

University of Sargodha

BS 3rd Semester/Term Exam 2021

Subject: I.T

Paper: Enterprise System (ITSC-201)

Time Allowed: 02:30 Hours

Maximum Marks: 80

Note: Objective part is compulsory. Attempt any three questions from subjective part.

Objective Part (Compulsory)

Q.1. Write short answers of the following in 2-3 lines each on your answer sheet. (2*16)

- i. How we can plan enterprise resource planning?
- ii. How we can integrate system components?
- iii. What is Cloud Architecture?
- iv. Write down the types of implementation planning?
- v. Define SDLC approach to manage enterprise different process?
- vi. What are the necessary components of ERP?
- vii. Define the responsibility of project manager?
- viii. What is Offshore Company and its roles?
- ix. Why we used model?
- x. What is process reengineering?
- xi. Why we used CRM?
- xii. What are important Ethical principles need in a organization?
- xiii. Why we used the concept of Green computing?
- xiv. Write down the phases of Supply chain management.
- xv. What is Customer's relationship management?
- xvi. Write down the Customers relationship management strategies.

Subjective Part (3*16)

- Q.2. Write a detailed note on layered architecture of ERP.**
 - Q.3. What is the difference between SDLC and ERP lifecycle?**
 - Q.4. Define system integration, elaborate the eight steps of system integration.**
 - Q.5. Briefly describe the customer relationship management (CRM) technology and architecture.**
 - Q.6. How we can select the software and vendors in the organization?**
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