

Date Harmohpreet Singh. 5th Sem BTES501 - 18  
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## Section - A

Q Define Enterprise Resource Planning

Ans Enterprise resource planning software is fully integrated "Business Management Software" to link Business process automatically and give real time information to authorized user.

Key characteristics of ERP

- Seamless integration of all the information flowing through a company.
- To support business goals
- Integrated, secure, self-service processes for business.
- Empower employees

Q List out my four benefits of ERP

Ans (#) Benefits of ERP are :-

① Improved supplier performance

- 2) Increased flexibility
- 3) Better customer satisfaction
- 4) Improved Information Accuracy and Decision making capability
- 5) Reduction in Lead Time

3Q Explain the term integrated data model.

Integrated Data Model :- Integrated data model can be used as a tool to quickly develop quality database designs by reusing commonly available data models which are applicable to the Enterprise requirement and customizing the details for the application at hand. All the employees from the different departments gets access to the integrated data. These model provide practical designs and insights for integrated data thus providing enterprises with powerful enterprise wide information.

4Q Name any 4 hidden cost in ERP

There are some almost always hidden costs to account for:

1. Labour Cost

2. Training Cost

3. Testing, retesting and testing again.

4. Re-engineered process.

5. Employee resistance to adopting a new ERP.

## Section B

5Q Elaborate term: OLAP (iii) SCM

OLAP → Online Analytical Processing

Server (OLAP) is based on the multidimensional data model. It

allows managers and analysts to get an insight of the information through fast

consistent and integrated access to the information.

OLAP operations

(#) Here is the list of OLAP operations

- (1) Roll up :- Roll up performs aggregation on a data cube in these ways:-
- By climbing up a concept hierarchy for a dimension.
  - By dimension reduction.

(2) Drill down :- It is the reverse operation of roll-up :-

- By stepping down a concept hierarchy for a dimension.
- By introducing new dimension

(3) Slice :- The slice operation selects one particular dimension from a given cube and provides a new sub-cube.

(4) Dice :- Dice selects two or more dimensions from a given cube and provides a new sub-cube.

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## Section B

1. SCM :- Supply Chain Management  
System is the systematic, strategic co-ordination of the traditional business functions and tactics across business within the supply chain, for the purpose of improving the long-term performance of the individual companies and the supply chain as whole.

# Role of ERP in Supply Chain Management :-

1. Demand and planning :- An ERP system meant for supply chain management can automatically generate demand when orders are received.

2. Procurement :- An ERP meant for SCM offers more effective way to manage procurement and supply of the goods, services and other services across the chain.

Section - BTo Describe Business Process Reengineering

BPR defined as "BPR encompasses the envisioning of new work strategies, the actual process design activity, and the implementation of the change in all its complex technological, human and organization, dimensions."

# Main tool for making this change is IT  
 # Any BPR system goes through pre-BPR analysis and planning phase without considering the various IT options available & found to crash during take off

Business Process Reengineering Steps

↳ Step #1 :- Identify and communicating the need for change.

Risk failure :- Not getting buy in from company

2- Step #2 :- Put together a Team of experts.

- Risk of failure :- Not putting together the right team.

3- Step 3 :- Find the inefficient process and define key performance indicators (KPI).

- Risk of failure :- Inability to properly analyze processes.

4- Step 4 :- Reengineer the processes and compare KPI's

# How to fix the following terms :-

(a) BPR fix all the following problems

- # excessive exchange of information
- # redundant data, multiple entries
- # long delivery time
- # huge stock
- # Buffer and other resources

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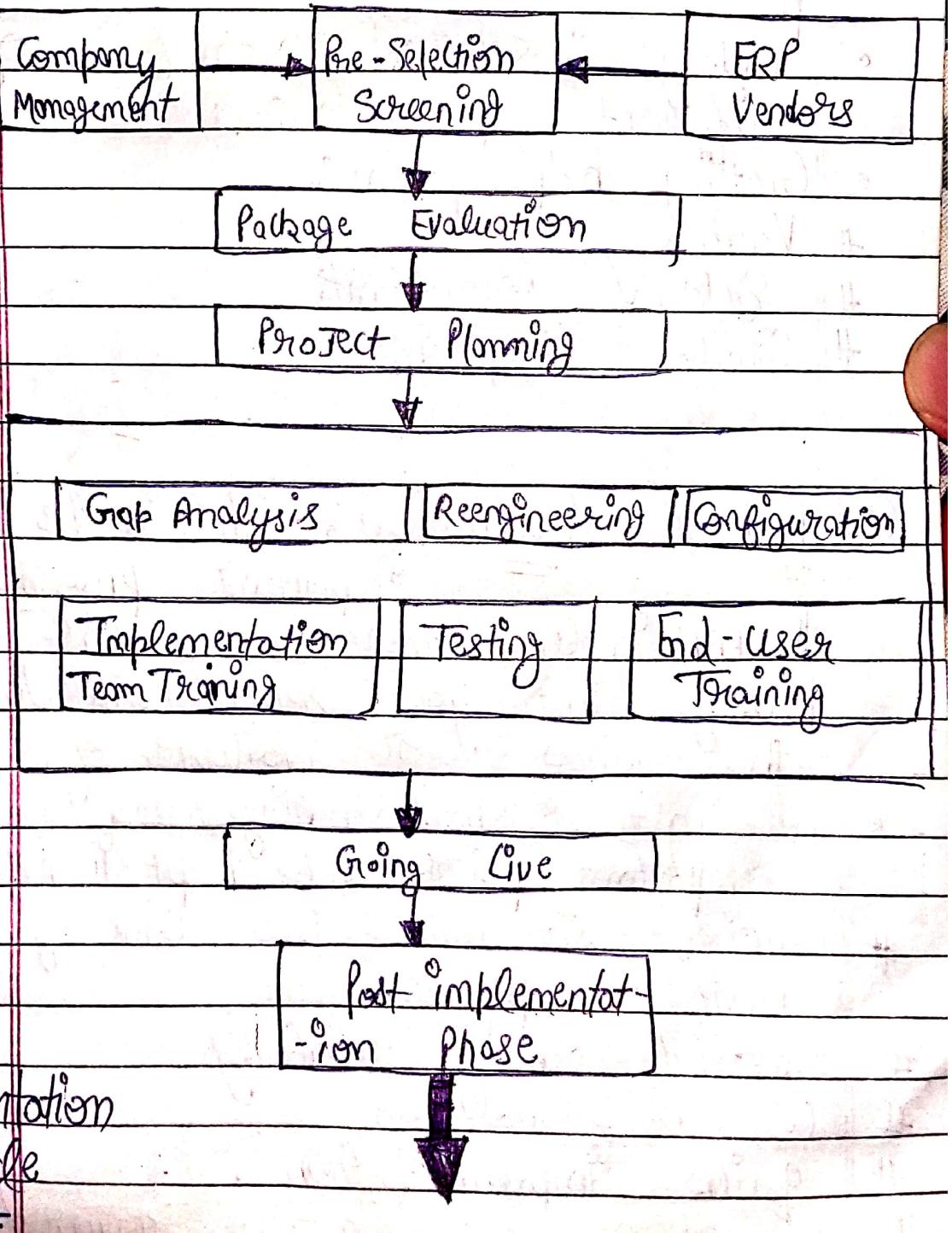
### Section - C

Q 9

Define ERP Implementation life cycle along with the various phases.

Ans

ERP Life Cycle :- ERP life cycle is in which highlights the different stages in implementation of an ERP.



## # Different phases of ERP

① Pre Evaluation Screening :- The pre-evaluation process should eliminate those packages that are not at all suitable for the company business process.

- Package is selected on the basis of different parameters.
- Getting help from:
  - # Vendors
  - # External Consultants
  - # Similar Companies

② Package Evaluation :- This is the most important phases of the ERP implementation, because the package that you select will decide the success or failure of project.

- According to S. Shanbhag Rayanam, some important points to be kept in mind:
  - # Function fit with the Company's business process
  - # Flexibility and scalability
  - # User friendliness
  - # Quick implementation
  - # Amount of customization required.

- ① Project Planning Phase :- This is the phase that designs the implementation process, how to go about implementation, time schedules, deadlines etc.
- # What to do in case of any Contingency
- # Roles are identified and responsibilities are assigned.
- # How to monitor the progress of implementation.

- ② Gap Analysis :- Most crucial phase of ERP implementation.
- # It has been estimated that even the best ERP package, custom tailored to a company's needs, meet only 80% of the company's functional requirement.
- # Model help the company to cover the functional gap.

- ③ Reengineering :- Implementation is going to involve a significant change in number of employees and their job responsibilities.
- # It is the phase that human factors are taken into account.
- # Reengineering has two different connotations
  - Downsizing Efforts

## • Business Process Reengineering.

○ Configuration :- Configuring a Company's system reveals not only the strength of the Company's business process but also and perhaps more importantly its weakness.

○ Implementation Team Training :- Implementation team is being trained, not so much how to use the system, but how to implement it.

○ Testing :- This is the phase where you try to break the system using real case scenarios.

- Test with different case scenarios:
- System Overload
- User entering invalid data.

○ Going live :- On the technical side, the work is almost complete - data conversion is done, databases are up and running and on the functional side, the prototype is fully configured and tested and ready to go operational.

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## • End User Training :-

- # The end user training is much more important.
- # Companies are beginning to take this phase seriously, as there are statistical evidences now.

## • Post implementation :- Once the implementation is over, the vendor and the hired Consultant will go.

- # There should be enough employees who are trained to handle the problems.

— Finished —