

1. Explain the meaning as well as briefly discuss the idea of the following concepts (2 p each)
 - a. Master data
 - b. Best practices
 - c. Data mining
 - d. Drill down
 - e. Dashboard
2. Answer the following questions in brief:
 - a. Explain briefly the evolution of ERP systems. (3 p)
 - b. Advantages and disadvantages with customization in ERP systems? (4 p)
 - c. Why are human-related issues important in the ERP implementation?
What issues with regard to human beings should be thought of and when? (3p)
3.
 - a. Principles of reengineering by Hammer. Provide also an example. (5 p)
 - b. Issues after Go-Live (i.e. post-implementation issues). (5 p)
4. Auditing issues related to ERP systems. (10 p).
5. The impact of ERP systems on accounting and auditing, i.e. what changes have the ERP systems caused? (ESSAY – also explain and analyze)) (15 p)
6. The sales process and related risks and controls. (book question, Chapter 8) (ESSAY) (15 p)

GOOD LUCK! Maximum 70 p, a minimum of 35 p is required to pass.