

Total No. of Questions :12]

P1917

NOV-15

SEAT No. :

[Total No. of Pages :2

[4861]-54

**T.Y. M.C.A. (Under Engineering Faculty)
ENTERPRISE RESOURCE PLANNING
(2008 Course) (Semester - V) (710904)**

Time : 3 Hours]

[Max. Marks :70

Instructions to the candidates:

- 1) Neat diagrams must be drawn wherever necessary.*
- 2) Figures to the right indicate full marks.*
- 3) Use of probability table, electronic pocket calculator is allowed.*
- 4) Assume suitable data if necessary.*

- Q1) a)** Explain the importance of integration in ERP package. How it is achieved in ERP Package? **[6]**
- b)** List and explain the tangible benefits of ERP. **[6]**

OR

- Q2) a)** ERP is first an attitude, then a system. What changes this statement expect from the employees of organization to make ERP implementation successful? **[6]**
- b)** How ERP improves organization's competitiveness? Explain with suitable example. **[6]**
- Q3) a)** Who are the people involved in the implementation of ERP system? why is it a critical ERP implementation success factor? **[6]**
- b)** Discuss the success factors of ERP implementation. **[6]**

OR

- Q4) a)** What are the most common reasons for ERP implementation failures?[6]
- b)** List and explain ERP implementation strategies. **[6]**
- Q5)** What are the basic reasons behind resistance to change by the end users? How to reduce resistance created by end users? **[11]**

OR

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Q6) Explain the roles, duties and responsibilities of the people involved in implementing the ERP system. [11]

- Q7)** a) Explain the selection criteria for ERP Package. [6]
b) Explain the importance of customization and training during ERP implementation? [6]

OR

- Q8)** a) Why do organizations preferred to use readymade package instead of developing in house ERP package? [6]
b) Explain the role of vendor, consultant and end-users in ERP package implementation. [6]

- Q9)** a) Explain the design and customization issue for ERP package. [6]
b) Explain the importance of SCM, CRM, BPR as a front end tool of ERP package. [6]

OR

- Q10)** a) Define and explain the terms data warehousing, data mining with example. [6]
b) List major modules of ERP. Explain any one module in detail. [6]

Q11) Explain in detail the impact of legacy system, third party software, business process on ERP customization. [11]

OR

Q12) Explain with example how ERP brings standardization & agility in the organization. [11]

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