

Navrachana University

End-Semester Examination

MBA (Sem-IV) [Spring, 2016-17]

Enterprise Resource Planning

Date: 13-May-2017, Saturday

Time: 08:00 AM to 10:00 AM

Total Marks: 40

Weightage: 40%

Que. 1. Attempt any two

[20]

1. What is big-bang strategy of ERP implantation? Which are its different variants? What are the advantages and disadvantages of Big-bang over other strategies?
2. Explain different knowledge areas of ERP project management in brief.
3. Explain ERP maintenance phases in brief.

Que. 2. Read the case study and answer the questions.

[20]

Implementing ERP Systems in Government: Case Study of Saudi Organization

The technology culture in government organization in Saudi Arabia is still at a beginning level. However, the investment on information technology is reaching 20 billion dollars but the mindset of people in the top management level is still out dated. This mentality actually affects any new changes of new technology, people process and procedures. Furthermore, the need of having new technology increases rapidly and the competitive against government organizations for moving to technology and providing services online becoming a driver for more investment on the information technology field. This motivation led the most government organization in Saudi Arabia to start a big Information Technology transformation projects and one of most important projects is Enterprise Resource planning system (ERP) implementation that integrate all business process across one integrated enterprise package.

Not like the private sector, the government sector has restricted law and procedures that not fixable and rarely be changed. This will affect any ERP implementation project from process point of view. However, the famous ERP software Packages like SAP, Oracle and Microsoft realize this fact and start research about studying government processes and try to produce a standard package for this purpose. The new trend of the government ERP industry is to build a shared platform for each government organization and acting as client-server architecture where the server is located in the information Center or ministry of information technology and provides the ERP services to all government organizations. This approach has a lot of benefits such as:

- Integration of data.
- Public security.
- Reducing implementation and operation cost.

- Reducing time and effort required to start implementing ERP for one organization.
- In Saudi Arabia until now we do not reach this situation.

Currently every organization has its own ERP which is different from others. This will cost the government a lot of resources either money or human expertise.

Being hired as consultant to look after the ERP implementation for Saudi government, do the following,

1. Prepare the ERP implementation plan
2. Help Saudi government to identify right people for ERP team and prepare team
3. Identify implementation strategy by evaluating pros & cons of different implementing strategies.
4. How to monitor project of this scale? Mention some tools which can be used for the same.
5. How CRM can be integrated with this ERP?