THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF COMPUTER SCIENCE
B.Sc. (IT) DEGREE PROGRAMME 2023/2024
ITU5305: ENTERPRICE APPLICATION DEVELOPEMENT
NO BOOK TEST: 01

DURATION: ONE HOUR ONLY (1 HOUR)   Reg. No:.........................

Date: 04ᵗʰ May 2024   Time: 02.30pm – 03.30pm

Answer **ALL** Questions.

Question 01

1. Explain about "Enterprise Resource Planning" System.

2. List out the advantages and disadvantages of an ERP (Enterprise Resource Planning) system.

3. List five (05) CRM (Customer Relationship Management) tools and briefly explain each of them.

4. What are the types of supply chain management?

5. Briefly explain how supply chain management works, providing a suitable illustration.

Question 02

1. How does an EIS (Enterprise Information System) tier improve scalability and flexibility?

2. List five (05) technologies used by the web tier of a Java EE application.

3. Explain the business tier with a suitable example/s

4. Write down the steps for creating a stateless EJB (Enterprise Java Beans)

5. Describe the lifecycle of a Servlet.

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