UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION
SEMESTER II
SESSION 2010/2011

COURSE NAME	:	ENTERPRISE RESOURCE PLANNING
COURSE CODE	:	BIT 3053
PROGRAMME	:	BACHELOR OF INFORMATION TECHNOLOGY
DATE	:	APRIL / MAY 2011
DURATION	:	2 HOURS AND 30 MINUTES
INSTRUCTION	:	ANSWER **ALL** QUESTIONS.

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

Instruction: Answer **ALL** questions.

Q1   Define each of the following terms:

    (a)   Best of Breed approach

(3 marks)

    (b)   'Vanilla' implementation

(3 marks)

    (c)   Bill of Material (BOM)

(3 marks)

    (d)   Material Requirement Planning (MRP)

(3 marks)

Q2   (a)   Define Enterprise Resource Planning

(4 marks)

    (b)   Differentiate between business function and business process.

(4 marks)

Q3   Analyze the input and output needs by Accounting and Finance module from the following functional areas.

    (a)   Marketing and Sales

(4 marks)

    (b)   Human Resource

(4 marks)

    (c)   Supply Chain Management

(4 marks)

    (d)   Customer

(4 marks)

Q4   (a)   Explain Business Process Reengineering in Enterprise Ressource Planning.

(4 marks)

    (b)   Differentiate between Technology Enabled Reengineering and Clean Slate Reengineering.

(6 marks)

Q5 (a) Discuss **TWO (2)** types of Business Intelligence in Enterprise Resource Planning data.

(6 marks)

(b) Discuss **TWO (2)** types of performance measurement in Supply Chain Management process.

(6 marks)

Q6 Given the following Human Resources Process:

> The current recruitment process for Naomei Photography takes approximately 90 days. It begins when a manager has a need for a position. The manager must complete a requisition and send it to the Human Resource (HR) department. HR reviews and assigns a number to the requisition and returns it to the manager for approval. He approves it, obtains the appropriate signatures, and then returns it to HR.
>
> Next, HR creates a job posting and announces the position internally first through the company's Intranet, or bulletin boards of current job openings. They collect responses for eight days. HR also solicits resumes from external sources by advertising. HR prescreens resumes and forwards data on qualified candidates to the hiring manager for review. The hiring manager notifies HR of candidates to interview. She also conducts phone screens; if the phone screen is promising, HR coordinates and schedules an on-site interview. Candidates interview with the hiring manager and with HR. HR records the interviews in an applicant flow log.
>
> Once a candidate is selected for hire, HR and the hiring manager prepare an offer and the background check is initiated. The hiring manager then must approve the offer and obtain the required signatures on an internal associate data/change form. Subsequently, she must extend the offer verbally to the candidate while HR sends the written offer, including a start date for work. Once the applicant accepts the offer, a drug screening is scheduled with the candidate, who must also sign and return the offer letter to HR. HR notifies the hiring manager of the candidate's acceptance. Finally, if the drug test comes back negative, the new employee completes 'new-hire' orientation on the date hired.
>
> (Source: Monk, E. and Wagner, B. (2009). Concept in Enterprise Resource Planning, Course Technology Cengage Learning, USA)

Develop an Event Process Chains (EPC) diagram for the above Human Resource process.

(20 marks)