

T-86.5141

Enterprise Systems Architecture

Exam 22.10.2012

Write on every paper:

- T-86.5141 Enterprise Systems Architecture
 - Family name, First names
 - Student ID
 - Department
 - Signature
1. Shortly (1-2 sentences) explain each term (6p)
 - a. HRM
 - b. Data Mining
 - c. WMS
 - d. Dashboard (in the context of BI)
 - e. CRM
 - f. Real flow and money flow
 2. What is the relationship between POS and TPS? (2p)
Describe/explain at least 4 different types of e-commerce systems. (4p)
 3. What is the relationship of transaction processing, AIS and DSS? (2p)
Describe strategic uses of DSS in an industry of your choice. (4p)
 4. Guest Lectures:
 - a. Key learnings of ERP project as presented in CapGemini guest lecture (3p)
 - b. Challenges related to telecom operator's billing processes and systems as presented in Elisa quest lecture (3p)
 5. Essay question (6p)
Write a short essay (1 - 2 pages) about the following topic:

Discuss role of SCM in context of global business. Use an example to illustrate your arguments.