Enrolment No.

## **GUJARAT TECHNOLOGICAL UNIVERSITY**

MCA - SEMESTER-1 • EXAMINATION - SUMMER 2016

	-	t Code: Enterprise Resource Planning Date: 06 /05/2016 t Name: 2610002	
Ti	•	02.30 pm to 05.00 pm Total Marks: 70	
	1 2	<ol> <li>Attempt all questions.</li> <li>Make suitable assumptions wherever necessary.</li> <li>Figures to the right indicate full marks.</li> </ol>	
Q.1	(a)	<ol> <li>What is enterprise and why is it important to do planning resources in enterprise?</li> <li>Write differences between MRP and closed loop MRP.</li> </ol>	04 03
	<b>4</b> \	•	
	<b>(b)</b>	What are the limitations of ERP? Explain in details.	07
Q.2	(a) (b)	Discuss the Technological risks of ERP. Explain in brief the benefits of ERP.  OR	07 07
	<b>(b)</b>	How does ERP support to Insurance companies?	07
Q.3	(a)	What is Data Warehousing? Briefly explain the important characteristics and Components of Data Warehousing.	07
	<b>(b)</b>	What are the reasons for business intelligence? And its benefits.  OR	07
Q.3	(a) (b)	Briefly explain the phases of BPR. Define and explain CRM. Mention all the functions of CRM.	07 07
Q.4	(a) (b)	List down the steps in sales order cycle.  Mention and briefly explain different functional modules in HRM solution of an ERP.	07 07
		OR	
Q.4	(a) (b)	Explain terms: E-Commerce and E –Business.  Explain the concept of Perfect Order and mention the list of problems that can occur in sales order fulfilment.	07 07
Q.5	(a)	1. Discuss this statement: sometimes, the intangible benefits are more important than the tangible benefits.	03
		2. How ERP is useful for petroleum industry? Explain various modules implemented for same industry.	04
	<b>(b)</b>	Discuss Computer crimes and its different types.  OR	07
Q.5	(a)	1. What is supply chain management? What are the improvements in SCM?	03
		2. How ERP is useful for banking industry? Explain various modules implemented for same industry.	04
	<b>(b)</b>	Discuss data security risks of an organization.	07

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