

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MCA - SEMESTER-1 • EXAMINATION – SUMMER 2016**

**Subject Code: Enterprise Resource Planning**

**Date: 06 /05/2016**

**Subject Name: 2610002**

**Time: 02.30 pm to 05.00 pm**

**Total Marks: 70**

**Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) 1. What is enterprise and why is it important to do planning resources in enterprise? **04**  
2. Write differences between MRP and closed loop MRP. **03**
- (b) What are the limitations of ERP? Explain in details. **07**
- Q.2** (a) Discuss the Technological risks of ERP. **07**  
(b) Explain in brief the benefits of ERP. **07**
- OR**
- (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) What are the reasons for business intelligence? And its benefits. **07**
- OR**
- Q.3** (a) Briefly explain the phases of BPR. **07**  
(b) Define and explain CRM. Mention all the functions of CRM. **07**
- Q.4** (a) List down the steps in sales order cycle. **07**  
(b) Mention and briefly explain different functional modules in HRM solution of an ERP. **07**
- OR**
- Q.4** (a) Explain terms: E-Commerce and E –Business. **07**  
(b) Explain the concept of Perfect Order and mention the list of problems that can occur in sales order fulfilment. **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) Discuss Computer crimes and its different types. **07**
- OR**
- 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) Discuss data security risks of an organization. **07**

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