

Time: 3 hrs.**Marks:60****Q1 is compulsory carries 20 marks.****Attempt any four from the rest, each carries 10 marks.****Caselet 1**

Tech Knowledge is a start-up founded in 1997 by Robert Thyer. The company is a distributor of presentation technologies, including computer based projection systems, video equipment, and display technologies. The firm has 25 employees and does \$5 million in sales. It is growing rapidly. The owner, Robert Thyer, would like to netsource the back-office functions of the firm because the company does not have an internal IT capability. The applications to be net sourced would include sales and distribution, financial accounting, and inventory management. Tech Knowledge would like to source SAP or another ERP vendor via a hosting arrangement. It does not expect to do much customization, and it does not have any legacy systems.

1. What factors should it use to evaluate each of these potential hosts?
2. What controls should be in place to monitor the hosting arrangement?

Q2. Attempt any two.

- a) Define Enterprise Resource Planning?
- b) Differentiate between the departmental view and enterprise view of an organization.
- c) Explain MRP and MRP II.

Q3. Attempt any two.

- a) What are the necessary steps involved before starting up the ERP project?
- b) Explain pre-implementation phase of ERP project.
- c) Explain the feasibility study of ERP project.

Q4. Attempt any two.

- a) What do you understand by business process reengineering.
- b) What is Business Intelligence?
- c) Explain the purpose of testing in ERP life cycle.

Turn Over

Q5. Write short notes on : **any two**.

- a) Data Mining
- b) Data Warehousing
- c) OLAP/OLTP.

Q6. Attempt **any two**.

- a) What do you understand by Content Management?
- b) EAI.
- c) Explain knowledge and its types.

Q7. Attempt **any two**.

- a) List down major functionalities of ERP.
 - b) Supply Chain Management
 - c) Customer Relationship Management.
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