

**T-86.5141**  
**Enterprise Systems Architecture**  
**Exam 10.1.2012**

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. AIS
  - b. PM
  - c. DW
  - d. DSS
  - e. ERP
  - f. EA
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 BPM and why it is important in the context of Enterprise IS? (2p)

How do the different flows in the enterprise relate together with core and support business processes? Give also examples of different flows and core and support businesses (4)

4. Guest Lectures:
  - a. What are the past conduct issues and future challenges in business intelligence (BI) discussed in the SAS lecture? (4p)
  - b. Why are digital services channels media important as mentioned in the Sulava lecture? (2p)

5. Essay question (6p)  
Write a short essay (1 - 2 pages) about the following topic:

CRM in a modern organization