**25171**

Reg. No. ☐☐☐☐☐☐☐

**VI Semester B.Voc. (IT) Degree Examination, September - 2021**
**INFORMATION TECHNOLOGY**
**601-Enterprise Resource Planning**
*(CBCS Scheme)*
**Paper : F021**

**Time : 3 Hours**                                                    **Maximum Marks : 70**

*Instructions to Candidates:*

Answer all questions.

### SECTION - A

Answer any **TEN** of the following. Each question carries **Two** marks.          **(10×2=20)**

1.   What is ERP?
2.   What is meant by computer security?
3.   Define CRM.
4.   Mention any 2 success factors of ERP.
5.   What is HR module?
6.   Mention any two advantages of wireless technology.
7.   What is cloud computing?
8.   What is meant by customer satisfaction?
9.   Mention any 2 ERP solutions.
10.  What is Data migration?
11.  Give the meaning of Data analytics.
12.  What is meant by business processes.

### SECTION - B

Answer any **FIVE** of the following. Each question carries **10** marks.          **(5×10=50)**

13.  Explain the ERP implementation life cycle.                                   **(10)**
14.  Outline the risks and benefits of ERP systems.                               **(10)**
15.  Describe the role of vendors and employees in ERP implementation.            **(10)**

16. Explain the future trends in ERP. **(10)**

17. Discuss the organisational and industrial impact of ERP. **(10)**

18. Explain the issues to be considered in planning of ERP. **(10)**

19. Describe business process in detail. **(10)**

20. Write a note on :

     a.     Business process Re - engineering. **(5)**

     b.     Cloud computing. **(5)**

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