T-86.5141
Enterprise Systems Architecture
Exam 7.4.2014

Write on every paper ONLY:
- T-86.5141 Enterprise Systems Architecture
- Student ID, Name
- Date

NOTE: It is NOT allowed to bring to the exam anything else than a pen!
Do **NOT** use bullet points in your answers. Your grade will be deducted if you use them. The exam has a total of 30 points. In order to pass, you need to have minimum 15 points.
Good Luck!

1. Shortly (1-2 sentences) explain each term. Remember to include What, Why and to Who (6p)
   a. TPS
   b. DW
   c. SCM
   d. HRM
   e. WMS
   f. Real flow and money flow

2. What is the relationship between POS and TPS? (2p)
   2.1. Describe/explain at least 4 different types of e-commerce systems. (4p)

3. Why do enterprises need DSS? Who uses DSS? (2p)
   3.1. Describe the main components of DSS. (2p).
   3.2. What is the relationship between transaction processing and DSS? (2p)

4. Guest Lectures:
   4.1. What are and why are capabilities important to EA in the context of the QPR guest lecture? (4p)
   4.2. Explain enterprise IT's field of work as presented in S-Group guest lecture (2p)

5. Essay question (6p) - Write a short essay (2 pages) about the following topic. Remember to include introduction, development and conclusions.

   CRM in a modern organization.
   Please elaborate on future trends. Anything else you can think off, please elaborate.