

Tutorial 1

Introduction to Real-time Enterprise Systems Business Functions and Processes

Objectives:

- Discuss the characteristics and benefits of real-time enterprise systems;
- Differentiate between a business process and a business function;
- Define integrated information systems, and explain why they are essential in today's globally competitive business environment.

Discussion Questions (45 minutes):

In groups of 3 or 4, discuss one the following questions.

1. Discuss the framework of "Sense-Analyse-Response" in respect to the case of "Telematics Service Delivery" (Architecting the Real-Time Enterprise, pp 24 – 28 (Moodle Week 1))
2. Based on the case of "Retail Promotion Optimisation" (Architecting the Real-Time Enterprise, pp 29 – 32), discuss the benefits that can be realized from the real-time Enterprise solutions.
3. Distinguish between a business function and a business process. Describe how a business process cuts across functional lines in an organization. How might a manager organize his or her staff in terms of business processes rather than functional departments? What benefits would there be with this type of organization? What challenges would it pose?

Case Study/Practical Exercises and Discussion: (60 minutes)

4. In your groups read the document on Ford's SAP Story: *The Long Road to Service Parts Management*.

<https://www.asug.com/insights/fords-sap-story-the-long-road-to-service-parts-management-nirvana>

And then answer the questions that follow:

You will need to do some additional research to answer all the questions.

- a) What was meant by the sacrifices for standardization?
- b) Describe the global template?
- c) Why were business processes so important in the changeover to SAP?
- d) What is SAP?
- e) Discuss the issues faced by Ford based on Thompson's statement: There were 19 different countries in Europe, plus the US, that had to be represented and we sometimes found that there were 20 different ways of doing things.
- f) Describe the benefits obtained from the several hundred-million-dollar multiphase project which first kicked off in 2001?
- g) Why is it important for new staff to grow both their IT and business skills?

5. Your tutor will play the following clips on the projector.

- a. While watching the videos, jot down some of the benefits afforded by these real-time solutions mentioned in the clip.
- b. Discuss why this is crucial to businesses today.
- (i) SAP Supply Chain Management: Overview Video (2.16 mins)
Get a glimpse of a new SAP Supply Chain Management solution that features the latest technological and customer engagement innovations
<https://www.youtube.com/watch?v=AEnWiY7h71k>
- (ii) S/4 HANA - The Real-Time Supply Chain video (2.35 mins)
Published on 6 Jul 2017
Discover how SAP S/4HANA enables a real-time supply chain, an element crucial for business excellence for all consumer products companies. Learn how the new solution enables companies to transform their supply chain, better manage inventory levels, execute MRP runs at any time during the day, while empowering supply chain managers with insight to act in the moment.
<https://www.youtube.com/watch?v=wNAKmt6Z5d4>