

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **BBM2308 Enterprise Resource Planning**
Semester & Year : January – April 2017
Lecturer/Examiner : Mr Vijayan Vengadasallam
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : Answer ALL SIX (6) short answer questions. Answers are to be written in the Answer Booklet provided.
PART B (40 marks) : Answer ALL TWO (2) essay questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

Total Number of pages = 3 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (60 MARKS)

INSTRUCTION(S) : Answer all **SIX (6)** questions. Write your answers in the Answer Booklet(s) provided.

1. (a) Describe the importance of enterprise systems in organisations. (6 marks)

(b) A company wish to implement enterprise systems but concerned about their business processes. What are the options available for the company in this situation? (4 marks)
(Total: 10 marks)
2. (a) List **THREE (3)** system benefits and **THREE (3)** system limitations of an ERP system. (6 marks)

(b) State **FOUR (4)** business benefits of an ERP system. (4 marks)
(Total: 10 marks)
3. (a) Distinguish ERP system from other packaged software. (4 marks)

(b) Briefly describe **SIX (6)** project teams involved in the ERP project organization. (6 marks)
(Total: 10 marks)
4. (a) Explain the Business Process Re-engineering (BPR) methodology. (5 marks)

(b) List any **FIVE (5)** factors behind the need for BPR. (5 marks)
(Total: 10 marks)
5. (a) Explain the differences of virtualization among Microsoft, Oracle and SAP as ERP vendors. (6 marks)

(b) A vanilla implementation is when the company chooses not to modify or customize the system, but instead to change business practices to fit the system. State any **FOUR (4)** reasons to consider vanilla implementation in ERP project. (4 marks)
(Total: 10 marks)
6. (a) What are the **FOUR (4)** important information to be included in Request for Bids (RFB) of an ERP project? (4 marks)

(b) List **TWO (2)** requirements if a company chose to modify the ERP system. What are the benefits and drawbacks of modifying the ERP system? (6 marks)

END OF PART A

PART B : ESSAY QUESTIONS (40 MARKS)

INSTRUCTION(S) : Answer all **TWO (2)** questions. Write your answers in the Answer Booklet(s) provided.

1. Explain in detail the concept of *virtualization* in computing. Discuss the benefits and drawbacks of virtualization in ERP systems. (20 marks)
2. ERP systems are based on modular basis. Discuss the importance of any **FIVE (5)** modules in the ERP systems. (20 marks)

END OF EXAM PAPER