

## IS 373 Introduction to Enterprise Systems Winter 2016-2017

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Office; Phone:	CDM 738; 312-362-5841
Office Hours (Room):	Mondays: 4:00pm – 5:30pm (CDM 738); please take an appointment 24 hours in advance
Class Day & Time:	Mondays: 5:45pm– 9:00pm
Section Numbers:	801 (on-campus section) & 810 (online section)
Class Room:	<ul style="list-style-type: none"><li>• Class number for the regular classes: LEWIS 01217 (Loop Campus)</li><li>• Class number for the two lab sessions: CDM 819 (Loop Campus)</li></ul>

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### Course Description

- The course will serve as an introduction to the implementation of enterprise systems within organizations. Functionalities and purposes of enterprise systems will be presented and analyzed, including enterprise resource planning (ERP) systems, customer relationship management (CRM) systems, and supply chain management (SCM) systems. The course will, in particular, introduce enterprise systems, examine the implementation process of ERP systems, covering business processes, ERP architecture, ERP usage, implementation tools and methodology, project planning, enterprise systems integration, change management, and vendor/product selection.
- Prerequisite: IS 215 - Analysis and Design Techniques

### Learning Outcomes

- Students will be able to explain what enterprise systems are and their implementation process.
- Students will be able to explain the role of business processes in support of implementation of enterprise systems.
- Students will be able to work with Microsoft Dynamics AX ERP system.
- Students will be able to analyze and discuss real-world cases pertinent to enterprise systems.
- Students will be able to conduct research and present their findings on enterprise systems and related topics.

### Required Textbooks, Case Studies, and Lab Materials

- Bradford, Marianne (2015). Modern ERP: Select, Implement, and Use Today's Advanced Business Systems, Third Edition, ISBN: 978-1-312-66598-9.
- Reading Materials for the Lab Sessions will be provided via course homepage on D2L (<https://d2l.depaul.edu>).
- Harvard Business Cases (*instructional emails for purchasing the cases from Harvard Business Cases website will be sent to students*):
  - Harley-Davidson Motor Co.: Enterprise Software Selection, Austin, Sole & Cotteleer, Harvard Business Case, 1999. Product# 600006-PDF-ENG
  - Successfully Navigating the Turbulent Skies of a Large-Scale ERP Implementation, Aubert, Harvard Business Case, 2012. Product# HEC035-PDF-ENG

## Grading

- 30% ERP Lab Assignments (individual)
- 30% Case Analysis Reports (individual)
- 20% Closed Book Exam (individual; there will be no make-up exam.)
- 15% ERP Topic Analysis Presentation (7%) and Report (8%) (team) (20% for online students)
- 5% Class Participation (for on-campus students only)

## Class Participation

Students are expected to attend each class and to remain for the duration. Students are accountable for material covered and assignments/announcements made in any class sessions they miss. Students are expected to be active learners, coming to class prepared to participate in discussion of the topics under consideration, asking good questions and making valuable observations. Three absences for any reason, whether excused or not, may constitute failure for the course.

**For online students: 5% class participation credit will be added to ERP Topic Analysis Report, making its weight 13%.**

## Academic integrity and plagiarism

- This course will be subject to the university's academic integrity policy:  
<http://academicintegrity.depaul.edu/>.
- The use of others' publication, software and/or web content (text, graphics, codes) is regarded as plagiarism without giving credit.
- When you directly quote someone's work, you must put it in quotation marks followed by its reference.
- The use of materials prepared for other purposes than this course needs the instructor's prior permission.

## Changes to Syllabus

This syllabus is subject to change as necessary during the quarter. If a change occurs, it will be thoroughly addressed during class and posted under Announcements in D2L.

## Online Course Evaluations

- Evaluations are a way for students to provide valuable feedback regarding their instructor and the course. Detailed feedback will enable the instructor to continuously tailor teaching methods and course content to meet the learning goals of the course and the academic needs of the students.
- The evaluations are anonymous; the instructor and administration do not track who entered what responses. A program is used to check if the student completed the evaluations, but the evaluation is completely separate from the student's identity. Since 100% participation is our goal, students are sent periodic reminders over three weeks. Students do not receive reminders once they complete the evaluation.
- Students will complete the course evaluation online in Campus Connect.

## Academic Policies

- All students are required to manage their class schedules each term in accordance with the deadlines for enrolling and withdrawing as indicated in the University Academic Calendar.
- Information on enrollment, withdrawal, grading and incompletes can be found at:  
<http://www.cdm.depaul.edu/Current%20Students/Pages/PoliciesandProcedures.aspx>

## Students with Disabilities

Students who feel they may need an accommodation based on the impact of a disability should contact the instructor privately to discuss their specific needs. All discussions will remain confidential. To ensure that you receive the most appropriate accommodation based on your needs, contact the instructor as early as possible in the quarter (preferably within the first week of class), and make sure that you have contacted the Center for Students with Disabilities (CSD) at: [csd@depaul.edu](mailto:csd@depaul.edu).

Lewis Center 1420, 25 East Jackson Blvd.  
Phone number: (312)362-8002  
Fax: (312)362-6544  
TTY: (773)325.7296

## Team Formation for Team Activities

Students should form teams of up to 4 students for the team activities (see Assignments and Exams Information section). Each team should elect a contact person, who is responsible for the communications with me on behalf of the group. The contact person should submit the members' full names in a word file to the pertinent dropbox on D2L by the deadline indicated in the course schedule, at the end of this document.

## Assignments & Exams Information

- **ERP Lab Assignments (Individual Activity):**

There are **two** lab sessions in which students will gain hands-on experience with a real-world ERP system (**Microsoft Dynamics AX ERP**). Handouts for the lab sessions will be provided via D2L homepage of the course and students will follow the instructions to complete them using CDM Student Remote Desktop Server Access: [https://my.cdm.depaul.edu/resources/Terminal\\_services\\_guide.pdf](https://my.cdm.depaul.edu/resources/Terminal_services_guide.pdf).

The instructions on how to access and use the system will be provided in class. The lab sessions will be held in a different location at **CDM 819**.

- **Case Analysis Reports (Individual Activity):**

This course includes two Harvard Business Case analyses. The case studies will be included in the course package that should be purchased by the students. These are individual activities, meaning that each student will study, discuss, and answer the questions related to the case studies.

A portion of class time will be dedicated to discussing the cases in class. Students should provide thorough answers to the questions for case studies. Responses should be included in a word file and be submitted to D2L.

- **Closed Book Exam (Individual Activity):**

There is a closed book exam in this course, as explained in the course schedule at the end of this course syllabus document. The exam will be administered online, via D2L. Exams should be proctored for online students.

- **ERP Topic Analysis (Team Activity):**

Students should select a topic from the following options, do a research on the topic, prepare a presentation and a report for the topic. On-campus students should present their presentations to the class. The details are provided below.

- **Select a topic from the following options:**

- Characteristics and Selection of ERP Systems
    - Customer relationship management (CRM)
    - Supply Chain Management (SCM)
    - Enterprise 2.0
    - Business Process Modeling, Simulation, and Management

- SAP ERP
- A relevant topic of your choice (subject to the instructor approval)
- Conduct a research on the selected topic by searching and reading scholarly and academic conference and journal articles accessible via library on the topic.
- Prepare a 10-15 min presentation for presenting your topic to the class (no more than 10 slides). Submit your PowerPoint slides for your presentation to D2L (see course schedule for the deadline).
  - Note: Slides are not meant to be read but viewed. Don't read out of the slides or your script; talk to the audience and explain the topics the way you have understood them.
  - Make sure to include references properly. Use quotations to cite someone's words.
- Prepare a report for your topic in a word document (no less than 3 pages, with 11-point Times New Roman font, 1 inch margin all around). Submit your report to D2L (see course schedule for the deadline).
  - Reports will be checked for originality. Reports with similarity rate of more than 10% will not be accepted.
  - Make sure to include references properly. Use quotations to cite someone's words.

### Submission Timeline and Deadlines (Important Note)

- All submissions in this course must be in an electronic format and should be submitted to the pertinent drop box on D2L. Also, always keep a copy of your assignments for yourself in case they are not submitted correctly. No hardcopy and/or emailed submission is accepted.
- In order to maintain a good performance in this course, it is crucial to submit the deliverables on time. Deliverables are due on a specified date and time, as stated in the course schedule, at the end of this document, unless an extension/exception is announced.
- Late assignments will be subject to 10% penalty for each day of late submission (i.e., from one second to 24 hours late). Assignments that are more than THREE days late will NOT receive any credits.
  - This policy is strictly enforced, unless I am informed of a documented emergency at least 24 hours before the deadline (i.e., all health problems should be supported by a proper doctor note).
  - The only exception is ERP Topic Analysis Presentation and Report, where no late submission will be accepted.
  - It is students' responsibility to know when the assignments are due (see the course schedule, at the end of this document).
  - The assignment Dropbox on D2L will automatically close three (3) days after the submission deadline. Once a Dropbox is closed, no submission will be accepted.

**Tentative Course Schedule (subject to change)**

Week & Date		Class Focus & Content	<b>Deliverables</b> <i>Due at 11:59 PM (CT)</i> <i>(See the Due Dates below)</i>	
1	2-Jan	1. Introduction to the Course 2. Introduction to ERP – Chapter 1 3. ERP Technology – Chapter 2		
2	9-Jan	1. ERP & Business Process Redesign – Chapter 3 2. ERP & Process Mapping – Chapter 4		
3	16-Jan	<i>Martin Luther King Day – University is Officially Closed (No Class)</i>	1. Submit Your Team Members Information (Word File)	Due: 22-Jan
4	23-Jan	<b>Class Room: CDM 819</b> 1. ERP Supply Chain Management – Chapter 9 2. Lab Session 1 (Microsoft Dynamics AX: Setup BOM)	1. Microsoft Dynamics AX: Purchase Agreements 2. Microsoft Dynamics AX: Vendor Returns	Due: 29-Jan
5	30-Jan	1. ERP Life Cycle: Planning, Selection, Implementation – Chapters 5 & 6 2. ERP Financial Management – Chapter 7	1. Case Study 1 Analysis Report	Due: 5-Feb
6	6-Feb	1. Case Study 1 Discussion 2. ERP Sales, CRM, & Knowledge Management – Chapter 8		
7	13-Feb	<b>Class Room: CDM 819</b> 1. Lab Session 2 (Microsoft Dynamics AX: BOM Journals, Quality Sales & Returns, Warehouse Location & Item)	1. Microsoft Dynamics AX: BOM Journals 2. Microsoft Dynamics AX: Quality Sales & Returns 3. Microsoft Dynamics AX: Warehouse Location & Item 4. Case Study 2 Analysis Report	Due: 19-Feb
8	20-Feb	1. Case Study 2 Discussion 2. ERP Human Capital Management – Chapter 10 3. ERP Security & Assurance – Chapter 11		
9	27-Feb	1. ERP & Business Analytics – Chapter 12 2. <b>Closed Book Exam (Chapters 1 to 11)</b>	1. ERP Topic Analysis PowerPoint Presentation File	Due: 5-Mar
10	6-Mar	1. Recap of the Quarter 2. Students' Presentation of ERP Topic Analysis	1. ERP Topic Analysis Report (Word File)	Due: 13-Mar