications.
  - 4. Discuss the changing Indian ERP scenario. SMEs are the most aggressive adopters of ERP, why ?
  - 5. What is data mining ? How it is related to ERP ?
  - 6. Define OLAP. Explain with the help of a figure, the architecture of a data warehouse and show the OLAP Server.
  - 7. Mercedes-Benz is a leading car manufacturer. It brought in R/3 to meet the most pressing issue in its market place – rapid response to customer requests for custom configured products. Suggest suitable solution for R/3 system for Mercedes-Benz giving details of software, R/3 Modules and benefits.
  - 8. List the Key Attributes of Supply Chain Management. Explain any four.
  - 9. Describe how To Combine ERP With CRM.
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