

ASSESSMENT # 4**Total Marks: 30**

- 1. Short Questions** **(24)**
 - i.** What is business analysis? and how it is helpful for organisations?
 - ii.** What does enterprise content management involve?
 - iii.** What is business process management?
 - iv.** Outline the key benefits of business process management.
 - v.** What type of information does business process life cycle record?
 - vi.** What is re-engineering? And why would we re-engineer a process?

- 2. Discuss in details how enterprise content management system works? What is the role of ECM in business process management?** **(6)**