



# Bahria University, Islamabad Campus

## Department of Computer Science

Final Examination

Class/Section: BSIT 6/A,B

(Fall 2022 Semester)

Paper Type: Descriptive

Course: Enterprise Systems

Course Code: ITC-321

Faculty's Name: Saba Mahmood

Time Allowed: 150 minutes

Date: 24/1/23

Session: 1

Max Marks: 50

Total Pages: 1

### INSTRUCTIONS:

- I. The answers must be concise and relevant. There are total five questions.

Student's Name: M. Tahir Enroll No: 01-135201-063  
(USE CAPITAL LETTERS)

- Q.1. a. Post implementation support is generally divided into the five points. Discuss the five points.  
b. Discuss the user issues and activities that arise during stabilization phase.  
c. What is the purpose of the readiness status table, list the features of the table. CLO1

Marks [4+3+3]

- Q.2. Describe the business process re-engineering methodology and how it is closely linked to ERP implementation. CLO1, CLO4

- Q.3. a. Discuss the BPM Process Categories with examples.  
b. How SaaS is an outsourcing option?

Marks [10]  
CLO1, CLO4

Marks [5+5]

- Q.4. a. Briefly describe the four drivers of SCM and how they impact the system's responsiveness.  
b. List the stages of ERP Life Cycle.  
c. Differentiate among BPR, Technical and Physical Scopes. CLO1, CLO4

Marks [5+2+3]

- Q.5. a. Discuss the major components of CRM?  
b. How is CRM life cycle different from ERP lifecycle? Compare and contrast. CLO1, CLO2

Marks [5+5]

*End of Question Paper*





**Bahria University, Islamabad Campus**  
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**(Fall 2021 Semester)**  
**Paper Type: Descriptive**

Course: Enterprise Systems

Course Code: ITC-321

Faculty's Name: Saba Mahmood

Time Allowed: 150 minutes

Date: 15/2/22

Session: 11

Max Marks: 50

Total Pages: 1

**INSTRUCTIONS:**

- I. The answers must be concise and relevant. There are total five questions.

Student's Name: \_\_\_\_\_ Enroll No: \_\_\_\_\_  
(USE CAPITAL LETTERS)

- Q.1.** a. Discuss the important points in post production support.  
b. Discuss the major security concerns in ERP systems.

Marks [5+5]

- Q.2.** Describe the steps involved in business process re-engineering

Marks [10]

- Q.3.** Discuss the BPM Process Categories with examples .

Marks [10]

- Q.4.** a. List the four drivers of SCM and how they impact the system's responsiveness.  
b. What is SaaS and why is it considered as another outsourcing option?

Marks [5+5]

- Q.5.** a. Discuss the major components of CRM?  
b. How is CRM life cycle different from ERP lifecycle? Compare and contrast.

Marks [5+5]

***End of Question Paper***



Course: Enterprise Systems

Course Code: ITC-321

Faculty's Name: Saba Mahmood

Time Allowed: 150 minutes

Date: 19/07/22

Session: II

Max Marks: 50

Total Pages: 1

**INSTRUCTIONS:**

1. The answers must be concise and relevant. There are total five questions.

Student's Name: Nadia Masood Enroll No: 01-235192-064  
(USE CAPITAL LETTERS)

- Q.1. a. Discuss the important points in post production support.  
b. Discuss the user issues and activities that arise during stabilization phase.

Marks [5+5]

- Q.2. Describe the steps involved in business process re-engineering how they are closely linked to ERP implementation.

Marks [10]

- Q.3. Discuss the BPM Process Categories with examples.

Marks [10]

- Q.4. a. Briefly describe the four drivers of SCM and how they impact the system's responsiveness.  
b. List the stages of ERP Life Cycle.  
c. Differentiate among BPR, Technical and Physical Scopes.

Marks [5+2+3]

Marks [10]

5. a. Discuss the major components of CRM?  
b. How is CRM life cycle different from ERP lifecycle? Compare and contrast.

*End of Question Paper*