

DEPARTMENT OF PG COMPUTER SCIENCE
17PCS3E1-ENTERPRISE RESOURCE PLANNING

1. Material Requirement Planning(MRP) utilizes software applications for scheduling _____.

- A. sales management.
- B. production processes.
- C. marketing techniques.
- D. human resource management.

ANSWER: B

2. ERP supports _____ currency value.

- A. multiple.
- B. single.
- C. three.
- D. five.

ANSWER: A

3. ERP package will handle _____ business functionalities.

- A. one.
- B. two.
- C. three.
- D. all.

ANSWER: D

4. The most important step of ERP implementation is _____ phase.

- A. installing.
- B. training.
- C. gap analysis.
- D. testing.

ANSWER: C

5. An enterprise is a group of people with _____.

- A. common goal.
- B. separate goal for each department.
- C. multiple goals.
- D. two or more goals.

ANSWER: A

6. In _____, entire organization is considered as a system and the departments are its subsystem

.

- A. business way.
- B. general.
- C. enterprise way.
- D. planning.

ANSWER: C

7. An information system produces information using the _____ cycle.

- A. data analysis.
- B. input-process-output.

- C. input-output.
- D. process-input-output.

ANSWER: B

8. _____ used to support the old process to become useful in the new process, involves reducing some requirements while expanding others.

- A. Transitioning the information.
- B. software management.
- C. front-office software.
- D. information system.

ANSWER: A

9. The traditional business system is called as _____.

- A. modern method.
- B. advanced method.
- C. effective method.
- D. legacy method.

ANSWER: D

10. Which of the following method is used to produce reports about data.

- A. Decision Support Systems.
- B. Executive Information Systems.
- C. Query/Report Writing Tool.
- D. All the above.

ANSWER: D

11. _____ approaches reduces data redundancy and provide update information.

- A. Legacy system.
- B. Information system.
- C. Integrated data model.
- D. Data base.

ANSWER: C

12. The elapsed time between placing an order and it receiving it is also known as _____.

- A. elapsed time.
- B. waiting time.
- C. time interval.
- D. expected time.

ANSWER: A

13. In order to reduce the lead times, the organization should have an efficient _____ system.

- A. purchasing.
- B. production planning.
- C. inventory.
- D. integrated inventory.

ANSWER: D

14. Customer specific products are also known as _____.

- A. make-to-stock.
- B. make-to-order.

- C. goods.
- D. expected products.

ANSWER: B

15. Using _____ system, business can gain effective control over engineering change orders.

- A. engineering change control.
- B. engineering change order.
- C. inventory.
- D. production planning.

ANSWER: A

16. In the case of make-to-order items, the ERP systems save time by integrating with _____ system.

- A. engineering change control.
- B. engineering change order.
- C. CAD and CAM.
- D. CAD.

ANSWER: C

17. The _____ planning features of most ERP systems offer, both rough cut and detailed capacity planning.

- A. capacity.
- B. production.
- C. marketing.
- D. test.

ANSWER: A

18. _____ is the process by which different functional areas can work together to design and develop a product that meets the needs of the customer.

- A. Software Engineering.
- B. Concurrent Engineering.
- C. Knowledge Engineering.
- D. Database.

ANSWER: B

19. _____ is a key issue in the formation of strategic plans in companies.

- A. Computerized.
- B. Quantity.
- C. Quality.
- D. Flexibility.

ANSWER: D

20. The business information has _____ fundamental characteristics.

- A. 1
- B. 2
- C. 3
- D. many

ANSWER: C

21. The CRM system consist of ____ components.

- A. 2.
- B. 3.
- C. 5.
- D. many.

ANSWER: B

22. _____ is the first phase in BPR.

- A. Begin organizational change.
- B. Identifying BPR opportunities.
- C. Reengineering the process.
- D. Blueprint the new business system.

ANSWER: A

23. The first step in business strategy is _____.

- A. planning.
- B. develop blueprint.
- C. marketing.
- D. assessment.

ANSWER: D

24. During the _____ session the reengineering must also consider new technologies.

- A. planning
- B. implementing
- C. brainstorming.
- D. training.

ANSWER: C

25. The reengineering team must consider _____ in the redesign of a process.

- A. all resources.
- B. all process stakeholders.
- C. existing system.
- D. legacy system.

ANSWER: B

26. The _____ contains models of the redesigned organizational structure.

- A. planning report.
- B. blueprint.
- C. marketing strategy.
- D. implementation report.

ANSWER: B

27. Transforming the workforce will require a _____.

- A. array of activities.
- B. blueprint.
- C. training and education.
- D. planning.

ANSWER: A

28. The primary concept of _____ is that storing huge amount of data.

- A. data mining.
- B. OLAP.

C. supply chain management.

D. data warehousing.

ANSWER: D

29. A data warehouse is a collection of _____ that is critical to the successful execution of enterprise initiatives.

A. raw data.

B. tables.

C. computer based information.

D. reports.

ANSWER: C

30. W.H.Inmon is credited as the father _____ concepts.

A. Data mining.

B. Data warehouse.

C. BPR.

D. OLAP.

ANSWER: B

31. The heart of data warehouse is its _____ where the bulk of data resides.

A. current data.

B. raw data.

C. new data.

D. reports.

ANSWER: A

32. The data warehouse archives contain _____ of significant, continuing interest and value to the enterprise.

A. new data.

B. current data.

C. old data.

D. meta data.

ANSWER: C

33. _____ oversee the day-to-day operations of respective functional areas during ERP implementation.

A. Consultant.

B. Package vendor.

C. End users.

D. Functional managers

ANSWER: D

34. Data mining is a powerful new technology to _____ from large databases.

A. extraction of hidden predictive information.

B. generating reports.

C. retrieving data.

D. show result.

ANSWER: A

35. _____ is used to produce reports about data.

- A. Data access. .
- B. DSS,EIS and query writing tools.
- C. DSS
- D. Query writing tools

ANSWER: B

36. The _____ used by the data mining for the creation of information about data.
- A. data verification.
 - B. data validation.
 - C. discovery model.
 - D. analysis model.

ANSWER: C

37. _____ is the task of identifying a finite set of most categories the data set.
- A. Predicting.
 - B. Classification.
 - C. Deviation detection.
 - D. Clustering.

ANSWER: D

38. The OLAP concept has _____ rules.
- A. 12
 - B. 10
 - C. 5
 - D. 50

ANSWER: A

39. OLAP transforms data warehouse data into _____.
- A. reports.
 - B. strategic information.
 - C. existing data.
 - D. tables.

ANSWER: B

40. A _____ provides more than the ability to "slice and dice".
- A. single dimensional view of data.
 - B. reports.
 - C. multi dimensional view of data.
 - D. forms.

ANSWER: C

41. _____ focus on the process of communicating, teaching, demonstrating and configuring softw
are for the
business process flows.

- A. Management consultants.
- B. Application consultants
- C. Package vendors.
- D. Functional participants.

ANSWER: B

42. _____ departments use OLAP for applications such as budgeting, activity based costing and so

on.

- A. Financial.
- B. Marketing.
- C. Purchasing.
- D. Sales.

ANSWER: A

43. _____ information is computed data that usually reflects complex relationships.

- A. Database.
- B. Just-in-time.
- C. Real.
- D. Processed.

ANSWER: B

44. OLAP databases must be able to do more than _____.

- A. complex aggregation.
- B. expected result.
- C. simple aggregation.
- D. derived result.

ANSWER: C

45. The computation of the _____ is one of the most complex calculations.

- A. forecast.
- B. production.
- C. sales.
- D. planning.

ANSWER: A

46. Expand DRP.

- A. data reprocessing.
- B. descriptive requirements planning.
- C. distribution requirements planning.
- D. data requirements planning.

ANSWER: C

47. _____ is one of the benefits of supply chain management.

- A. Easy process.
- B. Manufacturing make-to-stock products.
- C. Minimum time.
- D. Faster response-to-market changes.

ANSWER: D

48. _____ is a track-proven technology applicable to every company.

- A. OLAP.
- B. Supply chain management.
- C. Data mining.
- D. Data warehousing.

ANSWER: B

49. The companies can use supply chain management for _____.

- A. critical business process.
- B. effective planning.
- C. inventory control.

D. material management.

ANSWER: A

50. Which committee formulates the long term goals, objectives and strategies regarding the ERP implementation.

A. Executive committee.

B. Project management committee.

C. Implementation team.

D. End-users.

ANSWER: A

UNIT I

1. Define ERP.

Enterprise Resource Planning (ERP) covers the techniques and concepts employed for the integrated management of businesses as a whole, from the viewpoint of the effective of management resources, to improve the efficiency of an enterprise.

2. What is an Enterprise?

An enterprise is a group of people with a common goal, which has certain resources at its disposal to achieve that goal.

3. What are the main misconceptions about ERP?

- First is that ERP is a computer system.
- Second is ERP is for manufacturing organizations alone.

4. What are ERP packages?

ERP packages are integrated (covering all business functions) software packages that support the ERP concepts. ERP software is designed to model and automate many of the basic processes of a company, from finance to the shop floor, with the goal of integrating information across the company and eliminating complex, expensive links between computer systems that were never meant to each other.

5. Who are the main players in the ERP market?

SAP AG, PeopleSoft, Oracle, Baan, JD Edwards, QAD, Ramco, IFS, DataWorks etc.

6. When do the ERP system's set of generic processes produce dramatic improvements?

ERP software is a mirror image of the major business processes of an organization, such as customer order fulfillment and manufacturing. Its success depends upon reach – a circumscribed ERP system isn't much better than the legacy system it replaces. ERP system's set of generic

processes produce the dramatic improvements they are capable of, only when used to connect parts of an organization and integrate its various processes seamlessly.

7. What are the reasons for the explosive growth of the ERP market?

- They enable improved business performance by achieving: cycle-time reduction, increased business agility, inventory reduction, order fulfillment improvement etc.
- They support business growth requirements.
- ERP systems provide flexible, integrated, real time decision support.
- ERP packages can now be afforded by even small and medium sized businesses and offers increased functionality at a reasonable cost.
- They help companies in supporting new products and new customers by meeting their global requirements, including multiple languages and currencies.

8. What are the direct benefits of ERP systems?

- Business Integration
- Flexibility
- Better analysis and planning capabilities
- Use of latest technology

9. Why is it said that ERP systems are flexible?

Different languages, accounting standards can be covered in one system, and functions that comprehensively manage multiple locations of a company can be packaged and can be implemented automatically.

10. What is cycle time?

Cycle time is the time between receipt of the order and delivery of the product.

UNIT II

11. What are the different phases of ERP implementation?

- Pre-evaluation screening
- Package evaluation
- Project planning phase
- Gap analysis
- Reengineering
- Configuration
- Implementation team training
- Testing
- Going live
- End user training
- Post-implementation

12. What is gap analysis?

Gap analysis is the most crucial phase for the success of the ERP implementation. It is the process through which companies create a model of where they are now, and in which direction they want to head in the future.

13. What are the general four phases of an ERP implementation?

- Understanding the problem
- Defining solutions
- Getting down to work
- Going live

14. Give the hidden costs in ERP implementation?

- Training

- Integration and testing
- Data conversion
- Data analysis
- ERP consultants

15. State the main members of an implementation team.

- Executive committee
- Project management team
- Work team
- Technical support team
- Administrative support team

16. What are the skills the people who implement the ERP should possess?

- Knowledge of how to organize and run a project of this magnitude
- Enough experience in handling problems and issues that arise during the implementation
- Good people skills and excellent training skills
- Good leadership skills

17. Who are vendors and give their role?

Vendors are people who have invested huge amounts of time and effort in research and development to create packaged (ERP) solutions. The vendor should supply the product and its documentation as soon as the contract is signed and the vendor should impart training to its clients’.

18. Who are business consultants and specify their role?

- Business consultants are professionals who specialize in developing techniques and methodologies for dealing with the implementation and with the various problems that will crop up during the implementation.
- Consultants should guarantee the success of the project and should be able to satisfy the company management with its needs.
- They should add value to the project.

19. State some key points of the contract with the vendor, which should be addressed.

- Value of the software and conditions of payment
- List of deliverables (software, documents etc.)
- Cost of implementation training
- Cost of end-user training
- Annual maintenance fee
- Warranty or guarantee terms

20. State some key points of the contract with the consultant, which should be addressed.

- Profile of the consultants' team with the resume of each member
- Consulting fee and payment details
- Implementation methodology
- Time schedule and the implementation budget
- Terms and conditions of knowledge transfer and employee training
- List of deliverables (reports, manuals, knowledge bases etc)
- Project monitoring and status reporting systems

UNIT III

21. Define business.

Business can be defined as the activities of individuals or groups that are involved in developing, producing and distributing the goods and services needed to satisfy other peoples' needs.

22. What are the three resources of business?

Land, labour and capital

23. State the various business modules in ERP system.

- Human resources
- Finance
- Manufacturing
- Plant maintenance
- Sales & distribution
- Materials management
- Quality management
- Production planning

24. State the finance modules in most ERP systems.

- Financial accounting
- Investment management
- Controlling
- Treasury
- Enterprise controlling

25. Write about financial accounting.

It provides company wide control and integration of financial information that is essential to strategic decision making. It gives the ability to centrally track financial accounting data within an international framework of multiple companies, languages, currencies and charts of accounts.

26. What is General ledger?

General ledger is essential both to the financial accounting system and to strategic decision making. It provides document parking, posting, reporting and an integrated financial calendar for automating periodic activities.

27. What is asset accounting and legal consolidation?

Asset accounting manages the company's fixed assets, whereas legal consolidation permits direct data transfer, from individual statements into the consolidated report.

28. What is cost centre accounting?

Cost center accounting analyses where overheads occur within the organization. Costs are assigned to the sub-areas of the organization where they are originated.

29. What is EIS?

EIS or Executive Information System is an information system that consolidates and summaries the ongoing transactions within an organization. It should provide management with all the information it requires, at all times, from internal as well as external sources. A successful EIS is easy to use, flexible and customizable.

30. State some major subsystems of manufacturing module.

- Material and capacity planning
- Shop floor control
- Quality management
- JIT / Repetitive manufacturing
- Cost management
- Tooling

UNIT IV

31. Who are the main players in the ERP market?

SAP AG, PeopleSoft, Oracle, Baan, JD Edwards, QAD, Ramco, IFS, DataWorks etc.

32. What is SAP?

SAP means Systems Applications and Products in Data Processing.

33. State the versions of SAP's ERP package.

- Mainframe version (SAP R/2)
- Client/server version

34. What are the three different layers of SAP R/3?

- Database layer
- Application layer
- Presentation layer

35. State about the three layers of SAP R/3.

- Database layer – resides on central servers or mainframe host computers
- Application layer – holds the processing logic of the system, preparing and formatting data for individual offices or departments
- Presentation layer – handles all the tasks related to the presentation of data, including user interfaces that enable easy access to complex applications and data

36. What are the general R/3 modules?

- Financial accounting
- Treasury
- Controlling
- Enterprise controlling
- Investment management
- Production planning
- Materials management
- Plant maintenance and service management
- Quality management
- Project system
- Sales and distribution
- Human resources management

37. Write about SAP's business engineer?

Business engineer delivers a complete toolkit that greatly facilitates the implementation of R/3 and the engineering of your business processes. It ensures quick and high quality customization of R/3.

38. State some areas of business management solutions, provided by PeopleSoft.

- HR management
- Accounting and control
- Treasury management
- Performance management
- Project management
- Sales and logistics
- Materials management
- Supply chain planning
- Service revenue management
- Procurement

39. What are four strategies incorporated by PeopleSoft implementation toolkit?

- Geographical
- Departmental
- Core and support process
- No phasing

40. What is BaanDEMSE?

BAAN – Dynamic Enterprise Modeling Strategy Execution

UNIT V

41. What does BIS allow?

- Customer service
- Manufacturing and purchase

- Sales

42. What are the general traditional business processes?

- Fulfillment
- Payment
- Procurement
- Replenishment

43. State the steps in retail fulfillment process.

- Initiate order
- Verify identity or payment
- Arrange drop shipment
- Acknowledge order
- Track order status

44. State the steps in corporate procurement process.

- Initiate requisition
- Verify item data
- Transmit purchase order
- Confirm receipt
- Track purchase status

45. State the steps in inventory replenishment process.

- Item reorder limit reached
- Purchase order approved
- Item shipped
- Item received
- Payment received

46. What is the use of SET?

Secure Electronic Transaction (SET) protocol addresses the vulnerability in Secure Socket Layer (SSL) by providing an encrypted channel between the customer and the bank.

47. State some ERP vendors and their products.

- | | | |
|----------------------------------|---|---------------------|
| • SAP AG | - | R/3 |
| • Oracle Corporation | - | Oracle Applications |
| • JD Edwards World Solutions Co. | - | OneWorld |
| • PeopleSoft Inc. | - | PeopleSoft |
| • Baan Co. | - | Baan IV |

48. What is BPR? BPR or Business Process Reengineering is the fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in critical, contemporary measures of performance such as cost, quality, service and speed.

49. What is MIS?

MIS or Management Information System is a computer based system that optimizes the collection, collation, transfer and presentation of information throughout an organization through an integrated structure of databases and information flow

50. State the main members of an implementation team.

- Executive committee
- Project management team
- Work team
- Technical support team
- Administrative support team

16 Marks Questions and Answers

DEPARTMENT OF PG COMPUTER SCIENCE

17PCS3E1-ENTERPRISE RESOURCE PLANNING

UNIT:1

1. Define ERP.Explain the Benefits of ERP.
2. What are the Phases in BPR?
3. Discuss ABOUT THE explosive growth of the ERP market?
4. Write short notes on 1) Data Warehousing. 2) Data mining
5. What are Ten Mistakes to be avoided in Data Warehousing project?
6. What are the 12 RULES of OLAP?
7. Explain in detail about the various Risks in ERP.
8. Discuss the problem areas in ERP implementation.
9. Explain ERP and ERP Related Technologies.
10. Explain in detail about the Issues to be consider in planning design and implementation of cross functional integrated ERP systems

UNIT:2

11. Explain briefly about ERP market place and its dynamics.
12. Explain the features & benefits of Epicor software solution.
13. Explain the solutions offered by Lawson Software.
14. Explain the features & benefits of J.D Edward software solution.
15. Explain the solutions offered by QAD.
16. Discuss the benefits of SAP ERP software in detail
17. Explain people soft in detail.
18. What are the Merits and Demerits in Baan?
19. Write short notes on ORACLE.
20. Explain about SSA global?

UNIT:3

21. Explain ERP Implementation Methodology.

22. Explain Project Management and Monitoring
23. Define Hidden Costs and Explain Briefly
24. Who are Vendors & Consultants? Explain the roles and responsibilities of Vendors & consultants.
25. Give a brief account on various task performed during Pre-implementation.
26. Briefly describe the various phases of ERP implementation lifecycle?
27. Give an account on various transition strategies. Mention its advantages & disadvantages.
28. Explain briefly the implementation challenges.
29. Briefly explain Data Migration process and its methods.
30. Explain about project teams.

UNIT:4

31. Explain the steps involved in Maintenance of ERP.
32. Discuss the Industrial impact of ERP in post implementation.
33. Write in details about Organizational impact of Implementation.
34. Explain in details about the Failure factors of ERP.
35. Explain the Success and Failure factors of ERP
36. Explain knowledge and application management after ERP implementation.
37. What are the Future Directions in an ERP?
38. What are the Guidelines for the implementation of a successful business Intelligence front End of an ERP system?
39. What are the Procedures to be followed in TURBO charge the ERP SYSTEM?
40. Explain the subsystems in an Manufacturing Module?

UNIT:5

41. Explain in detail the extended ERP systems.
42. Discuss the technique followed for business analytics.
43. Explain in details about Customer Relation Management.
44. Discuss the Future trends of ERP systems
45. Explain the Wireless technologies involved in application of ERP.

46. Explain in details about the cloud computing for ERP.
47. Write the following in shortly i. The ERP add-ons ii. ii. the web enabled application of ERP
48. Discuss in detail about SCM.
49. What are the Components present in BAAN ERP modules? What are the Merits and Demerits in Baan?
50. Explain EIA and the three Significant Limitations of EIA

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UNIT I

1. What is ERP? Give an overview.

- ERP
- Reasons for growth of ERP market
- Advantages
- Problem areas
- Future of ERP packages

2. What is an Enterprise? Give an overview.

- Enterprise
- Integrated management information
- Role of enterprise
- Business modeling
- Integrated data model

3. What are the benefits of ERP?

- Reduction of lead time
- On-time shipment
- Reduction in cycle time
- Better customer satisfaction
- Improved supplier performance
- Increased flexibility
- Reduction in quality costs
- Improved resource utility
- Improved information accuracy and decision making capability

4. Write about the related technologies of ERP?

- BPR
- Data mining
- OLAP
- SCM

5. What are the phases of BPR?

- Begin organizational change
- Building the reengineering organization
- Identifying BPR opportunities
- Understanding the existing process
- Reengineering the process
- Blueprint of the New Business System
- Perform the transformation

UNIT II

6. What are the different phases of ERP implementation?

- Pre-evaluation screening
- Package evaluation
- Project planning phase
- Gap analysis
- Reengineering
- Configuration
- Implementation team training
- Testing
- Going live
- End user training
- Post-implementation

7. What are the general four phases of an ERP implementation?

- Understanding the problem
- Defining solutions

- Getting down to work
- Going live

8. Give the hidden costs in ERP implementation?

- Training
- Integration and testing
- Data conversion
- Data analysis
- ERP consultants

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UNIT III

11. State the various business modules in ERP system.

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- Finance
- Manufacturing

- Plant maintenance
- Sales & distribution
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- Quality management
- Production planning

12. State the finance modules in most ERP systems.

- Financial accounting
- Investment management
- Controlling
- Treasury
- Enterprise controlling

13. State some major subsystems of manufacturing module.

- Material and capacity planning
- Shop floor control
- Quality management
- JIT / Repetitive manufacturing
- Cost management
- Tooling

14. What are the basic functions in sales order processing?

- Inquiry handling
- Quotation preparation and quotation
- Contracts and contract management (order management)
- Monitoring the sales transactions
- Checking for availability
- Transferring requirements to materials planning (MRP)

- Scheduling the delivery
- Calculating pricing and taxes
- Checking credit limits
- Invoicing / billing
- Creating printed or electronically transmitted documents

15. What are the main modules of Materials Management module?

- Pre-purchasing activities
- Purchasing
- Vendor evaluation
- Inventory management
- Invoice verification and material inspection

UNIT IV – THE ERP MARKET

16. What are the general R/3 modules?

- Financial accounting
- Treasury
- Controlling
- Enterprise controlling
- Investment management
- Production planning
- Materials management
- Plant maintenance and service management
- Quality management
- Project system
- Sales and distribution
- Human resources management

17. State some areas of business management solutions, provided by PeopleSoft.

- HR management
- Accounting and control
- Treasury management
- Performance management
- Project management
- Sales and logistics
- Materials management
- Supply chain planning
- Service revenue management
- Procurement

18. What are the ERP modules of BaanERP?

- Manufacturing module
- Finance module
- Project module
- Distribution module

19. Give some categories of Oracle software applications.

- Oracle Financials
- Oracle Human Resources
- Oracle Projects
- Oracle Manufacturing
- Oracle Supply Chain
- Oracle Front Office

20. What are the six key goals of SSA?

- Best client satisfaction
- Single image worldwide
- Enterprise solutions leadership
- Proven leading technology

- Highly skilled and motivated professionals
- Strong financial results

UNIT V

21. What are the general traditional business processes?

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- Consulting fee and payment details
- Implementation methodology
- Time schedule and the implementation budget
- Terms and conditions of knowledge transfer and employee training
- List of deliverables (reports, manuals, knowledge bases etc)
- Project monitoring and status reporting systems