UTHM
Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION
SEMESTER II
SESSION 2016/2017

TERBUKA

COURSE NAME	:	ENTERPRISE RESOURCE PLANNING
COURSE CODE	:	BIT 30503
PROGRAMME CODE	:	BIT
EXAMINATION DATE	:	JUNE 2017
DURATION	:	2 HOURS 30 MINUTES
INSTRUCTION	:	ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

Q1   (a)   What is Service-Oriented Architecture (SOA)?

(2 marks)

(b)   Explain briefly Available-to-Promise (ATP) check.

(2 marks)

(c)   Explain **TWO (2)** advantages of using an Application Service Providers (ASP).

(6 marks)

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Q2   (a)   List **TWO (2)** examples of Enterprise Resource Planning (ERP) software for each of the following:

(i)   Open Source ERP

(2 marks)

(ii)   Licenses ERP

(2 marks)

(b)   Describe **THREE (3)** features for evaluating an Open Source ERP software for small and midsize company implementation.

(6 marks)

Q3   (a)   Describe **TWO (2)** main Customer Relationship (CRM) activities.

(4 marks)

(b)   You need to launch a new marketing campaign for a large consumer products company. Justify **TWO (2)** reasons for using SAP CRM to launch a new marketing campaign for the company.

(6 marks)

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Q4 (a) Differentiate between Customer Relationship Management (CRM) and Supply Chain Management (SCM).

(4 marks)

(b) Outline **THREE (3)** potential difficulties that a company may encounter when implementing SCM.

(6 marks)

Q5 (a) Distinguish **TWO (2)** differences between financial accounting and managerial accounting.

(4 marks)

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(b) Out of date or inaccurate accounting data that result from separated information systems can cause problems when a company is making operational decisions. Justify how an ERP system can assist in managing accounting problems?

(6 marks)

Q6 Based on **Figure Q6,** develop an Event Process Chain (EPC) diagram including organizational elements for the Human Resources (HR) process.

(20 marks)

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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 the offer letter and return it 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.
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Figure Q6

-END OF QUESTION -

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