Roll No. ☐☐☐☐☐☐☐☐☐☐☐☐☐   Total No. of Pages : 02

Total No. of Questions : 18

B.Tech.(CSE) (2011 Onwards E-III)   (Sem.–7,8)
ENTERPRISE RESOURCE PLANNING
Subject Code : BTCS-916
M.Code : 71908

Time : 3 Hrs.   Max. Marks : 60

INSTRUCTION TO CANDIDATES :
1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students has to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students has to attempt any TWO questions.**

SECTION-A

Write briefly :

1. OLAP

2. Project Procedure Manual

3. Backward Scheduling

4. Job Shop

5. Data Mitigation

6. CRM

7. HRM

8. E-Business

9. Two tools of data mining

10. TQM

SECTION-B

11. What is meant by Business Intelligence? Explain Bl with respect to ERP implementation.

12. Differentiate between Data Warehousing and Data Mining.

13. Differentiate between internet and intranet. Elaborate importance of intranet in business development.

14. What human factors are involved in BPR? Explain their roles in BPR.

15. Clearly differentiate between Project management from Business Process Re-engineering.

SECTION-C

16. What is meant by Enterprise application integration? Comment on future trends in ERP.

17. Elaborate on the impact of ERP implementation on following issues :

    a. Workload of the employees

    b. Degree of customer satisfaction

18. Explain the KDD process with suitable diagrams.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.