

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

Course: Business Support System
Program: : B.Tech-CS-TI
Course Code: CSIB-488
Time: 03 hrs.

Semester: VIII

Max. Marks: 100

Instructions: all questions are compulsory

SECTION A

S. No.	Write short notes on the following	Marks	CO
Q 1	CRM	5	CO1
Q2	LSCM	5	CO1
Q3	BPM	5	CO1
Q4	OSS	5	CO1

SECTION B

	All questions are compulsory	Marks	CO4
Q5	Explain in detail the components of Supply chain management.	10	CO4
Q6	Identify the benefits of Business Process Reengineering (With examples)	10	CO4
Q7	What is the biggest cause of failure in ERP implementation?	10	CO3
Q8	Differentiate between ERP and BPR Or What are the benefits of using CRM	10	CO3

SECTION-C

	All questions are compulsory	Marks	CO5
Q9	Design & Explain a CRM component for a software development company.	20	CO5
Q10	In the above scenario what do you think would be the biggest challenges and how would you avoid it.	20	CO5