

Roll No.

Subject Code—2219

M.B.A. EXAMINATION

(Fourth Semester)

(2 Years—New Scheme)

ERP

ITM-420

Time : 3 Hours

Maximum Marks : 100

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

1. Trace out the evolution of ERP, MRP and MRP II. What kind of system integration and interface is required for ERP Packages and ERP Products ?
2. Explain the process of ERP implementation. What type of problems may be encountered in ERP implementation ? How can these problems be resolved ?

3. What do you understand by Business Process Re-engineering ? How are re-engineering needs identified ? How is BPR implemented ?
4. Explain the concept of Supply Chain Management. What are the important issues involved in selection and implementation of Supply Chain Management ?
5. What do you understand by Customer Relationship Management ? Develop a module for CRM which can be applied in a banking institution.
6. Explain in detail various business modules of ERP Package.
7. What do you understand by E-Business ? Write a detailed note on the future and growth of E-Business.
8. Explain basic and advance models on internet banking. What are the security and privacy issues involved in it ? How can these issues be addressed ?