**Department of Information Technology**

**IT 2041 – ENTERPRISE RESOURCE PLANNING**

**IV Year / Seventh Semester**

**Question Bank**

**UNIT – I**

**Part – A**

1. Define ERP.
2. What is the difference between business process and business function?
3. What is Enterprise?
4. How information is is integrated within an organisation using ERP system. Draw the diagram.
5. List out the reasons for explosive growth rate of the ERP market and the ERP vendor.
6. What is the relation between ERP & Business Intelligence?
7. What is difference between E-commerce & E-business?
8. Name at least four examples who utilize technology to improve operating efficiency.
9. State any two rules of OLAP.
10. What are the different styles of OLAP?.
11. Define Business process re-engineering.
12. What are the various steps in implementing BPR?
13. What are the major components of data warehouse?
14. What are the technologies used in data mining?.
15. What is the difference between Meta data and Data mart?
16. What are the characteristics of data in a data warehouse?
17. What is concurrent engineering?
18. What are the application areas of SCM?
19. What are the PLM features and functions?
20. Why companies adapt CRM?

**Part-B**

1. Discuss the technological, operational & business reasons for implementing the ERP.
2. Why integrated data model is considered the heart of ERP system? Explain.
3. How to improve the power of ERP using business intelligence? Explain in detail
4. Discuss briefly the architecture of data warehousing and data mining?
5. What is Business Process Re-engineering (BPR)?. Explain various steps involved in the implementation of BPR.
6. Discuss various technologies that are used to improve the capabilities of ERP system.
7. What is PLM?.Discuss its features and explain how it supports for product life cycle processes.
8. Discuss the evolution of SCM, its major functionalities and its integration with CRM.
9. What are the components, features and functions of a CRM system
10. “To day E-commerce is a business reality and is rapidly growing and has become an integral part of the business environment”. Discuss with few examples

**UNIT – II**

**Part – A**

1. What are the objectives of ERP implementation?.
2. Name three different approaches / strategies available for ERP implementation
3. What are the phases of ERP implementation life cycle?
4. List at least four pre-implementation task of an ERP implementation
5. What is requirement definition?
6. What are the different types of requirements to derive a software requirement specification?
7. How do you classify requirements?
8. Mention the steps in ERP software selection processes.
9. What are the factors considered for package selection?
10. What are the qualities of a Project manager?
11. What is BPM?
12. Draw an organisation chart of a typical ERP implementation project.
13. Why is not a good idea to develop an ERP package in-house?
14. What is automated contract management system?
15. What are the clauses, the contact with employees should address?
16. What are the requirement of a good project team members?
17. What are the areas to be focused to maximize the benefits of ERP after post go live?
18. What is meant by data migration?
19. What are the knowledge areas on which project management is based?
20. What are the hidden costs of ERP implementation?

**Part – B**

1. What are the challenges for a successful ERP implementation? Explain with examples.
2. Compare different transition strategies available for ERP implementation and list the factors considered for selecting a strategy.
3. Explain various phases in ERP implementation life cycle. Illustrate with example
4. Discuss different ERP methodologies adopted by vendor and consultancy organisations.
5. What are factors considered for package selection?
6. Explain the roles and responsibilities of ERP vendor and consultants..
7. Explain in details about contract with vendors, consultants and employees.
8. What are the issues in post implementation phases and how it should be managed
9. Explain detail the project management and monitoring of an ERP implementation.
10. What are the critical success factors for ERP implementation?