

G 4538

M.B.A. DEGREE EXAMINATION, MAY/JUNE 2007.

Third Semester

BA 1742 — ENTERPRISE RESOURCE PLANNING FOR MANAGEMENT

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define ERP and State the reasons for explosive growth of ERP market.
2. How do companies implement their ERP Projects?
3. When do ERP systems set of generic processes produce dramatic improvement?
4. State the function of the Project Management Team.
5. Under Procurement, state the process, the SAP ERP package follows for selection of Vendor with a block diagram.
6. What is Business Modeling?
7. Give 3 reasons why having a separate team of testers for a project is beneficial.
8. What kinds of things should a project manager measure to allow better estimation for future projects? Justify each choice.
9. What is meant by Balanced Score Card Technique?
10. What is Capability Maturity Framework? What are its features?

PART B — (5 × 16 = 80 marks)

11. (a) How did MRP evolve into ERP? Describe the various stages of implementation in ERP? (16)

Or

- (b) What is Extended ERP? Brief about the Tangible and Intangible benefits of ERP and describe briefly the emerging trends of ERP with suitable examples? (16)

12. (a) Compare the ERP packages SAP, BaaN, IFS, Oracle and People Soft in terms of its performance and the implementation difficulties. (16)

Or

- (b) Established in 1981 in Waterloo Ontario, Canada, Northern Digital Inc. (NDI) is a leading supplier of 3D/6D measurement products used in industries as diverse as image guided surgery, robotics, aeronautics and biomechanics. The company employs 90 and generates over \$20 million in annual revenue. NDI faced a challenge when rapid growth and aging technology threatened to stand in the way of company goals. Instead of enabling operational improvements, NDI's existing systems were impeding progress. Existing technology was causing missed deliveries and creating a high number of back orders. With customer satisfaction at risk and internal morale slipping, the management team at NDI decided it was time to act. For the above case identify the modules which are to be implemented immediately, brief about those modules with respect to SAP and specify the solution to overcome them. (16)

13. (a) Contrast business processes with business functions and explain why it is necessary to accomplish the reengineering of processes and the integration of existing information systems. (16)

Or

- (b) You have been told by the company management that you will be reengineering the current operational systems for each business function / department. Identify the possible reengineering situations needed for the company. Describe the implementation of reengineering phases. (16)

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14. (a) Your Toronto based software company is setting up to work on a large multi-year software development project with a TOSotW (The Other Side of the World) company located in Asia. Work will be divided equally between the two companies. One potential problem is that the difference in time zones means that the working day of the Toronto developers doesn't overlap at all with the working day of the TOSotW developers. This could lead to severe difficulties in communication and coordination between the two groups of developers. Suggests ways to deal with this issue. (16)

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- (b) What is project management? Given a project description, outline a project plan, showing iterations and phases. (16)
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15. (a) Assume you are managing a large software development project. Once you have Finished development it is expected that your software will be used in production and maintained for at least ten years. You've been instructed to spend about 5% of your development budget (about 12 person years) on improving the maintainability of the software. What things would you do to improve? How would you use the 12 person years of developer effort? (16)

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- (b) Describe how strategies can be translated into plans, and plans into actions. Present the four perspectives of the Balanced Scorecard? Describe the benefits of financial and non-financial measures. (16)
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