MONASH University

2020 Semester Two
Examination Period

Faculty of Information Technology

EXAM CODES:	FIT3138
TITLE OF PAPER:	Mock Exam
EXAM DURATION:	2 hours 10 mins

Rules

During an exam, you must not have in your possession any item/material that has not been authorised for your exam. This includes books, notes, paper, electronic device/s, mobile phone, smart watch/device, calculator, pencil case, or writing on any part of your body. Any authorised items are listed below. Items/materials on your desk, chair, in your clothing or otherwise on your person will be deemed to be in your possession.

You must not retain, copy, memorise or note down any exam content for personal use or to share with any other person by any means following your exam.

You must comply with any instructions given to you by an exam supervisor.

As a student, and under Monash University's Student Academic Integrity procedure, you must undertake your in-semester tasks, and end-of-semester tasks, including exams, with honesty and integrity. In exams, you must not allow anyone else to do work for you and you must not do any work for others. You must not contact, or attempt to contact, another person in an attempt to gain unfair advantage during your exam session. Assessors may take reasonable steps to check that your work displays the expected standards of academic integrity.

Failure to comply with the above instructions, or attempting to cheat or cheating in an exam may constitute a breach of instructions under regulation 23 of the Monash University (Academic Board) Regulations or may constitute an act of academic misconduct under Part 7 of the Monash University (Council) Regulations.

Authorised Materials

CALCULATORS	☐ YES	☑ NO
DICTIONARIES	☐ YES	☑ NO
NOTES	☐ YES	☑ NO
PERMITTED ITEM	☐ YES	☑ NO

if yes, items permitted are:

Instructions

Section A: Case Study
  Answer all questions in this section
  Total: 20 marks
Section B: 6 Questions with sub-parts (10 marks per question)
  Choose ANY 4 questions (with sub-parts) from this section.
  Total: 40 marks
Total marks for this exam: 60 marks

Instructions

Information

Section A: Case Study
  Answer all questions in this section
  Total: 20 marks
Section B: 6 Questions with sub-parts (10 marks per question)
  Choose ANY 4 questions (with sub-parts) from this section.
  Total: 40 marks
Total marks for this exam: 60 marks

Section A

Information

Question 1

Section A: Case Study

20 Marks

Making sure products are at the right time is especially important when you're dealing with seasonal items and perishable food.

Being a confectionary maker and retailer, timing is everything for GH Chocolates Inc. Too little chocolate on the shelves in the weeks leading up to Easter means missed sales but too much is just as disastrous. For years, store managers were able to draw on their experience to analyse and predict seasonal sales with some certainty, taking into account the time of year, weather and previous year's sales quantities. But the nearly 100-year old company's growth from 20 to almost 100 retail stores throughout Australia in the last 10 years and an expanded list of about 400 products in peak seasons was too much to handle.

That is why GH Chocolates Inc. are planning to invest their IT dollars on a new ERP systems with supply chain (SCM) software that will help them forecast demand, schedule production and better manage inventory.

You are required to address the following queries from the CEO:

1a)
What is the difference between customer relationship management (CRM) and supply chain management (SCM)? Discuss whether there is a need to additionally invest in CRM. (5 marks)

5 Marks

1b)
What are some of the integration issues that the company might face? (5 marks)

5 Marks

1c)
What would be your advice in terms of managing this change from the old legacy systems to the new integrated enterprise systems? (5 marks)

5 Marks

1d)
What is workflow management? Discuss the benefit of workflow tools in ERP systems. (5 marks)

5 Marks

Section B

Information

Question 2

Topic: Real-time Enterprise and Systems Integration

10

Marks

2a)

What are the characteristics of Real-time Enterprise Systems? (5 marks)

5

Marks

2b)

Define integrated information systems, and explain why they are essential in today's globally competitive business environment. (5 marks)

5

Marks

Question 3

Topic: Development of ERP and New Technologies Supporting ERP

10

Marks

3a)

Identify the factors that led to the development of Enterprise Resource Planning (ERP) systems. (5 marks)

5

Marks

3b)

Describe cloud computing and why it is becoming important for ERP providers. (5 marks)

5

Marks

Question 4

Topic: Sales and Distribution and Accounting in ERP Systems

10

Marks

4a)

Explain why unintegrated Marketing and Sales information systems can lead to company-wide inefficiency. (5 marks)

5

Marks

4b)

Why is credit management so important? What problems would you envisage in an unintegrated system and how could this be alleviated using an ERP system? (5 marks)

5

Marks

Question 5

Topic: Procurement , Materials Management and Production

10
Marks

5a)

The procurement process is often one of the major processes to be considered for re-engineering initiatives. What are some of the reasons for this? (5 marks)

5
Marks

5b)

Describe how production planning data in an ERP system can be shared with suppliers to increase supply chain efficiency. (5 marks)
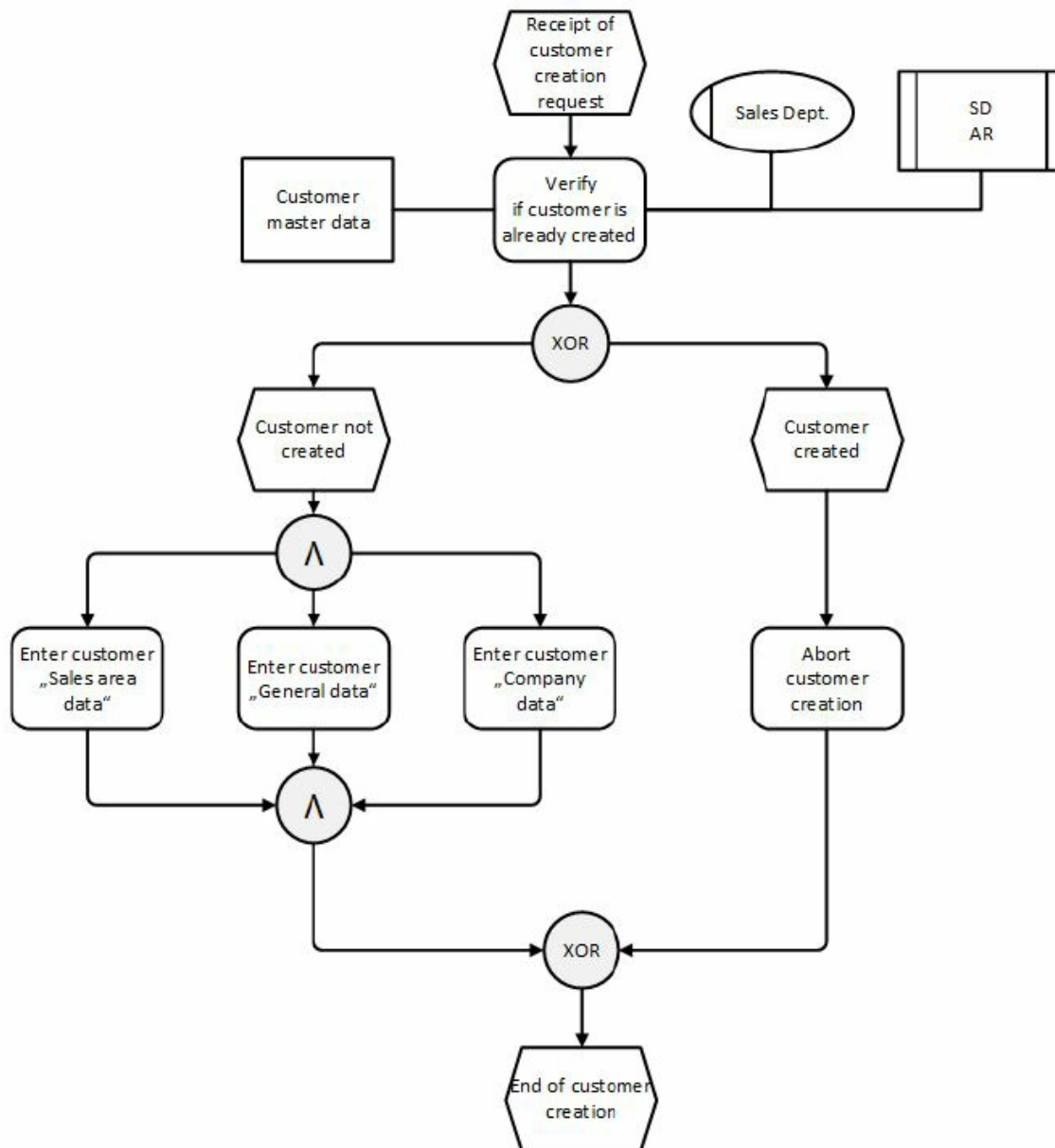
5
Marks

Question 6

Topic: Process Modelling and ERP Implementation

Part (a) of this question refers to the following EPC diagram relating to the "Creation of Customer Record in SAP ERP" process:

6a)

The above EPC diagram relates to the "Creation of Customer Record in SAP ERP" process. Based on the diagram, write a narrative of this "Creation of Customer Record in SAP ERP" process   (5 marks)

6b)

Discuss the major tasks that should be carried out during the scope and commitment phase of the ERP life cycle.

Question 7

Topic: Risk Management, Integration Issues and Managing Change

10

Marks

7a)

What is configuration management and why is it important in ERP implementation? (5 marks)

5

Marks

7b)

What is risk? Identify some risks that might affect an ERP implementation project.

5

Marks