



## **The University of Auckland Business School**

### **Course Outline 2007**

### **INFORM 711: ENTERPRISE SYSTEMS (20 POINTS)**

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#### **Course Prescription**

This course examines the enterprise-wide capabilities and the supportive business architecture needed to compete effectively. Holistic frameworks are presented that adopt a strategic approach to people, business processes, information requirements, and information and communications technology. These frameworks support an examination of cross-functional integrated computer-based information systems, commonly referred to as Enterprise Resource Planning (ERP) systems. Roles and relationships associated with re-engineering/change management, common business processes, and enterprise reference models are explored. Issues associated with the selection, analysis, design, implementation, and configuration of such enterprise systems are introduced. Concepts such as classic mistakes and best practices are employed to analyse enterprise systems success and failure.

#### **Goals of the Course**

The goals of the course are to introduce students to: a) Strategy-driven business processes b) Business Process-driven enterprise system functionality and c) Strategy, Business Process & People driven enterprise systems implementation. The sequencing of the topics is important and illustrates the importance of dealing with processes, enterprise systems and their implementation in a coherent and integrated fashion. Details of the topics, constructs, processes, and tools used in each of the portions are illustrated in the following figure.

#### **Learning Outcomes**

By the end of this course it is expected that the student will be able to:

1. gain an appreciation of the integrative or holistic nature of an enterprise system;
2. identify the "value chain" forged through integrating customer relationship management, enterprise resource planning systems, and supply chain management 'systems';
3. identify the "value hierarchy" forged through integrating personal, interpersonal and technical aspects of knowledge, information, or data;
4. describe the concepts, views, and methodologies of business process redesign;
5. describe enterprise resource planning systems "reference models" in relationship to SAP;
6. describe the nature of the range of change management methodologies used to assist organizational transitions during enterprise systems implementations; and
7. describe, and to some extent model, the skills required to achieve the promise inherent in the implementation of an enterprise system.

#### **Content Outline**

- Introduction to Enterprise Systems
- Integrative Business Processes
- Business Process "Re-engineering", Architecture of Integrated IS & Enterprise Reference Models
- SAP. Evolution, Resource & Relationship Orientations

- Implementation Processes, SAP Implementation Process, Promise, Perils, and Benefit Realisation
- Case Study Presentations

## Learning and Teaching

- Lectures 10 @ three hours per week
- Personal Study - Our expectation is that for each hour in class, students spend about two hours outside of class reading and doing assignments. It is particularly important that you begin work in the first week of class.

## Teaching Staff

Programme Coordinator:

**Omar Fahmy**

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## Learning Resources

A prescribed course book will be available at the University Bookshop on Alfred Street, across from the university main library. A course book consisting of photocopied journal articles will be supplied in the first class. Both form integral (and examinable) parts of the course. You are strongly advised to prepare brief summaries as you "digest" each reading.

## Assessment

### Internal assessment: 60% of total

There are three components to the internal assessment:

1. Group presentation (10%): Each team will be allocated an enterprise-wide system topic. Teams will prepare and present an outline of the allocated topic during sessions 3, 4, 5, 6, and 7 (one team per session).
2. Individual assignment (30%): This consists of a written report of around 4,000 words. Due in session eight.
3. Case study group presentation (20%): Groups will present their recommendations for managing an enterprise-wide system scenario. Due in Session ten.

### Final exam: 40%

The final exam consists of a three-hour open book exam. The format of the exam will be discussed during the course.

ASSESSMENT	LEARNING OUTCOME	WEIGHTING
Internal assessment group presentation	1, 2, 3, 4, 5, 6, and 7	10%
Internal assessment individual assignment	1, 2, 3, 4, 5, 6, and 7	30%
Internal assessment case study group presentation	1, 2, 3, 4, 5, 6, and 7	20%
Final exam	1, 2, 3, 4, 5, 6, and 7	40%