

## IS 373 Introduction to Enterprise Systems Spring 2019

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Office; Phone:	CDM 738; 312-362-5841
Office Hours (Room):	Mondays 11:00 am – 1:00 pm & 5:00 pm – 6:00 pm (CDM 738)
Class Day & Time:	Mondays 1:30 pm – 4:45 pm
Section Numbers:	601 (on-campus section) & 610 (online section)
Class Room:	CDM 801 (Computer Lab in CDM Building)

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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 cloud-based and on-premise SAP ERP systems, including SAP Business ByDesign (ByD) and SAP S4/HANA.
- Students will be able to analyze and discuss a real-world case of implementation of a large-scale ERP system.
- Students will be able to conduct research and present their findings on topics related to enterprise systems.

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

*The HBS case should be purchased from HBS site: <https://hbsp.harvard.edu/import/618998>*

### Grading

- 35% ERP Lab Assignments (Individual Assignments; 7% each assignment)
- 14% Case Analysis Reports (Individual Assignments; 14% each case study)

- 20% Closed Book Exam (individual; there will be no make-up exam.)
- 24% ERP Topic Analysis: Presentation (7%) and Report (17%) (Group Assignment)
- 7% 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 hands-on lab assignments and 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 and their timeliness in completing the hands-on lab assignments.

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 projects (see Assignments and Exams Information section). The groups for on-campus and online students should be separate (no mixed on-campus and online group is allowed). 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

### • SAP ERP Lab Assignments (Individual Activity):

There are **seven** lab assignments in which students will gain hands-on experience with two types of major ERP systems in the market (**SAP Business ByDesign** and **SAP S4/HANA**). Handouts for the lab assignments will be provided via D2L homepage of the course and students should follow the instructions to complete them using browsers (for cloud-based systems) and CDM Student Remote Desktop Server Access (CDM Terminal Server; for on-premise systems): [https://my.cdm.depaul.edu/resources/Terminal\\_services\\_guide.pdf](https://my.cdm.depaul.edu/resources/Terminal_services_guide.pdf).

This is a lab-intensive course. On-campus and online students are expected to complete the lab assignments as part of their class activities each week. This is important for keeping abreast of class discussions.

### • Case Analysis Report (Individual Activity, Turnitin Assignments):

This course includes **one** Harvard Business Case analysis. The case study will be included in the course package that should be purchased from Harvard Business by the students. Each student will study, discuss, and answer the questions related to the case study. A portion of a class time will be dedicated to discussing the case in class.

Students should provide thorough answers to the questions for the case study and be able to engage in meaningful discussion of the case study in class. 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 the computer lab.

**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 scholarly literature review 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.

- You will be assigned ONE topic from the following options (you can also suggest your topic, if you have one):
  - Critical success and failure criteria for implementation of enterprise Systems.
  - Business Process Modeling, Simulation, and Management.
  - Business Process Mining.

- Supply Chain Management (SCM) Processes and Systems.
- Customer Relationship Management (CRM) Processes and Systems.
- Enterprise Social Network Applications (e.g., Enterprise 2.0).
- Product Life Cycle Management (PLM) Processes and Systems.
- Enterprise Resource Planning Systems: Types, Applications, Similarities, and Differences.
- Enterprise Business Warehouse (BW) Processes and System.
- A relevant topic of your choice (*subject to the instructor approval. You can submit your suggested topic with your group members' information*)
- Conduct a scholarly literature review on the selected topic by searching and reading scholarly and academic conference and journal articles accessible via DePaul library on the topic.
- Prepare a presentation for presenting your topic to the class (more details about the time of presentation will be announced via D2L). 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 verbatim words.
  - **Online students** will need to record their group presentation and submit the link to D2L by the deadline (see course schedule). Groups need to ensure that each of the group members present part of the work and one member records the video of the session. For this, the best and easiest solutions are Panopto (<https://depaul.hosted.panopto.com>), which is accessible via D2L and Zoom (<https://depaul.zoom.us>).
- 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.
  - 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 Group Project 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 folder on D2L will automatically close three (3) days after the submission deadline. Once a folder is closed, no submission will be accepted.

## SAP Systems

In this course, we use different SAP systems provided to DePaul University via SAP University Alliance Program. The usernames and passwords for using different SAP systems will be provided to you by the instructor in class and they will be valid until the end of the quarter. As per university legally-bound agreement with SAP, these systems must be used **ONLY for educational purposes related to this class**. Students are **NOT ALLOWED** to access or use the SAP systems for any purpose other than their assigned homework in class. Furthermore, SAP systems **MUST NOT** be accessed from any other company or workplace (even for the purpose of doing the class assignments). Students are **NOT ALLOWED** to modify, enhance, or alter the SAP Software or to create add-ons or extensions. By enrolling in this course and using the SAP systems, students agree to these conditions and will be responsible for the consequences of breaching them.

## 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](mailto: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	<b>Deliverables</b> <i>Due at <b>11:59 PM (CT)</b></i> <i>(See the Due Dates below)</i>	
1	1 Apr	1. Introduction to the Course 2. Introduction to ERP – Chapter 1 3. ERP & Business Process Redesign – Chapter 3		
2	8 Apr	1. ERP & Process Mapping – Chapter 4 2. ERP Technology – Chapter 2 3. <i>Hands-on Lab Assignment: SAP ByD – Master Data Creation.</i>	Submit Your Group Members Information & any proposed topic for the ERP topic analysis (MS-Word File)	Due: 14 Apr
3	15 Apr	1. ERP Sales, CRM, & KM – Chapter 8 2. <i>Hands-on Lab Assignment: SAP ByD – Marketing and Sales.</i>		
4	22 Apr	1. ERP Supply Chain Management – Chapter 9 2. <i>Hands-on Lab Assignment: SAP ByD – Supply Planning, Warehouse, and Production.</i>		
5	29 Apr	1. ERP Financial Management – Chapter 7 2. <i>Hands-on Lab Assignment: SAP ByD – Service Delivery (Project Planning and Execution).</i>		
6	6 May	1. ERP Life Cycle: Planning, Selection, Implementation – Chapters 5 & 6 2. <i>Hands-on Lab Assignment: SAP ByD – Accounting and Analytics.</i>	Case Study Analysis Report	Due: 12 May
7	13 May	1. ERP Human Capital Management – Chapter 10 2. ERP Security & Assurance – Chapter 11 3. ERP & Business Analytics – Chapter 12 4. <i>Case Study Discussion</i>		
8	20 May	<b>Closed Book Exam (Chapters 1 to 12)</b>	Group ERP Topic Analysis Presentation	Due: 2 June
9	27 May	<i>No Class – Memorial Day: university is officially closed</i>		
10	3 June	Students' Presentation of ERP Topic Analysis		
11	10 June	Group Project Report ( <b>No Class</b> )	Group ERP Topic Analysis Final Report	Due: 10 June