



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN
INFORMATION AND COMMUNICATION TECHNOLOGY

4 YEAR 2 SEMESTER 2024/2025 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: ITB 2410

COURSE TITLE: REAL TIME ENTERPRISE SYSTEMS

STREAM: BIS

DATE: 16/4/2025

EXAM SESSION: 9.00-11.00

TIME: 2.00 HOURS

VENUE: LR2

INSTRUCTIONS:

1. Answer Question 1 (Compulsory) and ANY other two questions
2. Candidates are advised not to write on the question paper
3. Candidates must hand in their answer booklets to the invigilator while in the examination room

QUESTION ONE (30 MARKS)

- a) List five techniques of enterprise engineering (5 MARKS)
- b) Briefly Explain the major five goals of real time enterprise(RTE) (5 MARKS)
- c) What are the operations of Supply chain and inventory management systems (SCM) (5 MARKS)
- d) Briefly explain about Enterprise Resource Planning(ERP)in service industry (5 MARKS)
- e) Differentiate between a business process and a business function (5 MARKS)
- f) Define integrated enterprise systems, and explain why they are essential in today's globally competitive business environment (5 MARKS)

QUESTION TWO (20 MARKS)

- a) Discuss how real-time enterprise systems can be harnessed to support the current market behavior of "Online connectivity, real-time response and in-context performance". (10 MARKS)
- b) Write down the process of real-time enterprise life cycle (10 MARKS)

QUESTION THREE(20 MARKS)

- a) Discuss the Transport System concept in detail. (10 MARKS)
- b) Explain the process of ERP implementation and configuration (10 MARKS)

QUESTION FOUR(20 MARKS)

- a) Discuss the benefits of configuration management tools (10 MARKS)
- b) Describe features of ERP configuration Management (10 MARKS)

QUESTION FIVE (20 MARKS)

- a) Discuss the Customer relationship management systems(CRM) and Business intelligence(BI) (10 MARKS)
- b) Discuss the characteristics and benefits of real-time enterprise system (10 MARKS)