THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF COMPUTER SCIENCE
B.Sc. (IT) DEGREE PROGRAMME 2023/2024
FINAL EXAMINATION
ITU5305: ENTERPRICE APPLICATION DEVELOPEMENT

DURATION: **TWO HOURs ONLY (2 HOUR)**

Date: **22nd August, 2024** Time: **09.30am – 11.30am**

Answer **Only Four** Questions.

Question 01

a) What is Enterprise Application Software? (5 Marks)

b) Briefly explain the types of Enterprise Application Software with examples. (5 Marks)

c) How do you choose the best Enterprise Resource Planning (ERP) solution for an enterprise? (10 Marks)

d) How are Enterprise Applications advantageous for enterprises? (5 Marks)

Question 02

a) What is the Enterprise Life Cycle? (5 Marks)

b) What are the activities of the Enterprise Life Cycle? (5 Marks)

c) Briefly explain the Development Framework by providing at least five (05) suitable examples. (5 Marks)

d) Why are development frameworks important for enterprises? (10 Marks)

Question 03

a) Give three (03) examples for each cloud storage and file sharing web applications. (5 Marks)

b) What are the advantages and disadvantages of cloud applications? (5 Marks)

c) How to choose the right cloud service provider for your business? (10 Marks)

d) Briefly explain how a cloud application is work. (5 Marks)

Question 04

a) What is an Enterprise server? (5 Marks)

b) Briefly describe five (05) important characteristics of an Enterprise server. (5 Marks)

c) Compare and contrast scalability and stability of an Enterprise server (5 Marks)

d) Suppose you are working as a technical lead of a company, and the management wants to replace the outdated Enterprise server. Explain how you would select a suitable Enterprise server. (10 Marks)

Question 05

a) What is Customer Relationship Management (CRM)? (5 Marks)

b) Briefly explain the 'CRM Life Cycle' (5 Marks)

c) How can a Customer Relationship Management (CRM) system be used for effective customer service? (5 Marks)

d) If you were an enterprise owner, how would you design and implement a CRM system to support and drive the growth of your organization? (10 Marks)

Question 06

a) What is Supply Chain Management (SCM)? (5 Marks)

b) Explain each phase of Supply Chain Management. (5 Marks)

c) An organization has asked you to develop an in-house system to meet their SCM requirements. As a software architect, what key considerations should guide your development process, and what enhancements or features would you recommend for the new SCM system? (10 Marks)

d) Briefly explain five (05) advantages of a SCM system? (5 Marks)

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