

2008 ANNA UNIVERSITY
B.E/B.TECH DEGREE EXAMINATIONS
EIGHTH SEMESTER INFORMATION TECHNOLOGY
ENTERPRISE RESOURCE PLANNING

TIME: 3 HOUR
MARK: 100

Answer All Question

PART A-(10x2=20)

1. what are the benefits of OLAP?
2. What are the different phases of BPR?
3. List the functions of CRM.
4. What are the obstacles for implementing ERP systems?
5. What are the different modules of the ERP systems?
6. Explain Quality Control Modules and its function.
7. Explain the role and responsibilities of ERP vendors.
8. What are the major subsystems of plant maintenance module?
9. Define EAI.What are the uses of EAI?
- 10.What are the growth factors of E-Commerce?

PART B-(5x16=80)

11. (a) Discuss why data warehouses are important and how they can be integrated with ERP system?
Or
(b) Briefly explain the linkage between BRP,IT and ERP in detail.
12. (a) What are the golden rules for successful Project Management? Explain in detail.
or
(b) (i) Explain the details of the contract with the package vendor.
(ii) Explain the details of the contract with the package consultants.
13. (a) Discuss each ERP implementation phases and briefly explain the activities to be performed in each phase.
or
(b) Draw a diagram to describe ERP marketing process and including ERP scales cycle.
14. (a) Draw the layered architecture of Sap R/3. Explain the different types of Client server models which can be implemented in SAP?.
or
(b) Compare and contrast the ERP package Baan and IFS Avalon with respect to functionality and performance.
15. (a) How to improve the power of ERP using business intelligence? Explain in detail
or
(b) Explain the importance of the integration of ERP with Internet and WWW.