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**CSIM602262**

**Sistem-Sistem Perusahaan**

*(Enterprise Systems)*

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Fakultas Ilmu Komputer  
Universitas Indonesia

## **Kata Pengantar dan Catatan Perubahan:**

### **Versi 3.3 – February 2018 – Fasilkom UI**

Disusun oleh: Fatimah Azzahro, M.Sc dan Nur Fitriah Ayuning Budi M.Kom

### **Versi 3.2 – February 2017 – Fasilkom UI**

Disusun oleh: Tim Dosen SSP

### **Versi 3.1 – February 2016 – Fasilkom UI**

Disusun oleh: Dr. Indra Budi

### **Versi 3.0 – February 2016 – Fasilkom UI**

Disusun oleh: M. Rifki Shihab, M.Sc, dan Puspa I. Sandhyaduhita, M.Sc

### **Versi 2.0 – January 2016 – Fasilkom UI**

Disusun oleh: Dr. Indra Budi, Fatimah Azzahro, M.Sc, dan Yova Ruldeviyani, M.Kom untuk kuliah ERP.

### **Versi 1.0 – Agustus 2012 – Fasilkom UI**

Lay out dan outline awal oleh Anggiearanidipta Suma M. dan Team 3200 (Lab DL2) Fasilkom UI.

<b>Nama Kuliah</b>	:	Sistem-Sistem Perusahaan (Enterprise Systems)
<b>Kode Kuliah</b>	:	CSIM602262
<b>Target Peserta</b>	:	Mahasiswa/i semester 4
<b>Satuan Kredit</b>	:	3 sks
<b>Perkiraanan Beban Belajar</b>	:	3 x 50' - Tatap muka kuliah oleh dosen 3 x 50' - Mahasiswa/i belajar mandiri / latihan 3 x 50' - Mahasiswa/i mengerjakan tugas
<b>Prasyarat</b>	:	Administrasi Bisnis
<b>Kuliah Terkait</b>	:	Sistem Informasi Akuntansi & Keuangan, Konfigurasi ERP, Sistem Informasi Sumber Daya Manusia, Customer Relationship Management, Supply Chain Management
<b>Deskripsi Singkat</b>	:	

Mata kuliah ini bertujuan untuk memberikan pengetahuan terhadap solusi IS terintegrasi sebagai jawaban dari kebutuhan bisnis perusahaan yang dinyatakan dalam proses bisnis perusahaan secara lengkap serta memberikan pengetahuan mengenai metodologi implementasi dan penerapan solusi IS terintegrasi tersebut (secara empiris). Mata kuliah ini akan mengajarkan mahasiswa proses bisnis utama dan proses bisnis pendukung dalam suatu organisasi dan bagaimana memodelkan proses bisnis tersebut. Disamping itu diberikan pula kebutuhan terhadap solusi IS (aplikasi) yang dapat digunakan untuk mengimplementasikan proses bisnis tersebut. Proses bisnis utama yang diberikan dalam mata ajar ini mengambil contoh di bidang manufacturing yaitu meliputi proses utama di 3 area yaitu di area sales & marketing, production dan procurement. Selain itu, akan diperkenalkan juga proses bisnis pendukung terkait pengelolaan sumber daya manusia perusahaan dan keuangan. Untuk proses bisnis utama, pembahasan area sales & marketing juga mencakup pengenalan konsep customer relationship management sementara untuk area production dan procurement akan juga diperkenalkan konsep supply chain management.

## Bab 2

### Sasaran Pemelajaran

#### Daftar Sasaran Pembelajaran: (Expected Learning Outcomes - ELO)

Pada akhir mata kuliah ini, mahasiswa diharapkan mampu untuk :

1. Menjelaskan bagaimana solusi IS terintegrasi sebagai kebutuhan bisnis untuk mengimplementasikan proses bisnis dalam suatu perusahaan
2. Menjelaskan dan menggambarkan proses bisnis yang terdapat pada suatu organisasi
3. Menjelaskan proses bisnis utama dalam suatu organisasi, terutama pada area sales & marketing, procurement dan production.
4. Menjelaskan proses bisnis pendukung dalam suatu organisasi, terutama terkait dengan pengelolaan sumber daya manusia dan keuangan.
5. Mengetahui konsep CRM dan SCM dan menjelaskan bagaimana konsep CRM digunakan dalam proses sales & marketing dan konsep SCM digunakan dalam proses production.

#### Topik Pembelajaran:

No.	Topik	Learning Objective	Rujukan	Metode
1	Introduction to business process	<ol style="list-style-type: none"><li>1. Student can explain main functional areas of operation used in business</li><li>2. Student can explain key business processes in an organization</li><li>3. Student can explain the difference between business process and business function</li><li>4. Student can explain the kinds of data produced and needed by each main functional area</li><li>5. Student can explain the cross-functional nature of process and their relationship to organizational areas</li><li>6. Student can explain the importance of integrated business processes</li></ol>	<ol style="list-style-type: none"><li>1. Ch 1</li><li>2. Ch 2</li></ol>	Tatap Muka
2	Business Process Modelling (UML Notation and EPC)	<ol style="list-style-type: none"><li>1. Student can use basic flowchart (UML) to map a business process</li><li>2. Student can use EPC diagram to map a business process</li><li>3. Student can analyze process-improvement in particular business process</li></ol>	<ol style="list-style-type: none"><li>2. Ch 7</li></ol>	Tatap Muka In class exercise Tugas Individu
3	Introduction to Enterprise systems, ERP Implementation, & Intro to SAP & GBI	<ol style="list-style-type: none"><li>1. Student can identify the factors that led to the development of ERP systems</li><li>2. Student can describe the distinguishing characteristics of ERP software</li><li>3. Student the pros and cons of implementing an ERP system</li><li>4. Student can explain how SAP ERP system promotes an integrated approach to business process</li><li>5. Student can explain organizational structure used in SAP ERP</li></ol>	<ol style="list-style-type: none"><li>1. Ch 1 &amp; Ch 2</li><li>2. Ch 2</li><li>3. Nestle ERP Implementation</li></ol>	Tatap Muka Case Study Lab Navigasi
4	Sales & Distribution / Fulfillment Process	<ol style="list-style-type: none"><li>1. Student can describe the unintegrated sales processes</li><li>2. Student can explain why unintegrated Sales and Marketing information systems lead to company-wide inefficiency, higher costs, lost profits, and customer dissatisfaction</li></ol>	<ol style="list-style-type: none"><li>1. Ch 5</li><li>2. Ch 3</li></ol>	Tatap Muka Lab SD

No.	Topik	Learning Objective	Rujukan	Metode
		3. Student can describe how SAP ERP processes a standard sales order <ul style="list-style-type: none"> <li>Describe the organizational levels associated with the fulfilment process</li> <li>Describe the master data associated with the fulfilment process</li> <li>Identify key steps in the fulfilment process and the data, documents, and information associated with each step</li> </ul>		
5	<b>Material Management / Procurement</b>	1. Student can describe the material management problems 2. Student can describe how SAP ERP processes a standard procurement <ul style="list-style-type: none"> <li>Describe the organizational levels associated with the procurement process</li> <li>Describe the master data associated with the procurement process</li> <li>Describe key concepts in procurement process</li> <li>Identify key steps in the procurement process and the data, documents, and information associated with each step</li> </ul>	1. Ch 4 & Ch 8 2. Ch 4	Tatap Muka Lab MM
6	<b>Production Planning</b>	1. Student can describe the production planning problems 2. Student can calculate basic forecasting, sales & operation plan, and demand management 3. Student can describe how SAP ERP processes a standard production planning <ul style="list-style-type: none"> <li>Describe the organizational levels associated with the production process</li> <li>Describe the master data associated with the production process</li> <li>Describe key concepts in production process</li> <li>Identify key steps in the production process and the data, documents, and information associated with each step</li> </ul>	1. Ch 6 & Ch 8 2. Ch 4	Tatap Muka Lab PP
7	<b>Dosen Tamu</b>			
8	<b>Human Resources</b>	1. Explain why the Human Resources function is critical to the success of a company 2. Describe the key process managed by a Human Resources department 3. Describe how an integrated information system can support effective Human Resources process	2. Ch 6	Tatap Muka Case Study
9	<b>CRM</b>	1. Student can explain the basic concept of CRM 2. Student can Identify the four major perspectives on CRM 3. Student can explain several misunderstandings about CRM 4. Student can explain a particular model of CRM 5. Student can identify CRM technologies and main application areas of CRM 6. Understand the role that technology plays in the achievement of CRM outcomes and the structure of the CRM ecosystem		Tatap Muka Case Study

### **Buku Rujukan Utama:**

1. E.F.Monk and B.J. Wagner. Concepts in Enterprise Resource Planning, 4<sup>th</sup> edition. Thomson, 2013.
2. Simha R. Magal and Jeffrey Word. Integrated Business Processes with ERP Systems, 1<sup>st</sup> Edition, 2010

### **Rujukan Tambahan:**

1. Essentials of Business Processes and Information Systems. Wiley, 2009.
2. Sumner, Mary. Enterprise Resource Planning. Prentice Hall, 2005.
3. SAP GBI Modules. SAP AG, 2009
4. Mottiwala, L.F. and Thompson, Enterprise System for Management
5. Laudon, J.P. & Laudon, K.C. Essentials of Business information systems
6. Dave, Chaffey, E-Business and E-commerce Management

### **Kebutuhan untuk training bagi pengajar/tools pendukung mata kuliah:**

- SAP system dan SAP-GBI modules

### **Aturan Perkuliahan**

- o Aturan mengenai keterlambatan masuk ke kelas ditentukan oleh dosen di awal perkuliahan.
- o Tugas yang disalin dari sumber lain tanpa ada referensi dan parafrase akan diberikan nilai (0).
- o Kuis/ujian susulan hanya dapat diberikan kepada mahasiswa/i yang mengajukan permohonan disertai surat keterangan SEBELUM kuis/ujian dimulai. Surat keterangan diberikan kepada dosen dan secretariat akademik.
- o Dosen berhak menolak permohonan kuis/ujian susulan yang sudah diajukan ke Sekretariat akademik jika tidak disertai alasan yang kuat.
- o Nilai kuis/ujian/tugas hanya dapat dikomplain **paling lama 5 hari** setelah dibagikan.

**a. Skema Penilaian:**

No	Evaluation	Percentage
1	Quizzes (2x)	10%
2	Group Assignment and In Class Exercises	15%
3	Individual Assignment – Business Process Modelling	10%
4	Assignment – Lab (4x)	20%
5	Mid Test	20%
6	Final Test	25%
7	Participation (attendance, coupon, self-test)	5%
	<b>Total</b>	<b>105%</b>

**b. Rubrik Penilaian:**

Contoh Soal:

1. Acceptance of the confirmed quantity of output from the production order into stock can be done in \_\_\_\_\_ event.
  - a. Completion Confirmations
  - b. Order Settlement
  - c. Goods Issue
  - d. Goods Receipt