

T-86.5141
Enterprise Systems Architecture
Exam 19.12.2014

Write on every paper:

- T-86.5141 Enterprise Systems Architecture
- Family name, First names
- Student ID, Department
- Signature

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*

1. Shortly (1-2 sentences) explain each term.
Remember to include What, Why and to Whom. (6p)
 - a. DSS
 - b. DIKW
 - c. Industrial Internet
 - d. WMS
 - e. Operational business capability
 - f. Descriptive analytics

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 an ERP system and how modern ERP has evolved? (2p)

Describe the relationships between ERP and SCM, CRM and DSS? (4p)

4. Essay question (6p)

Write a short essay (1 - 2 pages) about the following topic:

CRM -benefits and challenges

*Remember to elaborate your answer with introduction,
development and conclusion.*

Good Luck!