

Subject Code—8202-X

M.B.A. EXAMINATION

(Fourth Semester)

(Re-appear Prior to Batch 2009)

ITM-420

ERP

Time : 3 Hours

Maximum Marks : 100

Section A

Note : Attempt any *Seven* questions. **7×7=49**

1. What do you understand by Enterprise Resources Planning ?
2. Briefly discuss evolution of ERP.
3. What is meant by Supply Chain Management ?
4. What factors are associated with Change Management ?

5. Explain the concept of EDI.
6. What types of security issues are related to e-Business ?
7. How would you measure benefits of ERP ?
8. Explain the concept of re-engineering.
9. Explain the concept of CRM.
10. Discuss the issues involved in net technologies.

Section B

Note : Attempt all the questions. **3×17=51**

11. Discuss about SCM scenario in India.

Or

Explain the process of ERP implementation.

12. Discuss about various business modules of ERP package.

Or

How would you identify need and make necessary preparation for implementing Business Process Re-engineering ?

13. Write a detailed note on internet banking and related technologies.

Or

Write a detailed note on future and growth of e-Business in India.