

K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH

Program: PGDM(IB –RM-MMS) Tri-V (Batch 2016-2018)

Subject: Enterprise Resource Planning
End-Term Examination

Maximum Marks: 50

Duration: 3 hrs

Date: 01/01/2018

Q. 1 Answer any 6 from the following [6 x 5 = 30]

1. Describe ERP implementation life cycle.
2. Explain the role of consultants, vendors and users in ERP implementation.
3. Describe the pros and cons of In-House implementation of ERP. Also explain the role of vendors, consultants and users.
4. Explain importance of compelling business case and its advantages over traditional business case.
5. What is Gap Analysis Phase? How are the gaps found out during the gap analysis phase filled?
6. Explain how IT investments are classified in four quadrant. Explain each one of them. Also mention where ERP investment will get classified.
7. Explain data migration phase. At what stage of stage of ERP implementation this phase is carried out. Why this step is important for ERP's success.
8. What are the risks of ERP implementation? Discuss risk management in ERP implementation.

Q. 2 You are part of event management company and is been given a responsibility to develop online system for organising event. What would be the steps you will take to develop the same? Justify the ERP modules that you would undertake. **[10**

Marks]

Q. 3 A family owned chemical manufacturer needed to replace its old information, inadequate system and solve some important business problems. The company was growing and management needed to understand customer profitability. A number of years ago the company implemented a tier III accounting and manufacturing system. This existing system have become inadequate. It was heavily modified and the consulting firm that had made the modifications was out of business. There was no viable path to improve the existing system. The family owned business was growing and looking at acquisitions. At the same time management believed they had a critical problem: some customers were unprofitable, but the information available provided no insights into the problem. Now consider yourself as company manager and advise the suitable solution for the same. **[10**

Marks]

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