UNSW Business School

School of Information Systems and Technology Management

INFS2621
Enterprise Systems

Course Outline
Semester 2, 2017

Course-Specific Information

The Business School expects that you are familiar with the contents of this course outline. You must also be familiar with the Course Outlines Policies webpage which contains key information on:

- Program Learning Goals and Outcomes
- Academic Integrity and Plagiarism
- Student Responsibilities and Conduct
- Special Consideration
- Student Support and Resources

This webpage can be found on the Business School website:
https://www.business.unsw.edu.au/degrees-courses/course-outlines/policies

Table of Contents

COURSE-SPECIFIC INFORMATION 1

1 STAFF CONTACT DETAILS 1

2 COURSE DETAILS 1

2.1 Teaching Times and Locations 1
2.2 Units of Credit 1
2.3 Summary of Course 1
2.4 Course Aims and Relationship to Other Courses 2
2.5 Student Learning Outcomes 2

3 LEARNING AND TEACHING ACTIVITIES 3

3.1 Approach to Learning and Teaching in the Course 3
3.2 Learning Activities and Teaching Strategies 4

4 ASSESSMENT 5

4.1 Formal Requirements 5
4.2 Assessment Details 5
4.3 Assignment Submission Procedure 6
4.4 Special Consideration, Late Submission and Penalties 6
4.5 Viewing of Final Exam Scripts 6

5 COURSE RESOURCES 7

6 COURSE EVALUATION AND DEVELOPMENT 7

7 COURSE SCHEDULE 8

COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS

Position	Name	Contact	Email	Consultation*
Lecturer-in-charge	Toomas Tamm	QUAD 2111 Tel: 9385 4417	toomas.tamm@unsw.edu.au	Tue 4:30–5:30pm
Lecturer	David Goad	QUAD 2092	david.goad@unsw.edu.au	Tue 2:00–3:00pm
Tutor	Vincent Pang	QUAD 2112 Tel: 9385 7835	vincent.pang@unsw.edu.au	N/A

* Other consultation time/s by appointment.

The best way to contact your Lecturer 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. All students and staff are expected to use email responsibly and respectfully. Moodle will to be used for all course communication i.e. notices, questions regarding assignments and course content.

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

2 COURSE DETAILS

2.1 Teaching Times and Locations

Classes, consisting of seminars and hands-on work, are held from Week 1 to Week 12.

For latest information about class times and locations see:
http://timetable.unsw.edu.au/current/subjectSearch.html.

2.2 Units of Credit

The course is worth 6 units of credit.

2.3 Summary of Course

This course will introduce you to Enterprise Systems (often referred to ERP 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 Enterprise Systems modules including materials management (MM), supply chain management (SCM), customer relationship management (CRM), financials, mobile and cloud enterprise systems, Internet-of-Things (IoT) and enterprise big data. 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 hands-on 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 an understanding of various Enterprise Systems modules and how they can 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 a UG course dealing with both the theoretical and practical aspects of Enterprise Systems. This course is suggested for students who have completed Digital Transformation in Business (INFS1602) or an equivalent level course, and are interested in the study of Enterprise Systems and how they support all facets of business operations.

2.5 Student Learning Outcomes

After studying this course you will be able to:

1. Demonstrate an understanding of the issues in systems use in the context of an Enterprise Systems package (e.g. SAP) to support business operations.
2. Discuss the challenges associated with implementing enterprise systems and their impacts on organisations.
3. Communicate and assess an organisation's readiness for enterprise system implementation.
4. Demonstrate an ability to work independently and in a group.
5. Develop models for selected business processes in enterprise systems to support data driven decision making.

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.

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 Business School. 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’).

For more information on Program Learning Goals and Outcomes, see the School’s Course Outlines Policies webpage available at https://www.business.unsw.edu.au/degrees-courses/course-outlines/policies.

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
This course helps you to achieve the following learning goals for all Business School undergraduate coursework students:		*On successful completion of the course, you should be able to:*	*This learning outcome will be assessed in the following items:*
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.	• Participation • Exam
2	Critical thinking and problem solving	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.	• Participation • SAP Hands-on Assignments • Group assignment • Exam
3a	Written communication	Communicate and assess an organisation's readiness for enterprise system implementation. Describe the selection, acquisition and implementation of enterprise systems. Construct written work which is logically and professionally presented.	• Participation • Group Assignment • Exam
3b	Oral communication	Communicate ideas in a succinct and clear manner. Explain the key needs, uses and challenges of enterprise systems adoption.	• Participation
4	Teamwork	Demonstrate an ability to work independently and in a group.	• Group Assignment
5a	Ethical, social and environmental responsibility	Describe and reflect on ethical and environmental considerations in enterprise systems adoption.	• Group Assignment
5b	Social and cultural awareness	Describe the impact of culture on enterprise systems adoption.	• Group Assignment

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. Seminars, hands-on exercises, textbooks, examinations and other resources are all provided to help you learn. You are therefore required to attend all Seminars, complete all hands-on exercises, and read all required readings in order to fully grasp and appreciate the concepts of Enterprise Systems.

It is up to you how you want to manage each component of the course: preparing for seminars; 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.

3.2 Learning Activities and Teaching Strategies

The course involves three key components in your learning: the seminars, SAP labs, and your private study.

Each seminar 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 seminar 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. Most of our seminars will rely heavily on dialogue and group discussion. Your active participation and preparation in these discussions is encouraged and expected, and will be assessed throughout the semester.

The SAP labs 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. The exercises will be made available through the website. The routines and exercises set for completion in the hands-on exercises 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 hands-on section is compulsory and you will be assessed individually. The hands-on 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. A tutor will be available during each hands-on 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, seminar 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 as each week builds on the prior weeks, so it is important that you get your study regime organised early.

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.

4.2 Assessment Details

Assessment Task	Weighting	Length	Due Date
Participation	10%	Refer to specification	On-going
SAP Labs	25%	Refer to specification	On-going
Group Assignment	20%	Refer to specification	Week 10
Final Exam	45%	2 hours	UNSW exam period
Total	100%		

Participation (10%)
Your participation in the seminars is encouraged and will be assessed over the length of the course, being worth 10% of your overall assessment.

Our weekly discussions are group-work-based, but your team will be heavily dependent on the contributions and level of preparation of each individual. Therefore, at the beginning of each week, you are required to submit your individual ideas on that week's discussion questions, in no more than 300 words. After the seminar, you will need to post a brief follow-up of no more than 100 words, reflecting on your answers in the light of the class discussion.

We will have six seminar weeks, and hence six submissions in all. Your mark will be determined by four submissions, which will be randomly selected out of the six. Each of these four submission will contribute equally (i.e., maximum of 2.5 marks each) towards your participation mark.

SAP Labs (25%)
A set of hands-on exercises will be provided to help you get started. You will be required to complete a set of hands-on exercises individually, and there are also class activities related to using SAP. The class activity is designed to support your understanding of

some of the key concepts relating to the practical exercise. It is your responsibility to individually learn some of the finer details of the SAP platform.

A total of 25% of your overall marks is allocated to this component. You are required to complete each of the hands-on sessions in the due week. Further details will be communicated via the course website.

Your Tutor is responsible for all SAP hands-on sessions, students with problems regarding the SAP hands-on materials should always refer to their Tutor first.

Group Assignment (20%)
In this assignment you will work in a group of 3 to 4 members on a report of no more than 3,000 words that is due in Week 10 and worth 20% of your overall marks. A confidential peer assessment procedure will apply to this assignment.
This case-based assignment provides an opportunity for you to work in a group on practical enterprise systems design and implementation issues. A detailed description of the assignment will be made available through the course website.

Final Examination (45%)
The final exam will be a 2-hour written paper held in the formal examination period. The final examination is closed book, covers all topics in this course, and is worth 45% of your overall assessment. Further details of this exam will be provided in the final seminar.

All exams are conducted in accordance with the UNSW Rules for the Conduct of Examinations and it is the student's responsibility to be familiar with these rules. Information about exams is available from https://my.unsw.edu.au.

4.3 Assignment Submission Procedure

All assignments are to be formatted and submitted as per the assignment specifications (which will be available on the course website).

4.4 Special Consideration, Late Submission and Penalties

The late submission of Assignments carries a penalty of 10% of the available marks for that assignment per day of lateness, unless an extension of time has been granted.

An extension of time to complete an assignment will only be granted in cases of misadventure or illness. Applications for an extension of time should be made to the course coordinator by email.

You will be required to substantiate your application with appropriate documentary evidence (such as medical certificates, accident reports etc.) of the grounds on which you are making your application. Please note that work commitments and computer failures are usually considered insufficient grounds for an extension.

For information on Special Consideration please refer to the Business School's Course Outlines Policies webpage**.**

4.5 Viewing of Final Exam Scripts

The School of Information Systems and Technology Management (ISTM) has set a protocol under which students may view their final exam script. ISTM exam script viewing day is usually a day after the official release of results. Details will be posted on both the school website and on your course Moodle.

Quality Assurance
The Business School 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 Business School programs. All material used for such processes will be treated as confidential.

5 COURSE RESOURCES

There is no mandatory text for this course. Course readings will be selected from articles that are open access or available from the library electronic databases. You are expected to learn how to use these databases and find these articles on your own.

The course website is hosted on UNSW Moodle, accessible via my.unsw.edu.au. All students enrolled in the course will have access to the course website. The website will be used to post weekly study guides, slides, assessment details, announcements and other materials as required.

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 myExperience survey is one of the ways in which student evaluative feedback is gathered. In this course, we will seek your feedback through end of semester myExperience responses. As a result of this feedback, continual improvements to the courses will be made.

7 COURSE SCHEDULE

Week	Topic	Required preparation	Other activities
Week 1 24 July	Theme 1: **Intro to ES**	Refer to Moodle	Welcome Course overview
Week 2 31 July	SAP Lab 1: **SAP ECC6**	Refer to Moodle	
Week 3 7 August	SAP Lab 2: **SAP ECC6**	Refer to Moodle	
Week 4 14 August	Theme 2: **ES Building Blocks**	Refer to Moodle	
Week 5 21 August	Theme 3: **ES Integration**	Refer to Moodle	
Week 6 28 August	SAP Lab 3: **SAP ECC6**	Refer to Moodle	
Week 7 4 September	Theme 4: **Implementing ES**	Refer to Moodle	
Week 8 11 September	SAP Lab 4: **SAP ECC6**	Refer to Moodle	
Week 9 18 September	Theme 5: **Realising ES Value**	Refer to Moodle	
Mid-semester break: 23 September – 2 October inclusive (2 Oct = Labour Day Public Holiday)			
Week 10 3 October	SAP Lab 5: **Design Thinking Using Blocks**	Refer to Moodle	**Group assignment due**
Week 11 9 October	SAP Lab 6: **Simulation Game**	Refer to Moodle	
Week 12 16 October	Theme 6: **Future of ES**	Refer to Moodle	myExperience course survey Course wrap-up