

# University of Sargodha

BS 3<sup>rd</sup> Term Examination 2023

Subject: I.T

Paper: Enterprise Systems (ITSC-201)

Time Allowed: 02:30 Hours

Maximum Marks: 60

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\*12)
- i. Describe any two benefits of ERP systems.
  - ii. What is the difference between Horizontal and Vertical Silos?
  - iii. List down any three typical ERP Modules.
  - iv. What is phased conversion approach in ERP?
  - v. What kind of hardware components ERP system needs to operate?
  - vi. Why knowledge transfer is necessary for ERP systems?
  - vii. What is the difference between Module experts and Subject Matter experts?
  - viii. What is the difference between BPR and BPM?
  - ix. What is the difference between Human intensive process and System intensive process?
  - x. Describe the types of SaaS.
  - xi. What is Supply Chain Management?
  - xii. List the types of CRM.

## **Subjective Part (3\*12)**

- Q.2. What is BPR? Explain how an organization will reengineer their business process.
- Q.3. Define System integration and describe eight steps of system integration.
- Q.4. What is outsourcing? Briefly Explain the benefits and limitation of outsourcing.
- Q.5. What is CRM? Explain different Customer Relationship Management process.
- Q.6. What is ERP implementation methodology? Which activities are performed in traditional ERP life cycle?

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