

**MBA (TRAVEL AND TOURISM) DEGREE III SEMESTER EXAMINATION
NOVEMBER 2010**

SMT E-7 ENTERPRISE RESOURCE PLANNING

Time: 3 Hours

Maximum Marks: 50

(Each question carries TEN marks)

- I. A. (i) Explain the difference between ERP and traditional information systems.
(ii) Explain the benefits of ERP implementations.
OR
B. (i) What do you understand by ERP?
(ii) Give an overview of ERP packages.
- II. A. (i) Explain the opportunities and problems in ERP selection and implementation.
(ii) Explain business process re-engineering.
OR
B. (i) Discuss the issues which may be encountered in ERP selection and implementations.
(ii) Discuss the steps involved in ERP implementation.
- III. A. (i) What are the various business modules of ERP Package?
(ii) Explain the salient features of each modules of ERP.
OR
B. (i) What are the emerging trends in business process?
(ii) What do you understand by Gap Analysis? Discuss its importance in ERP implementation.
- IV. A. (i) Distinguish between computer network and distributed computing.
(ii) Explain the concept of client server systems.
OR
B. (i) Explain the importance of data mining and warehousing in ERP systems.
(ii) Explain the use of internet and related technologies in ERP systems.
- V. A. (i) Explain the major issues in selection and implementation of SCM solutions.
(ii) Discuss CRM concepts and solutions.
OR
B. (i) What are various security and privacy issues in ERP implementation?
(ii) Discuss the future and growth of ERP.

