T-86.5141 Enterprise Systems Architecture (4), Exam 27.10.2008

Write in every paper the following information:
- T-86.5141 Enterprise Systems Architecture, Exam 27.10.2008
- Family name, first names
- Student ID
- Department
- Signature

1. Define an operating model of an enterprise (1p). List and explain the four alternative Operating Models (4p). Explain why an enterprise should choose an Operating Model (1p). (Jeanne W. Ross: Focus IT on your Operating Model) (6p).

2. Define an ERP system (1p), list and describe its main components (3p), explain its main advantages (1p) and disadvantages (1p). (6p)

3.
   a) Explain the components of a DW&BI solution (2p). Explain the principles of a BPM approach (1p). (3p)

   b) Explain the key IT-decisions which the IT-people should not make. (Ross & Weill: Six IT Decisions your IT People should not make) (3p)

4. Describe the following terms. (6p)

   a) MDM (1p)
   b) CRM (1p)
   c) PLM (1p)
   d) TOGAF (1p)
   e) SOA (1p)
   f) EAI (1p)