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MBA (FT/PT) DEGREE IV SEMESTER EXAMINATION APRIL 2018**SMS/SMP 2405 ENTERPRISE RESOURCE PLANNING**

Time: 3 Hours

Maximum Marks: 50

PART A(Answer **ALL** questions)

(5 × 2 = 10)

1. What is meant by GAP analysis?
2. What are the components of ERP system?
3. What are business process mapping tools?
4. Write a note on E-Business.
5. Distinguish between data mining and data warehousing.

PART B(Answer **ANY FIVE** questions)

(5 × 4 = 20)

6. Distinguish between PaaS and SaaS.
7. What are the main challenges for implementing an ERP system in an organization?
8. Discuss the relationship between Business Process Reengineering and ERP.
9. Compare CRM system and SCM system.
10. Discuss the various activities of change management during ERP life cycle.
11. Discuss the approaches generally used in the post implementation review of ERP system.
12. Describe the concept of M-Commerce. Why is it important for MSMEs?

PART C(Answer **ANY TWO** questions)

(2 × 10 = 20)

13. "ERP system is an integrated system comprises of various models covering various functions of an organization" – Discuss.
14. What is meant by ERP architecture? Discuss the different types of ERP architecture.
15. Discuss the role of ERP in business.