

207

Subject Code—7417

M.B.A. EXAMINATION

(Fourth Semester)

(2 Years–New Scheme)

ITM-420

ERP

Time : 3 Hours

Maximum Marks : 100

Note : Attempt any *Five* questions. All questions carry equal marks.

1. What do you understand by Enterprise Resource Planning ? Discuss its advantages and limitations.
2. In the context of ERP, discuss the following :
 - (a) Team Formation
 - (b) Measurement of Benefits.

3. What do you understand by Reengineering ? Why is it needed ? Discuss the stages of reengineering process.
4. Clarify the concept of Supply Chain Management and discuss some of the issues related to selection and implementation of SCM.
5. "Internet Banking has improved banking performance on one hand and ease for customers on the other." Do you agree with the statement ? Elaborate your viewpoint with suitable justification.
6. What do you understand by E-Commerce ? Discuss its growth in India and comment on its future prospects.
7. Discuss briefly the following :
 - (a) CRM Solutions
 - (b) EDI.
8. Discuss some of the issues related to security and privacy in E-Business and suggest measures to tackle these issues.