



FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: Bachelor of Business Management (Hons)	
QUALIFICATION CODE: 08BBMA	LEVEL: 8
COURSE: Enterprise Systems Management	COURSE CODE: ESM821S
DATE: November 2025	SESSION: Semester 2 2025
DURATION: 3 Hours	MARKS: 100

1st OPPORTUNITY EXAMINATION QUESTION PAPER NOVEMBER 2025

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MODERATOR: Mr Sulaiman Mbaziira

THIS PAPER CONSISTS OF 3 PAGES (INCLUDING THIS FRONT PAGE)

INSTRUCTIONS

1. Answer **all** questions.
2. Read all the questions carefully before answering.
3. Marks for each question are indicated at the end of each question.
4. Please ensure that your writing is legible, neat, and presentable.

SECTION A – Multiple Choice Questions (30 marks)

Section A: Objective (30 marks)

(Answer all questions. Each carries 3 marks unless otherwise indicated.)

1. The evolution of enterprise systems began with _____ in the 1970s.
2. ERP stands for _____.
3. Which enterprise system is best for **supplier relationship management**?
 - a) CRM
 - b) ERP
 - c) SCM
 - d) Blockchain
4. State **two key benefits** of integrating business processes through ES.
5. True or False: *Batch processing systems were the first fully integrated enterprise systems.*
6. List **two common challenges** in business process integration.
7. Identify **two strategies** for overcoming resistance to change in ES projects.
8. Mention **three risk mitigation strategies** in ES implementation.
9. Match the technology with its feature:
 - i) Hadoop → _____
 - ii) Spark → _____
 - iii) NoSQL → _____(Options: Distributed storage, Real-time stream processing, Flexible data models)
10. Name **any two regulatory frameworks** governing data privacy in enterprise systems.

SECTION A - TOTAL MARKS = 30

SECTION B – Essay Type Questions (70marks)

Question 1

Explain the key components of an Enterprise Resource Planning (ERP) system. Discuss how each component contributes to the overall functionality of the system. **14 marks**

Question 2:

Discuss the challenges an organization might face during the implementation of an ERP system and suggest strategies to overcome these challenges. **14 marks**

Question 3:

Analyze the role of Business Process Reengineering (BPR) in the successful implementation of ERP systems. Provide examples of how BPR can improve organizational processes. **14 marks**

Question 4:

Evaluate the impact of cloud-based ERP systems on small and medium-sized enterprises (SMEs) through a discussion of the advantages and potential drawbacks. **14 marks**

Question 5:

Describe the role of data analytics in enhancing the decision-making process within enterprise systems management. Provide examples of how data analytics can be applied in various business functions.

14 marks

SECTION B - TOTAL MARKS = 70 MARKS

TOTAL FOR THIS EXAMINATION PAPER: 100 MARKS

END OF PAPER