UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, April/May 2018

Course: Business Process Management   **Semester: IV**
Program: : B.Tech- CS-HI
Course Code: CSIB-281
Time: 03 hrs.   **Max. Marks: 100**

Instructions: all questions are compulsory

SECTION A			
S. No.	Write short notes on the following	**Marks**	**CO**
Q 1	ERP	**5**	**CO1**
Q2	BPR	**5**	**CO1**
Q3	TQM	**5**	**CO2**
Q4	GAP Analysis	**5**	**CO2**

SECTION B			
	All questions are compulsory	**Marks**	**CO4**
Q5	Explain the Six categories of BPM.	**10**	**CO4**
Q6	Identify the different components of BPM Suite. (With examples)	**10**	**CO4**
Q7	Explain in detail the concept of Cloud BPM	**10**	**CO3**
Q8	Differentiate between TQM & BPR Or Identify & Explain the different Business Processes	**10**	**CO3**

SECTION-C			
	All questions are compulsory	**Marks**	**CO5**
Q9	Design & Explain a business process model and its overview for a Library Management System.	**20**	**CO5**
Q10	Do a GAP analysis for the same.	**20**	**CO5**

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SECTION A

S. No.	Write short notes on the following	Marks	CO
Q 1	Unstructured Data	5	CO1
Q2	Types of Data	5	CO1
Q3	Stove Pipe Problem	5	CO2
Q4	Difference between Knowledge & Information	5	CO2

SECTION B

	All questions are compulsory	Marks	CO4
Q5	Explain in detail the benefits of BPM.	10	CO4
Q6	Explain in detail Business Process Re-engineering	10	CO4
Q7	Explain in detail the concept of Cloud BPM	10	CO3
Q8	How is TQM different than BPR Or Explain ERP & it's requirement	10	CO3

SECTION-C

	All questions are compulsory	Marks	CO5
Q9	Design & Explain a business process model and its overview for a CAB booking system.	20	CO5
Q10	Do a GAP analysis for the same.	20	CO5