

[This question paper contains 2 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 3513

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Unique Paper Code : 6322483602

Name of the Paper : Enterprise Resource Planning
(DSC-17)

Name of the Course : B.Voc.-Retail Management &
IT

Semester : VI

Duration : 3 Hours

Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt five out of the given questions.
3. All questions carry equal marks.
1. What do you understand by Enterprise Resource planning? How does it help an organization? (9,9)
2. Discuss the key differences between early ERP packages and the newer generation ERP systems in terms of technology, features, and user experience.

(18)

P.T.O.

3. Explain the role of consultants in ERP implementation. How do external consultants support ERP planning, customization, and training? (9,9)
4. Identify and analyze the various types of benefits organizations can derive from ERP implementation. How should these benefits be measured? (10,8)
5. Examine how organizational structure and design impact the operational effectiveness of a retailing organization. (18)
6. Compare and contrast centralized and decentralized organizational structures in retailing. What are the pros and cons of each? (9,9)
7. Explain the technical architecture of ERP systems and discuss its major components in detail. (9,9)
8. Write short notes on the following- (6x3=18)
 - a) EDI
 - b) IOT
 - c) Distributed computing