



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMPUTING AND INFORMATICS

DEPARTMENT OF INFORMATICS

QUALIFICATION : Bachelor of Information Technology (Business Computing) Bachelor of Information Technology (Systems Administration & Networks) Bachelor of Informatics Bachelor of Logistics & Supply Chain	
QUALIFICATION CODE: 80BSBC / 80BSAN / O7BAIF / O7BLS	COURSE LEVEL: NQF LEVEL 7
COURSE: Enterprise Resource Planning Systems	COURSE CODE: ERP720S
DATE: January 2020	SESSION: 2
DURATION: 2 Hours	MARKS: 80

SUPPLEMENTARY/SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S):	Dr Edmore Chikohora Mr Johnson Billawer
MODERATOR (S):	Dr Victoria Hasheela-Mufeti

THIS EXAMINATION QUESTION PAPER CONSISTS OF 9 PAGES
(INCLUDING THIS FRONT PAGE)

Instructions for the Students

- 1. Answer ALL the questions.**
- 2. Write clearly and neatly.**
- 3. Number the answers clearly.**

SECTION A: Multiple Choice Questions. Marks for each question are shown at the end.

[Total Marks 20]

1. Which statement best describes characteristics of second-generation Customer Relationship Management (CRM)? **[1 Mark]**
 - A. Back-end and front-end systems were disintegrated
 - B. CRM started to be viewed as a strategic tool
 - C. Front-end systems were integrated to back-end systems
 - D. Focused on the automation of sales activities

2. The _____ section is your work area for creating individual graphs in SAP Lumira. **[1 Mark]**
 - A. SAP main menu
 - B. Prepare
 - C. Compose
 - D. Visualize

3. ERP II constitutes the following modules EXCEPT? **[1 Mark]**
 - A. PLM
 - B. CRM
 - C. SRM
 - D. MRM

4. The maximum number of sessions one can open on the SAP system is? **[1 Mark]**
 - A. Four
 - B. Five
 - C. Six
 - D. Unlimited

5. Error messages, warnings and the status of current system can be found on the _____ bar. **[1 Mark]**
 - A. Status bar
 - B. Application toolbar

- C. Title bar
 - D. Standard toolbar
6. Due to security concerns, select a cloud architecture deployment strategy that could be suitable for the Namibian government. **[1 Mark]**
- A. Private cloud
 - B. Hybrid cloud
 - C. Public could
 - D. Community cloud
7. If the ERP vendor's software and best practices do not match the organization's needs, it may be necessary to _____ the ERP software. **[1 Mark]**
- A. Proceduralize
 - B. Customize
 - C. Compartmentalize
 - D. Upgrade
8. The concept of _____ means that clean data can be entered once and then reused across all applications **[1 Mark]**
- A. Cross-data reports
 - B. Data integration
 - C. Real-time access
 - D. Data flow
9. The purpose of an Information System is to convert data into useful: **[1 Mark]**
- A. Procedures
 - B. Tools
 - C. Information
 - D. Data flows
10. The benefits for adopting a new system are likely to be defined during the _____ phase. **[1 Mark]**
- A. Requirements gathering

- B. General system design
- C. Build and test
- D. Implementation

11. Which of the following costs is NOT an example of an implementation costs? [1 Mark]

- A. Application upgrade costs
- B. Training costs
- C. Business setup costs
- D. Process design costs

12. In SAP ERP, a _____ can be a manufacturing facility, a warehouse or a distribution centre or an office from which services are rendered. [1 Mark]

- A. Client
- B. Storage locations
- C. Plant
- D. Company code
- E. Purchasing organisation

13. ERP vendors break the software up into _____ which organizations can selectively implement to support their different functional areas. [1 Mark]

- A. Programs
- B. Systems
- C. Applications
- D. Modules

14. Data input by a user is stored in the _____ tier. [1 Mark]

- A. Presentation
- B. Database
- C. Logical
- D. Application

15. In SAP ERP, warehouse personnel are entering a goods receipt referencing a purchase order for stock material. What organizational levels in SAP ERP are required to successfully post the goods receipt? There are three (3) correct answers. [3 Marks]

- A. Plant

- B. Business area
- C. Controlling area
- D. Storage location
- E. Company code

16. Which of the following are the different ways of running a transaction in SAP ERP system?

There are (3) correct answers.

[3 Marks]

- A. Using the SAP menu
- B. Using favorites
- C. Using a transaction code (eg. ME21N)
- D. Entering your username and Password on the SAP menu

SECTION B: Structured Questions. Marks for each question are shown at the end.

[Total Marks 60]

QUESTION 1

[20 Marks]

A) Explain **FIVE** software extensions and trends that make ERPs a marketable business solution.

[10 Marks]

B) *ABC Pty Ltd is an Investment and Financial institution located in Windhoek. The company is considering to implement an ERP system for their core business processes. You are the project consultant and you are required to do the following:*

i. Recommend an ERP architecture that is suitable for ABC Pty Ltd.

[2 Marks]

ii. State and explain four reasons why you feel your answer in (i) above is suitable for ABC Pty Ltd.

[8 Marks]

QUESTION 2

[19 Marks]

Read the scenario provided below and answer the questions that follow:

Shoprite stores is a large retail company originating from South Africa with subsidiaries in many other African countries. In Namibia Shoprite Stores has several branches in almost every region. Assume that Shoprite Namibia management is considering replacing their current retail system with SAP ERP Retail module across all its branches.

- i. Which implementation strategy should the management of Shoprite stores implement? Justify your answer. [3 marks]
- ii. Briefly give an account of how Shoprite management would implement the strategy you suggested in (i) above. [4 marks]
- iii. Suggest ways how the management would identify process bottlenecks during and after implementation. [4 marks]
- iv. Suppose Shoprite stores management would like to know the potential benefits and drawbacks of implementing SAP ERP in their retail stores. What will be your advice to them? In your advice, discuss the potential benefits and drawbacks associated SAP ERP in a large retail organization. [8 Marks]

QUESTION 3

[9 Marks]

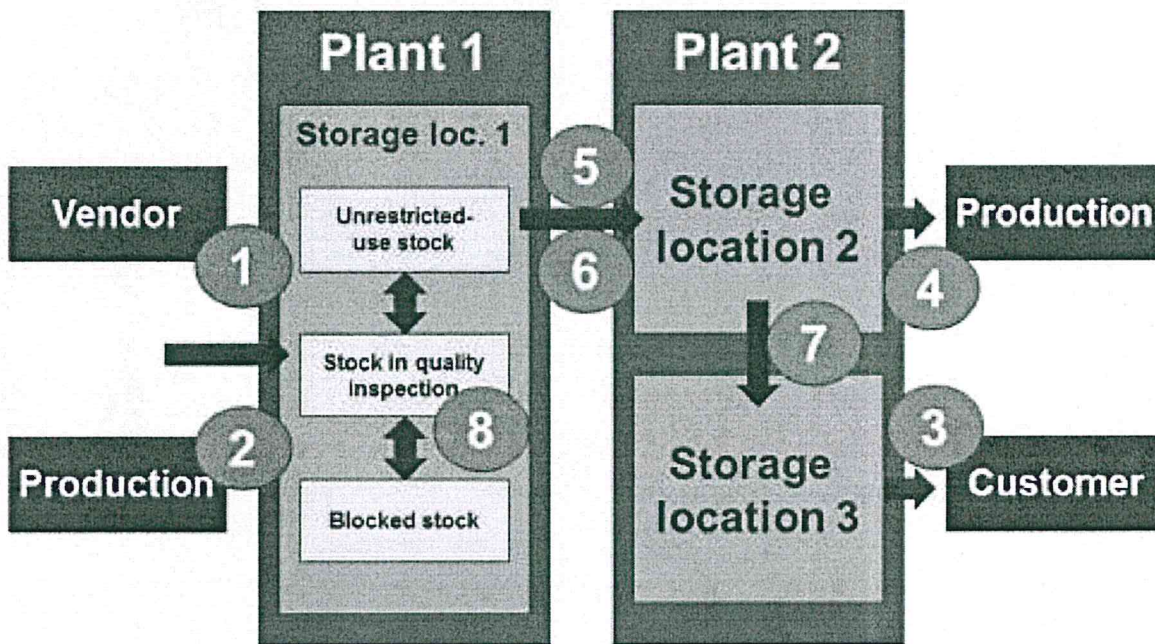


Figure 1: Types of stock movement in SAP ERP

Analyze figure 1 and answer the questions that follow:

- A) State and explain, giving a reason, the documents affected by the following inventory movements:
 - i. Movement 2 [3 Marks]
 - ii. Movement 4 [3 Marks]
 - iii. Movement 1 [3 Marks]

QUESTION 4

[12 Marks]

A) Explain how delivery scheduling is arrived at when using the following approaches:

i. Backward scheduling

[3 Marks]

ii. Forward scheduling

[3 Marks]

B) State and explain, clearly indicating how SAP ERP's two different stock valuation methods work.

[6 Marks]

THE END OF EXAM