

T-86.5141

Enterprise Systems Architecture

Exam 21.12.2012

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. CM/DM
 - b. WMS
 - c. TPS
 - d. Core business processes
 - e. DW
 - f. SCM
 2. Explain ERP as a concept and as a system. (2p)
How ERP systems have evolved and how will they develop in the future? (2p)
Describe common modules/functions found in modern ERP systems. (2p)
 3. What is an AIS system and why do enterprises use them? (2p)
Describe a basic AIS related process map of your choice. Explain purpose of each system involved to that process, and key connections between the systems. (4p)
 4. Guest Lectures:
 - a. Explain enterprise IT's field of work as presented in S-Group/SOK guest lecture (2p)
 - b. Describe varieties of EA projects as presented in Accenture guest lecture (4p)
 5. Essay question (6p)
Write a short essay (1-2 pages) about the following topic:

CRM in a modern organization