BERJAYA
UNIVERSITY COLLEGE
OF HOSPITALITY

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures)   :

Student ID (in Words)   :

Subject Code & Name   :   **BBM2308 Enterprise Resource Planning**
Semester & Year   :   September – December 2016
Lecturer/Examiner   :   Mr Vijayan Venggadasallam
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) Explain the term *Enterprise Resource Planning*. (6 marks)

   (b) When implementing an ERP system, organizations have two choices related to the business processes. What are the choices? (4 marks)

   (Total: 10 marks)

2. (a) Compare **THREE (3)** differences between E-Business and ERP. (6 marks)

   (b) Outline **FOUR (4)** drawbacks of cloud computing in ERP. (4 marks)

   (Total: 10 marks)

3. (a) What are the **FOUR (4)** implications of ERP implementation for management? (4 marks)

   (b) List and describe any **THREE (3)** ERP modules. (6 marks)

   (Total: 10 marks)

4. (a) Identify any **SIX (6)** benefits of service-oriented architecture. (6 marks)

   (b) Explain the term *Service-Oriented Architecture*. (4 marks)

   (Total: 10 marks)

5. (a) List any **SIX (6)** differences between the ERP life cycle and SDLC. (6 marks)

   (b) Briefly describe **TWO (2)** ERP implementation plan? (4 marks)

   (Total: 10 marks)

6. a) What are the steps in business process reengineering? (5 marks)

   b) List any **FIVE (5)** factors to consider when choosing a vendor for ERP implementation.

   (5 marks)

   (Total: 10 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. ERP has benefits and limitations to organisations from system and business perspectives. Discuss the benefits and limitations of ERP in both perspectives.

(20 marks)

2. Explain Dell's business management process for customers billing and payment.

(20 marks)

END OF EXAM PAPER