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**UNIVERSITI TEKNOLOGI MARA  
FINAL EXAMINATION**

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<b>COURSE</b>	<b>:</b>	<b>ENTERPRISE INFORMATION SYSTEMS</b>
<b>COURSE CODE</b>	<b>:</b>	<b>ISP581</b>
<b>DATE</b>	<b>:</b>	<b>18th FEBRUARY 2022</b>
<b>TIME</b>	<b>:</b>	<b>3 HOURS</b>

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of **FIVE** (5) questions.
2. Answer ALL questions in a separate document. Type your **Name**, **Student No** and **Group** on the header of the document.
3. Answer ALL questions in English.

**SELF DECLARATION**

1. I know that plagiarism is wrong. Plagiarism is to use another's work and pretend that it is one's own.
2. This final assessment is my own work.
3. I have not involved and will not allow anyone to copy my work with the intention of passing it off as their own work.
4. I acknowledge that copying someone else's work (or part of it) is wrong and declare that my final assessment is my own work.

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**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO**

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*This examination paper consists of 5 printed pages*

**QUESTION 1**

a) Identify the most suitable keyword(s) to fill in the blanks:

- i) The core of many ERP software systems is the \_\_\_\_\_ module.
- ii) System architecture layer that involves with syntax and semantic of the message is \_\_\_\_\_.
- iii) To ensure employees are fully participatory with the new ERP systems, \_\_\_\_\_ need to be done.
- iv) When integrating with other systems, interface tuning is required to be done as this is a type of \_\_\_\_\_ procedure.
- v) The CRM system that enables front-end staff to interact with customers is called \_\_\_\_\_.
- vi) New EIS software should have several Unique Selling Point (USP) features as part of \_\_\_\_\_ to attract users to using its software.

(12 marks)

b) Based on the Figure 1, classify the system architecture used in the company X and explain each of the architecture layers (*layer 1 until layer 3*).

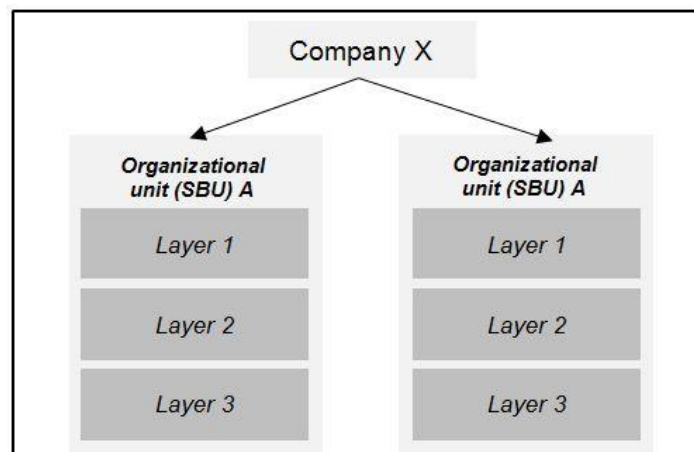


Figure 1. System Architecture for Company X

(9 marks)

c) Identify the most suitable system development model to be used for EIS implementation that involved in-house development. Justify your answer.

(4 marks)

**QUESTION 2**

- a) Train the trainer approach is a model used in deliver an EIS training programme in the workplace.
1. Describe this approach including its advantage and disadvantage
  2. Explain how this approach can be incorporated in the three levels of EIS training programme.
- (10 marks)
- b) One of the training issues in EIS implementation is user solving problems the old way rather than learning the new systems. Explain **TWO (2)** ways on what management can do to tackle this issue.
- (6 marks)

**QUESTION 3**

An ERP system consists of a database with a set of pre-built applications that works together to support core business processes within an enterprise.

- a) Figure 2 shows a cross-department interaction for Optistream company that implemented ERP systems named Microsoft Dynamics 365 Supply Chain Management. Describe four ERP modules that are implemented by Optistream.

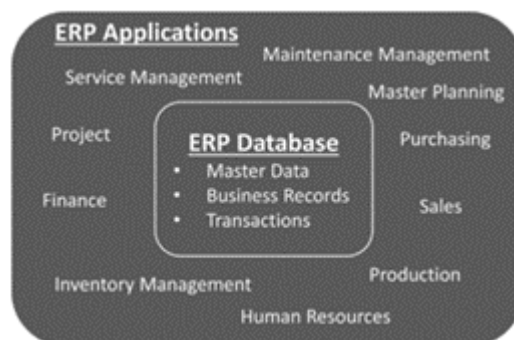


Figure 2. ERP Systems for Optistream

- (8 marks)
- b) Illustrate the general sales order process in ERP system using a flow chart.
- (5 marks)
- c) The data stored in the ERP database can be grouped into three categories. Explain what a Master Data is and how it relates to Business Records and Transactions.
- (5 marks)

**QUESTION 4**

Maintenance of systems development is the last phase in the software lifecycle. Megah Holding has entered the maintenance phase of their ERP development, after its systems is in full operation.

a) The following are maintenance activities that are required to be done by Megah Holdings. Identify the type of maintenance activities for each of the scenario below:

1. User has reported that shopping cart has an error in calculation of customers' order
2. Administrator is clearing the log files for efficient use of storage space
3. Customer requests that QR codes to be printed on the products to replace the current barcodes systems
4. Software vendor delivers new patches to the ERP systems to solve reported bugs
5. Manufacturing Department requested yield report to be created in the manufacturing module
6. IT Department prepares proposal to migrate the ERP systems into web-based environment

(6 marks)

b) After three years of deploying the ERP system, management of Megah Holdings decided to move the systems into a web-based environment after consulting with the software vendor. Discuss **THREE (3)** benefits the company and vendor may receive from the migration.

(8 marks)

c) The future of EIS software is bright with many improvements on the horizon both from vendors as well as from users. Explain **TWO (2)** possible developments of EIS that Megah Holding might undertake in the future.

(6 marks)

**QUESTION 5**

a) Kian Furniture is a furniture manufacturing company that purchases its raw materials from its regular suppliers and distributes their finished products to furniture showrooms around the Klang Valley. Determine whether the items stated below flow upstream, internal or downstream in Kian Furniture SCM systems.

1. Raw lumbers sent to Kian from its supplier
2. Customer order preferences gathered by furniture showrooms
3. Order details distributed by Kian's sales department to the logistics department
4. Old furnitures sent by a customer to be refurbished by Kian
5. Product catalogues that are given by showrooms to their customers

(10 marks)

- b) The management of Aida Batik Sdn. Bhd. has decided to implement CRM software with the objective to sustain its long-term relationship with its online customers. Discover **TWO (2)** examples of customer facing applications that the company can implement to achieve their objective.  
(6 marks)
- c) Discuss **TWO (2)** new technologies that can be implemented with the new generation of EIS software.  
(5 marks)

**END OF QUESTIONS**