T-86.5141
Enterprise Systems Architecture
Exam 21.10.2013

Write on every paper ONLY:
- T-86.5141 Enterprise Systems Architecture
- Student ID
- Date

NOTE: Do **NOT** use bullet points in your answers. Your grade will be deducted if you use them.

The exam has a total of 30 points. In order to pass, you need to have minimum 15 points. Good Luck!

1. Shortly (1-2 sentences) explain each term (6p)
   a. HRM
   b. Social CRM
   c. DW
   d. Real flow (in the context of BPM)
   e. DSS
   f. PM

2. What is an AIS system and why do enterprises use them? (2p)

   Describe one basic process map of your choice.
   What are the different systems are involved in that process? Why?(4p)

3. What is an ERP system and why enterprises use them? (2p)
   How modern ERP has evolved and how will it develop in the future? (2p)
   Describe common modules / functions found in modern ERP (2p)

4. Guest Lectures:

   a. Why are BI tools important in the different examples provided by the Affecto guest lecture? Describe as well the benefits of the Tableau demo presented during the lecture (4p)

   b. How does Foodie.fm differentiates itself from other E-commerce businesses? (2p)

5. Essay question (6p)
   Write a short essay (1 - 2 pages) about the following topic.

   Technological evolution of TPS and POS and their implication on payments process, sales process, marketing, user interface, logistics...