



Australian School of Business

Information Systems, Technology and Management

Never Stand Still

Australian School of Business

INFS2621 ENTERPRISE SYSTEMS

Course Outline Semester 2, 2013

Part A: Course-Specific Information

Please consult Part B for key information on ASB policies (including those on plagiarism and special consideration), student responsibilities and student support services.

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PART A: COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS

| | Name | Office | Email: | Telephone | Consultation |
|--------------------------|------------------|------------|--|-----------|----------------|
| Lecturer-in-Charge (LIC) | Dr. Felix Tan | QUAD 2110 | f.tan@unsw.edu.au | 9385 7124 | By Appointment |
| Tutor | Dr. Vincent Pang | QUAD Lvl 2 | TBA | TBA | TBA |

The best way to contact your lecturer or tutor is via email or to see them during their consultation times. Please note that only your UNSW email account will be used for formal notices and correspondence regarding the course.

You should note that it is School policy to only respond to eMail messages that are clearly identifiable as having originated from legitimate accounts. Legitimate eMail accounts are:

- a UNSW student account,
- an identifiable employer provided account, or
- an identifiable ISP account (bigpond, optusnet, etc).

Messages from Hotmail, Yahoo, Google and other similar services will not be replied to. All students and staff are expected to use eMail responsibly and respectfully.

If you need to contact the school urgently, ring 9385-5320 or email istm@unsw.edu.au.

2 COURSE DETAILS

2.1 Teaching Times and Locations

Lectures are held from Week 1 to Week 12.

Tutorials start in Week 2 (to Week 13). A full list of tutorials, times and tutors will be on the Course Website.

For latest information about lecture and tutorial locations see:

<http://www.timetable.unsw.edu.au/current/subjectSearch.html>.

2.2 Units of Credit

The course is worth 6 units of credit.

There is no parallel teaching in this course.

2.3 Summary of Course

This course will introduce you to enterprise systems and show how they can be used by organizations to run their operations more efficiently and effectively. You will learn about the critical success factors and implementation strategies that lead to enterprise

system success, and about the informational, knowledge, and decision-making opportunities afforded by these systems.

The course will examine typical ERP Systems modules including materials management (MM), supply chain management (SCM), customer relationship management (CRM), financials, projects and human resource management (HRM). Enterprise systems use a single database to integrate business transactions along and between processes, leading to benefits such as efficient and error-free workflows plus accounting, management reporting and improved decision-making. The course will incorporate a laboratory component using SAP software. The course will also incorporate modelling techniques and tools.

2.4 Course Aims and Relationship to Other Courses

The aims of this course are to gain understanding of various Enterprise Systems modules and how they are able to be applied in a business context. The course will present the evolution, components and architecture of Enterprise Systems and help you to understand the benefits and drawbacks of implementing such systems and how they can assist organisations to improve their overall efficiency.

This course will also help you to refine your communication skills and group work skills, and assist you in the development of your research skills.

INFS2621 is an introductory UG course dealing with both the theoretical and practical aspects of ERP Systems. This course is suggested for students who have completed Introduction to Business Information Systems or an equivalent level course, and are interested in the study of ERP Systems and how they support all facets of business operations.

2.5 Student Learning Outcomes

The Course Learning Outcomes are what you should be able to DO by the end of this course if you participate fully in learning activities and successfully complete the assessment items.

- Demonstrate an understanding of the issues in systems use of an Enterprise Systems package (e.g. SAP) to support business operations and decision-making.
- Understand the scope of common Enterprise Systems modules (e.g., MM, SCM, CRM, HRM, procurement),
- Discuss the challenges associated with implementing enterprise systems and their impacts on organisations
- Develop models for selected business process in enterprise systems.
- Communicate and assess an organisation's readiness for enterprise system implementation with a professional approach in written form, and
- Describe the selection, acquisition and implementation of enterprise systems

The Learning Outcomes in this course also help you to achieve some of the overall Program Learning Goals and Outcomes for all undergraduate coursework students in the ASB. Program Learning Goals are what we want you to BE or HAVE by the time you successfully complete your degree (e.g. 'be an effective team player'). You demonstrate this by achieving specific Program Learning Outcomes – what you are

able to DO by the end of your degree (e.g. ‘participate collaboratively and responsibly in teams’).

| ASB Undergraduate Program Learning Goals and Outcomes | |
|--|--|
| 1. Knowledge: Our graduates will have in-depth disciplinary knowledge applicable in local and global contexts. | |
| You should be able to select and apply disciplinary knowledge to business situations in a local and global environment. | |
| 2. Critical thinking and problem solving: Our graduates will be critical thinkers and effective problem solvers. | |
| You should be able to identify and research issues in business situations, analyse the issues, and propose appropriate and well-justified solutions. | |
| 3. Communication: Our graduates will be effective professional communicators. | |
| You should be able to: | |
| <ul style="list-style-type: none"> a. Prepare written documents that are clear and concise, using appropriate style and presentation for the intended audience, purpose and context, and b. Prepare and deliver oral presentations that are clear, focused, well-structured, and delivered in a professional manner. | |
| 4. Teamwork: Our graduates will be effective team participants. | |
| You should be able to participate collaboratively and responsibly in teams, and reflect on your own teamwork, and on the team’s processes and ability to achieve outcomes. | |
| 5. Ethical, social and environmental responsibility: Our graduates will have a sound awareness of the ethical, social, cultural and environmental implications of business practice. | |
| You should be able to: | |
| <ul style="list-style-type: none"> a. Identify and assess ethical, environmental and/or sustainability considerations in business decision-making and practice, and b. Identify social and cultural implications of business situations. | |

For more information on the Undergraduate Program Learning Goals and Outcomes, see Part B of the course outline.

The following table shows how your Course Learning Outcomes relate to the overall Program Learning Goals and Outcomes, and indicates where these are assessed (they may also be developed in tutorials and other activities):

| Program Learning Goals and Outcomes | | Course Learning Outcomes | Course Assessment Item |
|---|-----------|---|---|
| <i>This course helps you to achieve the following learning goals for all ASB undergraduate coursework students:</i> | | <i>On successful completion of the course, you should be able to:</i> | <i>This learning outcome will be assessed in the following items:</i> |
| 1 | Knowledge | Demonstrate an understanding of the issues in systems use of an Enterprise Systems package (e.g. SAP) to support business operations and decision-making. | <ul style="list-style-type: none"> • Tutorial and Lab Problems • Quiz • Report • Exam |

| | | | |
|-----|--|---|---|
| 2 | Critical thinking and problem solving | <p>Understand the scope of common Enterprise Systems modules (e.g., MM, SCM, CRM, HRM, procurement).</p> <p>Discuss the challenges associated with implementing enterprise systems and their impacts on organisations.</p> <p>Develop models for selected business process in enterprise systems.</p> | <ul style="list-style-type: none"> • Tutorial and Lab Problems • Quiz • Report • Exam |
| 3a | Written communication | <p>Communicate and assess an organisation's readiness for enterprise system implementation with a professional approach in written form.</p> <p>Describe the selection, acquisition and implementation of enterprise systems.</p> | <ul style="list-style-type: none"> • Exam • Report |
| 3b | Oral communication | <p>Communicate ideas in a succinct and clear manner.</p> <p>Explain the key needs, uses and challenges of enterprise systems adoption.</p> | <ul style="list-style-type: none"> • Report |
| 4 | Teamwork | Demonstrate an ability to work independently and in a group. | <ul style="list-style-type: none"> • Report |
| 5a. | Ethical, environmental and sustainability responsibility | Not specifically addressed in this course. | |
| 5b. | Social and cultural awareness | Not specifically addressed in this course. | |

3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

At university, the focus is on your self-directed search for knowledge. Lectures, laboratories, textbooks, examinations and other resources are all provided to help you learn. You are therefore required to attend all lectures, complete all lab exercises, and read all required readings in order to fully grasp and appreciate the concepts of Enterprise Systems.

It is up to you to choose how much work you do in each part of the course: preparing for lectures; completing assignments; studying for examinations; and seeking assistance or extra work to extend and clarify your understanding. You must choose an approach that best suits your learning style and goals in this course. The lecturer will facilitate your learning by providing the guidance as to what you need to study. The lecturer will also assist you with problems you may encounter. Remember, however, it is your responsibility to make a concerted and timely effort to study this course. If you make this effort you will find the material interesting, the course worthwhile and the interaction with your fellow students stimulating. You should also do well.

3.2 Learning Activities and Teaching Strategies

The course involves three key components in your learning – the lecture, the laboratory and your private study.

Each lecture will provide you with a brief overview and introduction to the topic at hand and will focus on explaining the difficult concepts and issues. The role of the lecture is to help you understand the context of the topics as well as to help provide practical examples to complement the theoretical frameworks and concepts.

The laboratories are intended to provide you with an opportunity to gain basic hands-on experience and practical proficiency using the SAP Enterprise Systems software. You are required to work individually. A laboratory handout will be made available in the LAB section of the website. The routines and exercises set for completion in the laboratories will give you the opportunity to experience the operation of various modules within the SAP Enterprise Systems suite and to create transactions which will flow thorough the enterprise. The laboratory section is compulsory and you will be assessed individually. The laboratory section is designed for you to gain practical experience of creating, processing, interacting and managing data in an SAP environment, and is a crucial element in enabling you to successfully complete your project implementation. It is your responsibility to grasp further skills of the SAP package in order to achieve optimal performance of your enterprise system. An SAP Lab instructor will be available during each lab section to assist and guide you through the modules.

A major aim of tertiary institutions is the development of self-management skills. Thus, your self-directed **private study** is the most important component of this course. To assist your study each week has a “weekly study guide”. These guides are posted on the course website and set out the learning objectives for the week, the required readings, self assessment exercises, lecture topics and other relevant items. In addition, private study also includes reading more widely. The relevant material can be sourced from books, journals and the Internet and will enable you to acquire a better understanding of the course. The readings, self assessment exercises and your own topic summaries form the basis of an excellent private study regime. Keeping up to date is very important and each week builds on the prior weeks so it is important that you get your study regime organised quickly.

3.3 Forming a Group

You are required to form a group of 3 (4 max) members to complete your group assignments. The groups need to be formed at the end of WEEK TWO. Try to create a good mix of people based on their background and experience/s. Your group must be self-managing. Each group needs to have a leader and you will need to submit a group list that includes all members’ names, student ID, email address, and indicating the leader. This will need to be submitted at the beginning of WEEK THREE. You are required to keep your group meeting minutes for peer evaluation and project management purpose. The groups have to be formed within the same laboratory classes.

3.4 Peer Evaluation

All members of the group are expected to participate equally in all group activities. To ensure that this occurs, a peer evaluation form will be distributed near the end of each group assignment. Each student will be asked to rate the effort of each of the other

group members in completing the assignments. These quantitative rating results will be used in the determination of the final mark of each student in a group. If there are arguments about the contribution evaluation, an open discussion between students about relative contribution will be held in the lecturer's presence. **In order to encourage your participation, questions derived from your group assignment may be assessed in the final examination.**

4 ASSESSMENT

4.1 Formal Requirements

To receive a pass grade in this course, you must meet ALL of the following criteria:

- Attain an overall mark of at least 50%.
- Attend at least 80% of all scheduled classes.
- Attain a satisfactory performance in each component of the course. A mark of 45% or higher is normally regarded as satisfactory.
- Attain a mark of at least 45% in the final exam
- In the case of peer assessed group work, the mark assigned to each member of the group may be scaled based on peer assessment of each member's contribution to the task.

The School reserves the right to scale final marks to a mean of 60%.

It should be noted that group members are expected to work in a harmonious and professional fashion which includes adequate management of non-performing members.

4.2 Assessment Details

| Assessment Task | Weighting | Length | Mode | Due Date |
|----------------------------------|-----------|------------------------|------------|---------------------------------------|
| Assignment 1 – SAP Lab Exercises | 20% | Refer to specification | Individual | Weeks 2 to 13 in labs (4 Mar- 27 May) |
| Quiz | 10% | 1 hour | Individual | Week 6 (15 April) |
| Assignment 2 – Case Study | 25% | Refer to specification | Group | Week 12 (27 May) |
| Final Exam | 45% | 2 hours | Individual | University Exam Period |
| Total | 100% | | | |

4.3 Assessment Format

SAP Labs

A set of laboratory exercises will be provided to help you get started. There are a total of 10 lab sessions. You will be required to complete a set of lab exercises individually and a total of 20% of your overall marks is allocated to them. You are required to complete each of the lab sessions in the due week and your Lab tutor will check your

work at the end of each lab. There may be some Labs set aside for you to complete your Enterprise Systems group project – further details will be communicated via the course website.

Your SAP Lab Instructor is responsible for all SAP laboratory sessions, students with problems regarding the SAP laboratory materials should always refer to their lab instructor first.

Enterprise Systems Group Project

An important experiential component of the course is the completion of the enterprise systems group project. This assignment provides an opportunity for you to work in a group on a practical enterprise systems design and implementation project using the SAP modules. This assignment also helps to improve your critical thinking, problem solving, communication, teamwork and leadership, and professional skills.

The enterprise systems group project is worth 25%, a detailed description of the project, as well as the marking criteria will be made available on the course website in Week 1. Peer evaluation procedure will be applied to this assignment.

SAP Software

You will use the SAP platform for the Lab component of this course as well to complete your enterprise systems group project. The main emphasis in class is teaching enterprise systems concepts with hands-on instructions in the SAP labs. It is your responsibility to learn some of the finer details of the SAP platform – this learning is to be done at an individual level. Remember, in the words of Albert Einstein, *“Learn from yesterday, live for today, hope for tomorrow. The important thing is not to stop questioning.”*

As an IS professional, your ability to “learn to learn” is one the greatest skills that you can possess. It is your ability to comprehend and solve complex problems which makes you stand out from the rest and makes you successful! Again, according to Albert Einstein, *“Intellectual growth should commence at birth and cease only at death”!*

At the end of the semester you should be competent and confident in navigating through a number of the features offered by the SAP platform.

Final Examination

A final examination worth 45% of the overall marks will be run during the examination period. The final examination will cover ALL TOPICS in this course. Further details of this exam will be provided in the lecture revision session.

The aim of the final examination is to enable you to demonstrate to the examiner that you have achieved all the learning outcomes for this course and that you have achieved a level of competency regarding Enterprise System components and their integration, as well as the capacity to use the competency to apply it analytically and critically in an organisational setting.

4.4 Assessment Format and Assignment Submission Procedure

Information about the format and marking criteria for all assessable work is contained in the requirements for each assignment, which will be made available on the course website. The cover page is required for all submissions. ALL group members are

required to sign the submission document. An individual peer evaluation form is required for all group assignments.

Students are required to keep a copy for all assignments submitted and keep the marked assignments.

4.5 Late Submission

The late submission of assignments carries a penalty of 10% of the maximum marks for that assignment per day of lateness (including weekends and public holidays), unless an extension of time has been granted. An extension of time to complete an assignment may be granted by the course co-ordinator in case of misadventure or illness. Applications for an extension of time should be made to the course co-ordinator by email or in person. You will be required to substantiate your application with appropriate documentary evidence such as medical certificates, accident reports etc. Please note that work commitments and computer failures are grounds for an extension.

Quality Assurance

The ASB is actively monitoring student learning and quality of the student experience in all its programs. A random selection of completed assessment tasks may be used for quality assurance, such as to determine the extent to which program learning goals are being achieved. The information is required for accreditation purposes, and aggregated findings will be used to inform changes aimed at improving the quality of ASB programs. All material used for such processes will be treated as confidential.

5 COURSE RESOURCES

The website for this course is on UNSW Blackboard at:
<http://lms-blackboard.telt.unsw.edu.au/webapps/portal/frameset.jsp>

The prescribed textbook for this course is:

Luvai F. Motiwalla and Jeff Thompson (2011), *Enterprise Systems for Management*, 2nd edition, Published by PEARSON: ISBN-13: 978-0-13-214576-3.

This book directly addresses most of topics covered in this course. Additional course materials, such as teaching cases studies, will be provided in class and on the course website.

6 COURSE EVALUATION AND DEVELOPMENT

Each year feedback is sought from students and other stakeholders about the courses offered in the School and continual improvements are made based on this feedback. UNSW's Course and Teaching Evaluation and Improvement (CATEI) Process is one of the ways in which student evaluative feedback is gathered. In this course, we will seek your feedback through end of semester CATEI evaluations.

7 COURSE SCHEDULE

| COURSE SCHEDULE | | | | |
|--|---|-------------------------|--------------|---------------------------------|
| Week | Lecture Topic | Tutorial Topic | References | Other Activities/ Assessment |
| Week 1 29 July | Introduction to Enterprise Systems for Management | <i>NO TUTORIALS</i> | Ch 1 | Nil |
| Week 2 5 August | Systems Integration | SAP lab 1 | Ch 2 | SAP lab 1 |
| Week 3 12 August | Enterprise Systems Architecture | SAP lab 2 | Ch 3 | SAP lab 2 |
| Week 4 19 August | Development Life Cycle Implementation Strategies | SAP lab 3 | Ch 4 Ch 5 | SAP lab 3 |
| Week 5 26 August | Software and Vendor Selection | SAP lab 4 | Ch 6 | SAP lab 4 |
| Week 6 2 September | Mid-Sem Quiz | SAP lab 5 | | SAP lab 5/ Quiz |
| Week 7 9 September | Operations and Post-Implementation | SAP lab 6 | Ch 7 | SAP lab 6 |
| Week 8 16 September | Operations and Post-Implementation cont Program and Project Management | SAP lab 7 | Ch 7 Ch 8 | SAP lab 7 |
| Week 9 23 September | Organizational Change and Business Process Reengineering | SAP lab 8 | Ch 9 | SAP lab 8 |
| Mid-Semester break: 28 September – 7 October | | | | |
| Week 10 7 October | Supply Chain Management | SAP lab 9 | Ch 11 | Final reports due |
| Week 11 14 October | Customer Relationship Management | SAP lab 10 | Ch 12 | Nil |
| Week 12 21 October | Revision, Exam Preparation | Revision | Nil | Nil |
| Week 13 28 October | <i>NO LECTURES</i> | Revision/ Consultations | | |