

ERP

8th

Q Define Enterprise Resource Planning System?

ERP is defined as the ability to deliver an integrated suite of business applications. ERP tools share a common process and data model covering broad and deep operational end-to-end processes, such as those found in finance, HR, distribution, manufacturing, service and supply chain.

Q What is Process Map?

Business Process mapping refers to the documentation of each incremental step that is required to perform a work related task.

Q Define Knowledge management?

The organization, capture, use and analysis of the impact

of a group's collective knowledge

It also includes the maintenance of a knowledge base or portal where specific knowledge related to the company is housed.

Q State and Explain any Two element of Business Process Reengineering?

Define Business Processes

Analyze Business Processes

identify and analyze improvement opportunities

Design Future state Processes

Develop Future state changes

Implement Future state changes.

Q List The Parameters To be Considered while selecting an ERP package?

Business requirements
upper management support
User support
Functional requirement
Integration with existing systems.
Budget and resources
Technology and future scalability.

Q What are the different Phase of ERP implementation life cycle?

There are 6 Phases That make up any ERP implementation Project

- Discovery and planning
- Design
- Development
- Testing
- Deployment
- Ongoing Support

Q Define the Post implementation IT review is conducted after

Completing The Project As activities aim to evaluate whether Project objectives were met how effectively the Project was run lessons for the future and the actions required to maximise the benefits from the Project output.

Q State the difference between On-Premise and On-Demand CRM.

⇒ On-Demand Solutions is that you as a customer don't own the software or the hardware that the software solution runs.

⇒ On-Premise Solutions are Software Solutions that you install and maintain on your own. So you have ownership of the software and the

hardware The Software runs on.

Q What are the benefits of ERP Financials?

- * Freedom from duplicate data entry
- * Not so many errors
- * A higher degree of control
- * More automation
- * Richly detailed financial reports

Q State 2 Technical benefits of an ERP system:

ERP Software enables you to be more cost effective through gained efficiencies in these areas. Faster financial close. Improved inventory planning and accuracy.

Q Write down the duties of an ERP auditor.

- * Objectively assess a Company IT and business processes.
- * Assess the Company risks and the efficacy of its risk management efforts.
- * Evaluate internal control and make recommendations on how to improve.

Q Enlist any 2 advantages of Employee Self-Service

- Ensure employee records are up to date
- Manage time off with ease
- Make your HR department more efficient
- Make your employees happier
- Get rid of redundant question
- Avoid wasting time finding mistakes.

Q How Production Planning assists in Supply chain?

It is one of the logical steps in managing the supply chain. You can assign planning percentages to the members of the product family and use the relationship between product family items and its members in forecast explosion, master scheduling and capacity and

materials planning

Q Define Business Performance management?

Business Performance management is a set of performance management and analytic processes that enables the management of an organization's performance to achieve one or more pre-selected goals.

Q Define manager self service.
Manager self-service is a human resource management platform that allows supervisors to have immediate access to employee information and initiate employment related actions.

Q Define types of business intelligence.

Dashboards

Reporting

Visualizations

ETL

OLAP

Dashboards.

It is an information management tool that is used to track KPIs metrics and other key data points relevant to a business department or specific process.

ETL

Extract, Transform, Load is a process of extracting data from different data sources manipulating them according to business calculations loading the modified data into a different data warehouse.

Q

Tacit and explicit knowledge?

Tacit Knowledge:-

Tacit knowledge or implicit knowledge is the kind of knowledge that is difficult to transfer to another person by means of writing it down or verbalizing.

Explicit knowledge:-

It is knowledge that can be readily articulated, codified, stored and accessed.

It can be easily transmitted to others. Explicit knowledge is often seen as complementary to tacit knowledge.

Q What are benefits of MRPii

- Purchase Planning
- Production Planning
- Work Scheduling
- Resource management
- Data management and documentation
- Economic Purchasing
- Time - Saving

Q What is ERP implementation life cycle?

It is the process of deploying enterprise resource planning software from planning through go-live and beyond.

Q What are the Risk associated with outsourcing?

- » Possibility of weak management
- » Inexperienced staff
- » Business Uncertainty
- » Outdated Technology skills.
- » Endemic Uncertainty
- » Hidden Costs
- » Lack of organization
- » Loss of innovative capacity.

Q State the difference between Back office Software and Front office Software?

Front office

Front office staff are the folks in contact with the people (consumers or clients)

Back office

These are the people behind the scenes working in administrative or support

Q Different between Payable and account receivable?

Account receivable are the amounts owed to a company by its customers while account Payable are the amounts that a company owes to its suppliers.

Q what should be considered by the Project team while choosing a Consultants?

- » Solid experience
- » creative problem solving skills
- » outstanding communication skills
- » Excellent interpersonal skills.
- » Unimpeachable character

Q Who needs knowledge of an ERP system?

For many growing businesses it is not a matter of if they will need ERP Software

As a Company grows So does its amount of data generated and data sources to track Managing all that information across multiple platforms becomes costly time consuming and prone to mismanagement.

Q Difference Configure ERP from Customize ERP.

ERP customization and Configuration work in conjunction to make the solution more efficient but there are differences b/w the two terms.

Q What are the advantages of ERP over legacy system?

• ERP have become an invaluable tool for the modern business

- Improved Process efficiency
- Accurate Forecasting
- Department Collaboration
- Scalable Resource
- Cost Savings

Q BPR and BPI

BPI

Business Process Improvement

- On-going effort
- Improvement of existing process
- Limited organizational change
- Requires an incremental change in mind-set.

BPR

Business Process Reengineering

- Project-based effort
- Build process from scratch
- Greater organizational change
- Requires a fundamental change in mind-set.

Q What is upgrading of Software?

Upgrading is the process of replacing a product with a newer version of the same product.

A Software upgrading is a new version of the software that offers a significant change or major improvement over your current version.

Q What do you mean by data warehouses?

A data warehouse is a large collection of business data used to help an organization make decisions. The concept of the data warehouse has existed since the 1980s, when it was developed to help

Transition data from merely
Powering operation to fueling
decision support systems that
reveal business intelligence

Q What do you mean by data
Governance?

Data governance is a system
for defining who within an
organization has authority and
control over data assets and
how ~~uses~~ those data assets
may be used. It encompasses
the people, processes and
technologies required to
manage and protect data
assets.

Q What do you mean by Data
analytics?

The term data analytics
refer to the process of

examining datasets to draw conclusions about the information they contain. Data analytic techniques enable you to take raw data and uncover patterns to extract valuable insights from it.

Q What do you mean by Balanced Scorecard Technique?

BSC is a strategic planning and management system. Organization use BSCs to align the day-to-day work that everyone is doing with strategy. Prioritize projects, products and services.

Q What do you mean by clean state engineering?

Clean technology refers to any process product or

Service that reduces negative environmental impacts through significant energy efficiency improvements, the sustainable use of resources or environmental protection activities. Clean technology includes a broad range of technology related to recycling, renewable energy.

Q What do you mean by COBIT?

Control Objectives for Information and Related Technologies is a good practice framework created by international professional association ISACA for information technology management and IT governance.

Q What do you mean by Data cleansing?

It is the process of

deleting and correcting or corrupt inaccurate records from a record set, table or database and refers to identifying incomplete parts of the data and then replacing or deleting the dirty data.

Q What do you mean by Data Mart?

It is a subset of the data warehouse and is usually oriented to a specific business line or team.

whereas data warehouse have an enterprise-wide depth
The information in data marts pertains to a single department.

Q What do you mean by Lean manufacturing in ERP?

It is a methodology that

focuses on minimizing waste within manufacturing systems while simultaneously maximizing productivity. Lean manufacturing is based on a number of specific principles such as Kaizen or continuous improvement.

Q What do you mean by EDI, Electronic Data interchange
is the electronic interchange of business information using a standardized format a process which allows one company to send information to another company electronically rather than with paper.

Q What do you mean by supply chain management?

SCM. The management of the flow of goods and

Services involves the movements and storage of raw material of work-in-process inventory and of finished goods from point of origin to point of consumption.

A What do you mean by Bill of Material?

A bill of material is a list of the raw material sub-assemblies intermediate assemblies sub-components parts and the quantities of each needed to manufacture an end product.

A What do you by logical access control in ERP?

Biological access control is a mechanism of granting access to ERP after

analyzing physical characteristics of the user like finger print scan facial scan or retinal scan.

Q Difference b/w Configuration and implementation of any ERP?

ERP Configuration is a process of changing ERP system's components so that they function properly. It is the part of what makes ERP system effective with improving productivity and efficiencies within an organization is that it is not a one size fits all product. ERP implementation involves installing the software moving your financial data over to the new system Configuring users and processes and Training users on the software.

I What do you mean Authentication
in Security?

In security system authentication is the process of giving individuals access to system objects based on their identity. Authentication merely ensures that the individual is who he or she claims to be but says nothing about the access rights of the individual.

Q What are data dictionaries in any ERP?

A data dictionary is a collection of descriptions about a data model or system.

↳ Runtime Data Dictionary

↳ Application Data Dictionary

Q List Down Core features of CRM,

- ↳ Contact management
- ↳ Sales Team and Customer opportunity management
- ↳ Lead management for determining High-Quality leads.
- ↳ Reports and Dashboards
- ↳ Sales Analytics.

Q Explain financials in ERP

Different ERP modules

Concerned with Capital management are called financials in ERP i.e General ledger.

Q Explain BPR in ERP

Business Process reengineering is the fundamental radical redesign of business processes that an organization undertakes to achieve breakthrough performance in key measures of cost, quality, speed and service.

Q Explain Sales and Distribution process in ERP,

Sales and Distribution process is a core process of ERP system aims to capture and fulfill the customer order. The sales process is also referred to as the quote-to-cash process.

steps in the sales process:

- Lead Generation
- Order fulfillment

- * Invoice
- * Qualify Lead Sales order
- * Cash Collection
- * Opportunity Quotation.

Q Define architecture of ERP?

Architecture is the organizational structure of a system it tells how many components are there in a system and how they are connected.

- * Main frame architecture
- * Client Server Technology
- * RDBMS
- * Three tier client server Architecture.

Q Identify the kind of Data that each main functional area needs in ERP.

- * Master Data
- * Transactional Data
- * Configuration Data.

Q What do you mean by outsourcing in ERP?

Outsourcing refers to contracting out certain business activities previously performed internally to a third party or service provider.

Q What are do you mean by Process in ERP?

A Process is a collection of activities that together add value. Processes span multiple departments and in many cases traverse the boundaries of the organization sharing information with partners, suppliers and customers.

Q What are the potential benefits of BPR?

* BPR creates radical changes

- on business processes without changing core competency
- It enhances the competitiveness in the operation network
- Improves communication and understanding within organization

Q List the goals behind the knowledge management of an ERP system.

- Captures and stores knowledge
- Improves collaboration by sharing knowledge
- Locates knowledge sources
- Mines repositories for hidden knowledge

Q What is the biggest pitfall when maintaining supply chain in ERP?

- Broad Scope

- Failure to secure top-management sponsorship and leadership
- Wrong process worst practice
- Inaccurate and out-of-date information
- No cross-functional representation

Q Name different ERP Technologies

- 1) Main Frame Architecture
- 2) Client Server Technology
- 3) Three Tier Client Server Architecture
- 4) RDBMS

Q What are operations in ERP?

Various business tasks are performed using ERP i.e.

Sales, Planning, Stock management, accounting, sales and distribution, inventory and purchasing, human capital management, manufacturing and Supply

chain etc All These Tasks are known as operations in ERP.

Q What do you mean by Vendor managed inventory?

VMI is a process for organizing inventory replenishment in which the buyer of goods sends its supplier information about sales and inventory levels and allows the suppliers to make decisions about restocking.

Q What do you mean by middleware on ERP.

Middleware is software that facilitates sharing data and business logic across system and requires a certain degree of IT

A What do you mean by Module in ERP?

A module is a part of a ERP that focuses on one area of business processes such as product development or marketing.

Some of the more common ERP modules include those for Product Planning material Purchasing, inventory Central distribution, accounting, marketing finance and HR.

ERP Software Typically consists of multiple modules that are individually purchased on the basis of best meets the specific needs and technical capabilities of the organization.

Q What is referential integrity?
The referential integrity is a database constraint that ensures that relationships b/w tables remain valid and consistent. When one table is linked to another table through a PK/FK the concept of referential integrity dictates that you may not add a record to the table that contains the FK unless there is a corresponding PK in the linked table.

Q Explain Concept of Best of breed practice in ERP?
Best of breed is an ERP implementation approach in which companies will "mix and match" modules from various enterprise software vendors.

Q1

Differentiate b/w SCM
and business intelligence?

SCM:

Supply chain management is the process and activity of sourcing the raw material or components an enterprise needs to create a product or service to customers. The goal of SCM software is to improve supply chain performance.

There are four customary stages in a product's life cycle. The (i) introductory phase (ii) growth phase (iii) maturity phase (iv) decline phase. Each phase is markedly different and often requires different value chains. Supply management

need to craft supply strategies that reflect the unique needs of each phase

Summary:

Supply chain management looks at the process behind how goods are made delivered and sold to the consumer. Supply chain management aim to reduce waste wherever possible. Supply chain management can be used to improve the quality of the customer experience.

Business Intelligence:-

It is the process of collecting business data and turning it into information that is meaningful and actionable towards a strategic goal.

The critical elements of BI include

- * Data Analysis. *

It is one of the core element of BI where the information collected from various functions of an organization is helpful to analyse and guide management decisions.

Legacy Data

With a credible BI tool, the legacy data collected from various other processes or software can be analyzed appropriately. Without a useful BI tool it is hard to explain the legacy data.

Trends and Patterns:-

With the right tools in place, organization can illuminate trends and patterns from the collected data and help make quick decisions.

Q2:

Differentiate b/w ERP auditing and ERP Performance amendment?

ERP Auditing-

The term audit usually refers to a financial statement audit. An ERP audit is an investigation into aspects of that organization's ERP system with an opinion as to the adequacy of the ERP. ERP audit expresses an opinion whether the records and processes are adequate.

* There are three main types of audits.

i) External audits

It is commonly performed by certified public accounting firms and result in an auditor's opinion which is

included in the audit report. External audits can include a review of both financial statements and a company's internal controls.

ii) Internal audits.

internal audits serve as a managerial tool to make improvements to processes and internal control.

iii) Internal Revenue Service audits

IRS is a review of an organization or individual accounts and financial information to ensure information is reported correctly according to the tax laws and to verify the reported amount of tax is correct.

Q3

Draw ERP life cycle
with respect to implementation
Explain with example.

ERP implementation life cycle
is the process of deploying
enterprise resource planning
Software - from planning through
go-live and beyond. The
typical implementation cycle
is 6 to 12 months. But
do not think it is all
about Software. Make sure
you have prepared for
these eight stages of
ERP implementation.

ERP Life cycle - Implementation
Software implementation is a
structured approach to
integrating software into the
workflow of an organization
thereby transforming its

business operations

Installation:-

Software installation is the process of either transferring the software from disc or downloading it from the internet onto the hard drive of the computer. The ERP system database and operating system must be installed on servers creating multiple environments for use during and after implementation.

Configuration

ERP systems are designed by software vendors based on the generic needs of many different companies. Because of the many options available within each ERP system

Companies spend a lot of time during implementation

determining which of these options will be switched on or off which entails making entries into various tables to make the ERP system meet their particular needs.

Customization:

It involves modifying existing code or adding additional code to the ERP system to make it fit a company unique needs.

Bolt-on Technology.

Companies may need to purchase a third-party software package referred to as a bolt-on to obtain additional functionality not present in the chosen ERP system.

Conference Room Pilot

Early on during the package selection stage the ERP system might have been installed on a server to allow the selection team to practice business tasks with the new software and determine fits and gaps.

Define and document desired end-to-end business processes and workflows for configuration.

- * Identify in a detailed manner gaps between the new ERP system and the old system for:
 - i) customization of bolt-ons
 - ii) recognize the impact of the change on affected department
 - iii) individuals and estimate training and change management needs
 - iv) understand the strengths

and weaknesses

- v) ERP Software being Considered
- vi) Test the system Prior to go-live.

Data Migration

It is the process of moving master and transaction data from the legacy system being retired into the new ERP system.

Testing

It helps confirm that data has been loaded successfully into the ERP system and that the system behaves as expected.

Types of testing

Data migration Testing

The ERP system must be able to properly use the data transferred from the

Previous system.

Data mapping Testing
ERP System is interfaced with other systems data is mapped from one system to the other. This can often be the most difficult type of testing because technology platforms and languages may be divergent and the mode of transport can vary from relatively straightforward Point-to-Point interfaces to increasingly more sophisticated middleware technologies.

Unit Testing.

This is the lowest level of functional testing in which discrete steps in a business process are tested against the specifications

Integration Testing.

This type of testing involves checking end-to-end business processes, including any customization. Expected results can be compared to actual results.

User acceptance Testing.

The final round of integration testing prior to go live user acceptance testing tasks. end users with making sure the system meets their approval and agreeing that it is ready to move to production.

Authorization Testing

This is security testing in which user roles and authorizations are verified. Tests for security should include both positive and negative tests.

Performance load testing.
This type of testing is used
to determine whether the ERP
system and database can handle
the load that will be placed
upon it by simultaneous users
by testing the response
times of key business
processes and transactions.

Implementation Strategies.

The criteria for choosing
an implementation strategy
include company size, urgency
risk tolerance level, amount
of resources applied to
the project and project scope.

Phased implementation

The big bang is
The phase implementation
strategy is the slowest
method of deploying an ERP

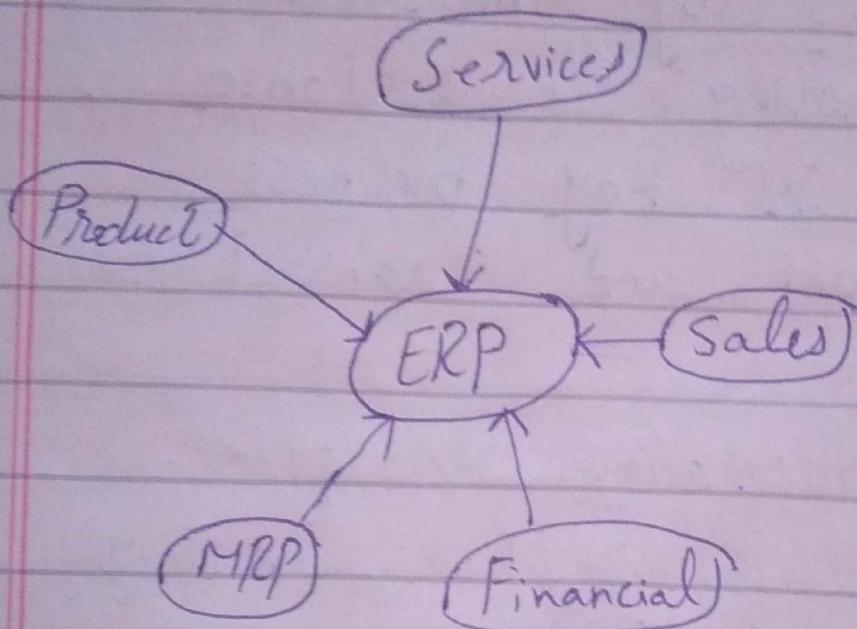


system.

Big Bang implementation

Parallel implementation.

Example.



Q3

Write down various
Components of human capital
management what are different
modules of ERP financials?

HCM is a set of practices
related to people resource
management These practices
are focused on the organizational

need to provide specific competencies and are implemented in three categories: workforce acquisition, workforce management, and workforce optimization.

Components:-

- 1) Clarity in Human Capital Goals
It is critical to understand the gap between an organization's current state and its desired state. This can help to develop human capital goals that would not only increase employees' overall efficiency but also make them feel more attached on a closer level to the organization.

2) Clarity in Direction:-

This important component involves understanding an organization from the inside out. One must understand

The Senior management, Customers expectations and requirements of stakeholders, vision of an organization budgetary Constraints and the needs of the current employees in order to achieve a concise clear strategic direction

- 3) An accountability system:
No plan or process is successful until and unless it is managed well. It is critical to keep track of progress. An accountability system involves measuring the failure and success of an implemented plan. It also helps organizations to analyze the loopholes in the plan if applicable as well as ways to rectify the same.

4) A Foolproof implementation plan.
An implementation plan includes the steps and actions required to implement human capital strategies. Successful implementation plans include allocating a responsible resource, allocating budgets and setting a deadline or time frame for implementing the human capital plans.

5) Strategies and Policies to accomplish objectives and goals.
Once an organization has set objectives and goals it can design policies and strategies to achieve them. Human resource professionals must design long term plans to ensure their employees are happy with their jobs. Satisfied employees are more likely

To deliver their best thus increasing the likelihood of a success.

MODULES of ERP

Financial

1) Accounts Receivable.

The accounts receivable component in the financial accounting modules controls all postings to customer accounts and the GL.

2) Credit management.

It is controlled by the credit management component which is used to minimize financial risks for the organization by performing a credit check when creating a sales document.

3) Account Payable.

AP component in the FAM controls all postings

the Supplier accounts and
the G/L.

4) Cash management.

Also referred to as Treasury management the main purpose of the cash management component of the financial Accounting module is to automate the repetitive steps required to manage a Company cash.

~~Q4~~

What do you mean by BPR?
what are main features of business intelligence and performance management in any EIP.

BPR

It is a systematic, disciplined approach to reducing organizational costs and redundant business processes involving the analysis

of existing human and automated workflows.

Features.

1) Ranking Reports.

You easily view the best- and worst-performing facets of your business from products to marketing campaigns. To salespeople you can view rankings across multiple dimensions and specify various criteria to focus your results.

2) What-If Analysis:-

If you are curious about how a future decision will affect your business you can run a what-if analysis using past data to predict the potential impacts.

3) Executive Dashboards.
It give your organization's leaders a real time overview of your business in the form of graph charts and other information reports.

4) Interactive Reports:-

It allow users to condense the massive amounts of collected data into a wide variety of possible views.

5) Geospatial Mapping.

Application using location intelligence can take your information and transform it into graphical and cartographic representations simplifying your geographical data.

6) Operational Report.

At the end of each day

business intelligence features like these can provide your organization executive with a detailed summary of the daily events giving them the information they need to make critical decisions.

7) Pivot Tables.

Pivot Tables can automatically extract significant features from a large messy set of data.

8) Ad-Hoc Report.

Instead of burdening your IT department with requests for detailed reports, ad-hoc reports are one of several let your non-technical end user generate their own reports on the fly.

- 1) User-specific Security
- 2) Open integration.

Q5 what are the challenges of ERP implementation what are critical success factors of implementing ERP?

Challenges.

- 1) It is very important that implementation is done in stages trying to implement everything at once will lead to a lot of confusion and chaos.
- 2) Appropriate training is very essential during and after the implementation the staff should be comfortable in using the application or else it will backfire with redundant work and functional inefficiencies.

- 3) Lack of Proper analysis of requirements will lead to non-availability of certain essential functionalities
- 4) Lack of Support from Senior management will lead to unnecessary frustration in work place
- 5) Compatibility issues with ERP modules lead to issues in integration of modules.
- 6) Cost overheads will result if requirements are not properly discussed and decided during the planning phase.
- 7) Investment in Infrastructure is very essential.

Key Success factors for an ERP implementation.

- 1) Project startup
- 2) Management Commitment
- 3) Project scope
- 4) Project team
- 5) Change management
- 6) Customization
- 7) Budget
- 8) Project closure.