UPES
End Semester Examination, December 2023

Program: BBA(LM)   **Semester: III**
Subject/Course: Logistics Information System   **Max. Marks: 100**
Course Code: DSIT2001   **Duration: 3 Hours**

SECTION A
10Qx2M=20Marks

S. No.	1. Instruction: Select the correct answer(s)/answer.	Marks	CO
Q1.1	ERP creates a framework for integrating and improving a company's internal business processes that results in significant improvements in the quality and efficiency of: A. Customer service B. Production C. Distribution D. All of the choices are correct.	2	CO1
Q1.2	Although the benefits of ERP are many, the costs and risks can be considerable. Which of the following comprise the bulk of the cost of implementing a new ERP system? A. Hardware B. Software C. Reengineering (developing new business processes) D. Converting data from legacy systems	2	CO1
Q1.3	Distribution and manufacturing are _____. A. middleware B. legacy systems C. back office systems D. front office systems	2	CO1
Q1.4	_____ software can integrate the front-office and back office systems applications of a business so they work together in a seamless, integrated way. A. Customer relationship management (CRM) B. Knowledge management (KM) C. Enterprise application integration (EAI) D. Supply chain management (SCM)	2	CO1
Q1.5	Customer service and sales order entry are _____. A. middleware B. legacy systems C. back office systems	2	CO1

	D. front office systems2		
Q1.6	Transaction processing systems play a vital role in supporting the _____ of an e-business enterprise. A. customer service B. product distribution C. operations D. systems architecture	2	CO1
Q1.7	Online transaction processing is considered a _____ system because it captures and processes transactions immediately. A. customer service B. post-event C. batch processing D. real time	2	CO1
Q1.8	The capabilities and potential of _____ are driving the demand for better enterprise collaboration tools in business. A. the Internet B. intranets C. extranets D. All of the choices are correct.	2	CO1
Q1.9	A lack of adequate collaboration between suppliers, distributors, and _____ departments within a company will sabotage any SCM system. A. marketing B. production C. inventory management D. All of the choices are correct	2	CO1
Q1.10	Fundamentally, _____ helps a company get the right products to the right place at the right time, in the proper quantity, and at an acceptable cost. A. customer relationship management B. supply chain management C. electronic data interchange D. partner relationship management	2	CO1
**SECTION B** **4Qx5M= 20 Marks**		
Question 2: See 2.1. 2.2 and 2.3 below			
Q2.1	What are some of the benefits of mobilizing (via mobile App) an existing enterprise application?	5	CO1
Q2.2	What are the three most important factors you would use in evaluating computer hardware?	5	CO1
Q2.3	What are the three most important factors you would use in evaluating Computer software?	5	CO1
Q2.4	In your first week in a new job, you are asked to use business software you have never used before. List the kinds of user training your company should provide before starting.	5	CO3

	SECTION-C 3Qx10M=30 Marks		
	Case content for Questions (Q3.1, Q3.2 and Q3.3) UttaraCorp Limited is a diversified business group with interests in fabric and yarn manufacturing, paper and pulp, and cement. Its manufacturing units are located across the country and number eight- one for fabric, two for yarn, two for paper and pulp, and three for cement. While the head of each unit has considerable operational autonomy, strategic decisions considering these units, such as capacity expansion, procurement of new technology involving substantial investment, etc., are made at the headquarters located in Delhi. Headquarters monitors the performance of every unit through weekly and monthly reports prepared by the information system (CBIS) installed at each unit. Often, a considerable amount of time spent with the senior executives based at the headquarters is taken away in analyzing these reports and drawing inferences for planning and control. The result is that senior executives have little time for strategic thinking, which they feel is a must in the present competitive environment. The company's CEO has thus proposed to develop suitable computer-based systems which might help understand the status of various manufacturing units in terms of their overall performance and the type of environmental constraints that operate in the three businesses that exist for enhancing capacity in these business areas.		
Q3.1	What features of the executive information system (portal) may you propose to serve the company's needs?	10	CO3
Q3.2	State three key issues in implementing the MIS Executive Dashboard system and how one may overcome them.	10	CO3
Q3.3	Comment on how ERP systems help execute the cross-functional intra and inter-company workflow.	10	CO3
	SECTION-D 2Qx15M= 30 Marks		
Question 4: See 4.1 and 4.2 below			
Q 4.1	Explain the system development life cycle as illustrated in your own words. You may use examples to illustrate your answer.	15	CO2
Q4.2	Provide the reasons: Should companies scrape their existing seven-year-old SCM implementations and start from scratch again, or should they keep trying to make their existing investments pay off? What are the advantages and disadvantages of each approach?	15	CO2