UNIVERSITI TEKNOLOGI MARA
FINAL EXAMINATION

COURSE	**:**	**ENTERPRISE INFORMATION SYSTEMS**
COURSE CODE	**:**	**ISP581**
EXAMINATION	**:**	**FEBRUARY 2023**
TIME	**:**	**3 HOURS**

INSTRUCTIONS TO CANDIDATES

1.   This question paper consists of FIVE (5) questions

2.   Answer ALL questions in the Answer Booklet. Start each answer on a new page.

3.   Do not bring any material into the examination room unless permission is given by the invigilator.

4.   Answer ALL questions in English.

QUESTION 1

a) Identify the keywords for the definitions below:

   i) This layer defines the actual implementation of the business concepts in terms of enterprise applications
   ii) The ERP module that supports lead generation, direct mailing campaigns and the promotional activities
   iii) This process is under operational CRM and directly interacts with customers
   iv) A new ERP software technology that includes publically available source code bundled with the product
   v) This method of training allows users to practice the system using simulated data prior to using the real system
   vi) Process of evaluating software to ensure compliance with specification requirements (Is this the right product?)

(12 marks)

b) The prototype model is a process of developing a simple functional model of a system or program component in order to see what it is capable of. Discuss how the prototype model may assist the implementation of an enterprise system.

(9 marks)

c) Outsourcing is one of the methods to be used if an organization would like to get external support for EIS implementation. Explain TWO (2) benefits of outsourcing.

(4 marks)

QUESTION 2

a) Differentiate between ERP technical consultant and ERP functional consultant.

(10 marks)

b) "Train the trainer" is an approach where EIS consultant will instruct key customer staff, who in turn will train their operatives. Explain **TWO (2)** benefits of this approach.

(6 marks)

QUESTION 3

An ERP system refers to a type of software that organizations use to manage day-to-day business activities such as accounting, procurement, project management and supply chain operations.

a) Figure 1 below illustrates the ERP system in Dell Technologies. Choose **TWO (2)** functional modules in the figure and explain how the modules support the business operation of Dell Technologies.
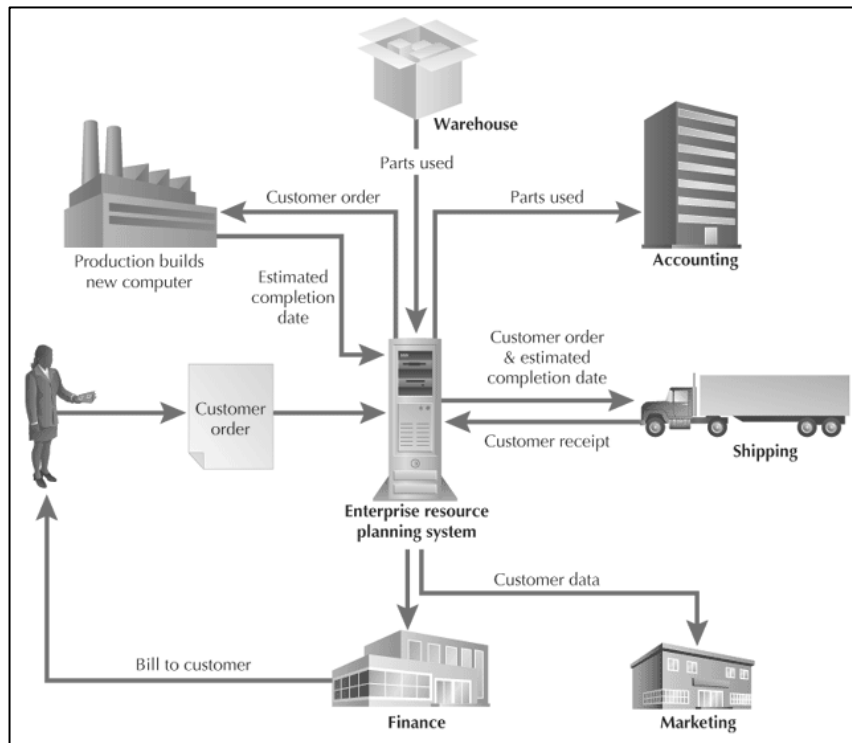

Figure 1. ERP Systems in Dell Technologies

(8 marks)

b) Describe **TWO (2)** benefits of implementing purchasing module.

(4 marks)

c) Figure 2 shows a flowchart of the fulfillment business process in XYZ company. Identify the ERP modules that can support this business process.
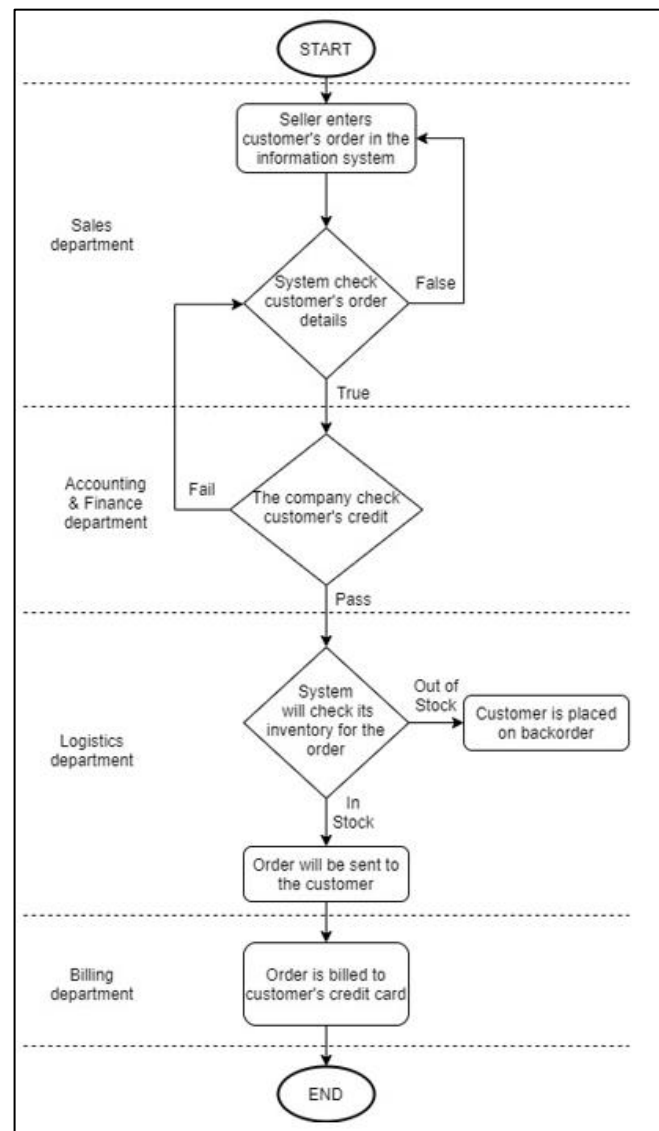
Figure 2. A fulfillment business process in XYZ company

(6 marks)

QUESTION 4

The maintenance phase happens after the project team deploys the software and it's fully operational in the customer environment.

a) Identify the type of maintenance activities for each of the scenarios below:

   i)   Human Resource executive reported an error in the calculation of the staff's salary.
   ii) System administrator tracks the flow of maintenance activities.
   iii) Purchasing manager requested modifications of the purchase requisition form to include the requester's ID number.
   iv) ERP software vendor delivers new patches to the systems to solve reported bugs.
   v)   Developer transforms the structure of the program by reducing the source code.

(10 marks)

b) EIS/ERP upgrades are mainly intended to take advantage of new technology and business strategies to ensure that the organization keeps up with the latest business development trends. Explain **THREE (3)** general benefits from EIS/ERP upgrades.

(9 marks)

QUESTION 5

a) Determine the **FOUR (4)** advantages of supply chain management.

(10 marks)

b) Assess **TWO (2)** benefits of operational CRM system.

(6 marks)

c) The future of EIS software is very bright, with many improvements both from vendors as well as from users. Describe **THREE (3)** new technologies that can enhance EIS implementation.

(6 marks)

END OF QUESTION PAPER