IS 373 Introduction to Enterprise Systems
Winter 2018

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Office; Phone:	CDM 738; 312-362-5841
Office Hours (Room):	Mondays & Wednesdays: 4:00 pm – 5:30 pm (CDM 738)
Class Day & Time:	Mondays: 5:45pm – 9:00pm
Section Numbers:	801 (on-campus section) & 810 (online section)
Class Room:	Class number for the regular classes: LEWIS 1217 (Loop Campus)

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.

    o *Students can rent or buy the used version of this book, if they prefer so.*

- Reading Materials for the Lab Sessions will be provided via course homepage on D2L (https://d2l.depaul.edu).

- Harvard Business Cases (HBS) Course Pack:

    o Harley-Davidson Motor Co.: Enterprise Software Selection, Austin, Sole & Cotteleer, Harvard Business Case, 1999. Product# 600006-PDF-ENG

    o Successfully Navigating the Turbulent Skies of a Large-Scale ERP Implementation, Aubert, Harvard Business Case, 2012. Product# HEC035-PDF-ENG

    The HBS cases should be purchased from HBS site: *http://cb.hbsp.harvard.edu/cbmp/access/72547507*

Grading

- 24% ERP Lab Assignments (Individual Assignments; 12% each assignment)
- 24% Case Analysis Reports (Individual Assignments; 12% each assignment)
- 20% Closed Book Exam (individual; there will be no make-up exam.)
- 24% ERP Topic Analysis: Presentation (9%) and Report (15%) (team) (Group Assignment)
- 8% Class Participation
- 2% Bonus Credit for Responding to Research Surveys (Extra Credit – Optional)

Grading Scale: A: 93-100; A-:90-92; B+: 87-89; B: 83-86; B-: 80-82; C+: 77-79; C: 73-76; C-: 70-72; D+: 67-69; D: 60-66; F: 0-59.

Class Participation

On-campus students are expected to attend each class and to remain for the duration. The overall grade for participation drops one-third after any unexcused absence. Three absences for any reason, whether excused or not, may constitute failure for the course. In addition, students' participations in in-class discussions (e.g., case analyses) will be considered toward the class participation credit.

For online students, the class participation credit will be calculated based on their collaborations with their groups toward their group projects.

All students are accountable for material covered and assignments/announcements made in any class sessions that 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.

Bonus Credit

Students who participate in research studies (as respondents) will receive 0.5 credits for every 30 minutes of studies they participate. Each student can earn **up to 2% bonus credit (extra to 100%)** by participating in different research studies as participants. This activity will benefit you and the researchers. You will learn more about research methods first-hand by participating in them and our researchers at DePaul will be able to collect data in support of their research studies that benefit our academic community.

If you are interested, you can register on this site: https://depaulurparticipant.sona-systems.com/. At the end of the quarter, I will be provided with a list of students and the number of studies they have participated to calculate the extra bonus (maximum of 2%). More instructions will be provided in class in this regard.

Group Formation for Group Activities (ERP Topic Analysis)

Students should form groups of up to 3 students for the group activities (see Assignments and Exams Information section). Each group should elect a contact person, who is responsible for the communications with me on behalf of the group. The contact person should submit the group members' full names and DePaul emails along with their project proposal in a Microsoft Word file to the pertinent folder 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 assignments in which students will gain hands-on experience with a real-world ERP system (**Microsoft Dynamics AX 2012 ERP**). Handouts for the lab assignments 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 (CDM Terminal Server): https://my.cdm.depaul.edu/resources/Terminal_services_guide.pdf.

Both lab assignments will be done back to back in one lab session. The instructions on how to access and use the system will be provided in class. The lab session will be held in a different location at **CDM 819**.

- **Case Analysis Reports (Individual Activity, Turnitin Assignments):**

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, for all students.

For on-campus students (on-campus section): the exam will be administered on D2L and will be proctored in a computer lab located at CDM center (please note the location of the exam in the course schedule at the end of this document. This is a different location than the room for our weekly classes).

For online students (online section): the exam will be administered on D2L and will be proctored using Examity online proctoring services. Examity is an online proctoring service that uses your webcam and microphone on your computer to proctor the online exam. ***Examity option is available ONLY to online students.*** Online students can register for online proctoring in Examity, at least one week prior to the exam date, using the link that will be posted to D2L. They will have several days to take the exam using Examity. Online students should note the followings for using Examity for online proctoring:

  (a) You must register for online proctoring of your exam by Examity at least one week prior to the exam date. The link will be posted to D2L at least a week before the exam date.

  (b) You must take the exam on a desktop computer or a laptop (but, NOT a tablet, NOR a smartphone).

  (c) Your Internet speed must be at least 3Mbps download and 3Mbps upload to be able to take the online exam on D2L and be proctored by Examity. Determiner your Internet speed by running a test at: http://www.speedtest.net.

  (d) The recommended web browsers to use for the online exams on D2L are Firefox and Chrome.

  (e) You must have a working built-in or external webcam, a microphone, and working built-in or external speakers for the Examity proctor to proctor your exam online (they will communicate with you and watch you during the exam).

  (f) Examity proctors will ask for your ID and a passcode that you should select when registering for online proctoring before letting you starting the exam. Ensure to have all the required information.

  (g) Examity proctors will pan the room multiple times at the beginning and during the exam. Large monitors are not allowed as they are not equipped to pan the room.

  (h) The Examity proctored exam cannot be taken in a public space, such as a library (unless you book a private and quiet room with a closed door in the library for the exam).

  (i) Examity will record the whole exam session (voice and video), including your computer screen during the exam. All the recordings will be reviewed by a second person after the exam and will be flagged for suspicious activities. All the recordings and the flags will be shared with the professor for review and grading considerations.

  (j) Internet searches and using books, notes, and any electronic devices are not allowed during the exam.

  (k) Interacting with anyone other than the Examity proctor is not allowed during the exam.

- **ERP Topic Analysis (Group Activity, Turnitin Assignment):**

Each group of students will be assigned a topic from the following options. The group should then 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.

  o You will be assigned ONE topic from the following options (or you can suggest your topic, if you have one):

    ▪ Characteristics and Selection of ERP Systems

- Supplier Relationship Management Systems (SRM)

- Customer Relationship Management Systems (CRM)

- Supply Chain Management Systems (SCM)

- Enterprise Social Network Applications (Enterprise 2.0)

- Business Process Modeling, Simulation, and Management

- Product Life Cycle Management Systems (PLM)

- SAP ERP

- A relevant topic of your choice (*subject to the instructor approval. You can submit your suggested topic with your group members' information*)

  o Conduct a research on the selected topic by searching and reading scholarly and academic conference and journal articles accessible via library on the topic.

  o Prepare a 30-min presentation for presenting your topic to the class (no more than 15 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.

  o Prepare a report for your topic in a MS-Word document (no less than 10 pages, with 12-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 using Turnitin functionality in D2L. Reports with similarity rate of more than 20% will not be accepted (receive zero credit).**

    - Make sure to include references properly. Use quotations to cite someone's words. For referencing, use APA referencing format: https://condor.depaul.edu/writing/writers-citations-and-style-guides-apa.html.

Submission Timeline and Deadlines (Important Note)

- All submissions in this course must be in an electronic format and should be submitted to the pertinent folder 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.

  o 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).

  o The only exception is Group Project Presentation and Report, where NO late submission will be accepted.

  o It is students' responsibility to know when the assignments are due (see the course schedule, at the end of this document).

  o The assignment folder on D2L will automatically close three (3) days after the submission deadline. Once a folder is closed, no submission will be accepted.

Academic integrity and plagiarism

- There will be **ZERO tolerance** for any type of plagiarism in this course.

- 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 purposes other than this course needs the instructor's prior permission.
- Please familiarize yourself with the university's academic integrity policy: http://academicintegrity.depaul.edu.

Changes to Syllabus

This syllabus is subject to change as necessary during the quarter. If a major change occurs, it will be addressed during class and posted via 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

Civil Discourse

DePaul University is a community that thrives on open discourse that challenges students, both intellectually and personally, to be Socially Responsible Leaders. It is the expectation that all dialogue in this course is civil and respectful of the dignity of each student. Any instances of disrespect or hostility can jeopardize a student's ability to be successful in the course. The professor will partner with the Dean of Students Office to assist in managing such issues.

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

Tentative Course Schedule (subject to change)

Week & Date		Class Focus & Content	Deliverables Due at **11:59 PM (CT)** *(See the Due Dates below)*	
1	8-Jan	1. Introduction to the Course 2. Introduction to ERP – Chapter 1 3. ERP Technology – Chapter 2		
2	15-Jan	*Martin Luther King Day – University is Officially Closed (**No Class**)*	Submit Your Group Members Information & any proposed topic for the ERP topic analysis (MS-Word File)	Due: 21-Jan
3	22-Jan	1. ERP & Business Process Redesign – Chapter 3 2. ERP & Process Mapping – Chapter 4	Case Study 1 Analysis Report	Due: 28-Jan
4	29-Jan	1. ERP Life Cycle: Planning, Selection, Implementation – Chapters 5 & 6 2. Case Study 1 Discussion		
5	5-Feb	1. ERP Financial Management – Chapter 7 2. ERP Sales, CRM, & KM – Chapter 8		
6	12-Feb	1. ERP Supply Chain Management – Chapter 9 2. ERP Human Capital Management – Chapter 10	Case Study 2 Analysis Report	Due: 25-Feb
7	19-Feb	**Class Room: CDM 819** 1. ERP Lab Session (Lab Assignments 1 and 2)	Both ERP Lab Assignments using Microsoft Dynamics AX 2012	Due: 4-Mar
8	26-Feb	1. Case Study 2 Discussion 2. ERP Security & Assurance – Chapter 11 3. ERP & Business Analytics – Chapter 12		
9	5-Mar	**Class Room: CDM 819** Closed Book Exam (Chapters 1 to 12)	Group ERP Topic Analysis PowerPoint Presentation File	Due: 11-Mar
10	12-Mar	Students' Presentation of ERP Topic Analysis		
11	16-Mar	Group Project Report (**No Class**)	Group ERP Topic Analysis Final Report	Due: 16-Mar