

T-86.5141
Enterprise Systems Architecture
Exam 24.10.2011

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. EIS
 - b. Social CRM
 - c. KM
 - d. Core business processes
 - e. Real flow (in the context of BPM)
 - f. POS system
2. What is an ERP system and why enterprises use them? (2p)
How modern ERP has evolved and how will it develop in the future? (2p)
Describe common modules / functions found in modern ERP (2p)
3. Why do enterprises need DSS? Who uses DSS? (2p)
Describe the main components of of DSS. (2p).
What is the relationship between transaction processing and DSS? (2p)
4. Guest Lectures:
 - a. Describe Mascus's business model and success factors (2p)
 - b. Key learnings of ERP project as presented by CapGemini (4p)
5. Essay question (6p)
Write a short essay (1 - 2 pages) about the following topic:

The benefits and challenges of SCM