IT 360 – Enterprise Software
Fall 2016
College of Management, UMass-Boston

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Office Hours: Tue and Thu 12:30 to 2 pm and by appointment.
Class Time: Thu 5:30 – 8:15 PM
Classroom: M03-0430
Lab: P5 lab, LL in Library.

Required Material:

Texts:

The following book is recommended to understand the need for, and the role of enterprise systems (especially Enterprise Resource Planning systems) in organizations.

1. *Second-Wave Enterprise Resource Planning Systems: Implementing for Effectiveness* by Shanks, G., Seddon, P., and Wilcocks, L. 2003, Cambridge University Press, eISBN: 9780511671746, ISBN: 9780521819022 (available through library as eBook)

In addition, we will use case studies in this course - some are available through library and some need to be purchased (details will be provided).

Computing resources:

The course involves hands-on components (i.e. using enterprise software). We will use P5 lab during the course. The software we use is provided, so it is expected that the students continue their work in addition to lab times. Therefore, it is essential that students have access to computing resources (e.g. laptops) for lab sessions.
The following are the resources needed:

1) USB storage to store your virtual machine (at least 25 GB free on your storage)
2) Access to Microsoft DreamSpark
3) Access to Microsoft Dynamics NAV (provided)
4) Access to Microsoft Virtual Academy (free)

I. Course Background

This course explains the core applications of a typical organization to support their fundamental business functions. It explains the role of IT in attaining competitive advantage and how modern organizations configure commercially available products to satisfy their information needs. The course makes extensive use of enterprise software applications.

II. Learning Objectives

The objectives of this course are many-fold:

- To understand Enterprise Resource Planning (ERP) systems and how they enhance the productivity of businesses,
- To understand the necessary business and organizational characteristics for the adoption of ERPs,
- To review the core logistics processes of a typical manufacturing organization,
- To develop practical understanding into the use of enterprise systems like Microsoft Dynamics Nav®.

- To be able to customize and program Dynamics Nav®.

III. Course Format

This course has been designed as a combination of lectures devoted to exploring the usage of enterprise systems, and labs to help you develop your hands-on skills with Microsoft Dynamics Nav®. The class is heavily focused on the lab aspect and we will use elements of 'flipped classroom'. Therefore, we will use class/lab time to (i) discuss ERP concepts, and (ii) resolve lab issues.
We will be making extensive use of Blackboard Learn (http://umb.umassonline.net) for class material and communication.

IV. Wait requirement

I will normally be in class before the start of the class. In case, if I don't show up, you can consider that class is cancelled after waiting for 15 minutes, with my apologies.

V. Assistance

I strongly encourage you to utilize my office hours. If you are having any problems at all with this material, my grading, or anything else that you think I can positively impact, please feel free to come see me. Further, I check my emails quite often. So, feel free to email me your questions / concerns and I will address them, if possible and appropriate. I am very interested in helping you have a productive semester, and will try to help if I can.
If I need to contact you, I will use **your school email address**. Ensure that you have this **working or forwarded**. I expect you to check email at least once a day, so I consider any communication sent to you with a day's notice appropriate.

VI. Grade Distribution: You would be evaluated in terms of examinations, assignments, quizzes, and in-class exercises and participation. The grade distribution is as follows:

Written Exam	10%
Assignments (written, lab)	50%
Lab Assessments	30%
Participation and Attendance	10%

Written Exam typically consists of short answer and/or essay questions to test your understanding of the material. There is no makeup policy for exams unless in situations those are beyond your control.

Assignments involve write-up on an assigned reading or case study. Major part of assignments will involve your work with enterprise software. It involves practice and hands-on assignments that enhance individuals' abilities with Dynamics Nav®.
All Assignments have due dates that are clearly expressed. Late assignments receive the grade as follows: Grade penalty of **3.5% per day** i.e. an assignment that is submitted 10 days later than the due date will receive 35% penalty.

Participation You will be given opportunities to participate in class discussions through regular lectures and assigned readings. Further, **good student behavior** (on time, switching off cell phones, being attentive, etc.) and **attendance** would also count towards this grade.

Attendance Policy Attendance is mandatory. If you miss a class, it is your responsibility to keep up with class obligations. One missed class will be excused. Subsequent missed classes could result in reduction in your final grade.

VII. Administrative notes:

1. Your graded material will be returned in a timely manner. All disputes regarding grades should be brought up **within 7 days** from the time the grades are notified. After this time, the posted grades will be considered final.
2. It is expected that you properly utilize lab resources. In addition to student handbook guidelines, your behavior should be consistent with 'code of ethics' expected from professional organizations in the field such as AITP, IEEE, SANS etc.
3. You also need some media on which to **store your work** during the semester.
4. Section 504 of the Americans with Disabilities Act of 1990 offers guidelines for curriculum modifications and adaptations for students with documented disabilities. If applicable, students may obtain adaptation recommendations from the Ross Center for Disability Services, Campus Center Upper Level Room 211 Phone: 617.287.7430. The student must present these recommendations and discuss them with each professor within a reasonable period, preferably by the end of Drop/Add period.
5. Information about tutoring and other services available to students through the Office of Academic Support Programs can be found at the Internet address http://www.academicsupport.umb.edu/.
6. As with all courses in the College of Management, this course is governed by the UMass regulations and procedures regarding Academic Standards, Cheating, Plagiarism, and the Documentation of Written Work as published in the Student Handbook. Students caught cheating or plagiarizing can fail the assignment/exam/course and a description of the incident may be attached to his or her academic record. See https://www.umb.edu/pages/standard_page/19535
7. Collaboration is encouraged and good; however, cheating deprives you of something valuable and cheapens your own education. The bottom-line is that you have to do your own work. Examples of collaboration are: discussing work in labs, helping explain concepts and ideas. Examples of cheating include copying work by any means (electronic included,) even if the second person claims it's just "to go by" or "we worked together". Identical work will receive an identical grade: F.
8. Further, familiarize yourself with emergency exits from the classroom/lab.

VIII. Sample of Suggested Reading

1. *"Putting the Enterprise into the Enterprise System*" by Thomas H. Davenport. It is published in Harvard Business Review, July-August 1998.
2. *"Nestle's ERP Odyssey*" by Ben Worthen.
3. *"ERP at the Colorado Department of Transportation: The Whistle Blower's Dilemma"* by Donald J. McCubbrey and Cynthia V. Fukami, Communications of the AIS Year: Jan 2009; Vol 24, Issue 7; pages 105-112.
4. *"Hands-on ERP Learning: Using OpenERP, an Alternative to SAP",* by Ramakrishna Ayyagari, Journal of Information Systems Education, 2011, v22, n 2, 123-133.
5. *"Cisco Systems, Inc. Implementing ERP"* Harvard Business Cases.

IX. Schedule: Tentative schedule is as shown below.

Disclaimer: The schedule and policies are tentative and could change as we progress through the semester. I reserve the right to change class policies or schedule with appropriate notice.

Tentative Schedule:

Date	Topic	Details
Sep 8	Introduction What is Enterprise Software? And its History	Get USB storage, DreamSpark and Microsoft Virtual Academy setup
Sep 15	Reading #1 - Discussion	Dynamics NAV setup
Sep 22	Implementation Issues Reading #2 - Discussion	Dynamics NAV Basics
Sep 29	Sales Process	Lab: Dynamics NAV processes
Oct 6	Purchase Process	**Written Exam**
Oct 13	Dynamics Customization	
Oct 20	Dynamics: Tables and Pages	
Oct 27	Dynamics: Tables and Pages	Lab Catchup
Nov 3	**Lab Assessment Dynamics Processes)**	
Nov 10	Dynamics Development Environment	Data Types, Variables, Syntax
Nov 17	Dynamics Development Programming	Statements, Expressions
Nov 24	**No Class**	
Dec 1	Dynamics Development Programming and Reporting	
Dec 8	**Lab Assessment (Dynamics Customization and Programming)**	