Linnæus University
Sweden

Cover Sheet for Written Examinations

(Can also be used in the examinations box.)
This sheet should always be submitted.
NB Any loose sheets must always be attached to the examination script

School	
Linneaus University	

Written examination in sub-component course	Examination code
1FE172 Written exam Enterprise systems, 4 hp	1608

Course / degree programme		
ISM		

Date	Time	Place
2017-12-15	09.00-13.00	CIL

Total number of pages submitted	Examination aids permitted
11 inkl. this one	No caluculators allowed, only in the exam hall provided dictionary

Miscellaneous

Write your answers within the exam. If you need additional space use extra papers provided with the exam-attendent. Mark those with name, personal number and the number of the question the text relates to.

Teacher responsible for examination	Visited examination hall
Anders Ahlin	☐ Yes Time ☒ No

Can be reached on the following telephone number
Time

Examination coversheet

☐ Yes, coversheet can be distributed (answers should be written on the loose pieces of paper)
☐ No, coversheet cannot be distributed (answers should be written on the question sheet)

NB Name and Swedish civic registration number should be written in ink

Examinee's name (or code)	Examinee´s number of place

Swedish civic registration number (not where code is stated)

Programme / course

No. of credits	Grade	Teacher code

Instructions

Examination scripts can be handed in at the earliest after 50 minutes after the start of the examination (any late examinees are thereby given the opportunity to participate). Examinees should always bring ID with them.

ID shown	Examination script submitted at (time)	Signature of invigilator
☐ Yes ☐ No		

Examination
Enterprise systems 7,5 credits
Examination 2017-12-15

This examination consists of 10 questions; each question has a value of 10 points, in total 100 points. The degree assigned for the course is based on this examination together with the results of group assignments. The questions are based on the lectures held during the course and also related to the course literature written by Motiwalla and Thompson. Try to be as clear as possible, and to find a balance between being too brief or too lengthy in your answers. Please read the questions accurately.

Good luck!
Anders Ahlin

Questions

Question 1 (10p)
Discuss four aspects that have driven the development of Enterprise systems, ES, and motivated organizations to invest in them.

Question 2 (10p)

Describe the main differences between Enterprise systems, ES, and Enterprise resource planning, ERP, systems.

Question 3 (10p)
Discuss the benefits of five Enterprise Resource Planning, ERP key modules.

Question 4 (10p)

In this question you are to describe the main activities to create a Requirement Specification and the most important topics to cover in a Requirement Specification.

Question 5 (10p)

Explain the difference between traditional Customer Relationship Management (CRM) and Social CRM (SCRM).

Question 6 (10p)

Briefly discuss the Customer Relationship Management (CRM) processes and how the CRM-system could provide support for the organization.

Question 7 (10p)

a) Explain Business process reengineering, BPR, Business process improvement, BPI and Business process management, BPM

b) How do BPR, BPI and BPM support organizations in the long term?

Question 8 (10p)

When talking about traditional Enterprise Resource Planning, ERP, system life cycle you can identify 5 different major stages. Please describe the different stages.

Question 9 (10p)

Discuss four aspects when considering vanilla implementation of an Enterprise resource planning, ERP, system.

Question 10 (10p)
Describe five benefits with using e- business technology, could be either tangible or intangible benefits.