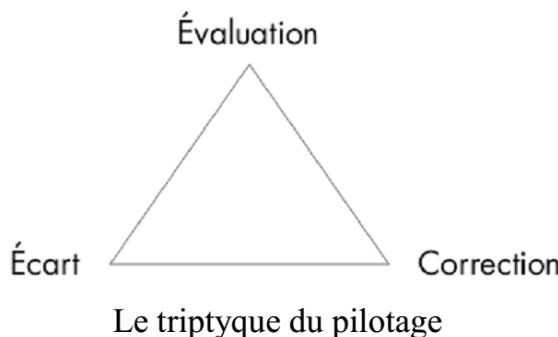


**Exercice1 (6Pts)**

- 1) ERP, EAI.
- 2) Design structure of IS that can evolve smoothly. Enhance processes understanding.
- 3) Strategic alignment is an approach aimed at aligning the information system strategy with the company's business strategy. The goal of this approach is to enhance the value of the information system and make it an asset for the company.
- 4) ERP replace existent applications while EAI doesn't.
- 5) Evaluation is a management tool that consists of taking measurements to determine whether a system is functioning effectively or not, and what corrective and improvement actions need to be taken.



**Exercice2 (ERP) (8Pts)**

- 1) Use of an information system comprised of various heterogeneous software programs after several years of maintenance and updates. The increasingly rapid evolution of its environment, combined with the impact of mergers among its software vendors..
- 2) Characteristics: single common database & modular structure.

Advantages:

- Reduce maintenance costs or improve a process.
- Reduce processing or information flow times within the company.
- Customer satisfaction

Disadvantages:

- High cost
- Complexity.

Employee resistance: the mistake most companies make is assuming that changing people's habits will be easier than customizing the software. If the company is resistant to change then erp project is more likely to fail.

- 3) Training, integration and testing, expensive effort of erp customization, data conversion (from old system format to ERP format).
- 4) Employee resistance: the mistake most companies make is assuming that changing people's habits will be easier than customizing the software. If the company is resistant to change then erp project is more likely to fail.
- 5) BPR notion.

### Exercice 3 (Business process modeling) (6Pts)

