MONASH University

**FIT5101
Enterprise systems**

Unit guide

Semester 2, 2008

Last updated : 19 Jun 2008

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- David Grant
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Introduction

Welcome to FIT5101, Enterprise Systems for Semester 2 2008. This is a 6 point unit and is a core unit in the enterprise system major. This unit has been designed to provide you with an understanding of enterprise systems, their complexity and the core issues inherent with implementing these types of systems. Organisations that implement systems of this type often need to consider a variety of complexities,including: data consistency, process modelling, implementation scoping, change management strategies to ensure user acceptance amongst others. These issues form some of the central topics.

Unit synopsis

ASCED code: 020399 Information Systems not elsewhere classified

This unit provides students with an overview of Enterprise Systems and is designed to describe the role of enterprise systems as part of the larger IT infrastructure in large scale organisations. Emphasis will be placed on benefit realisation through the use of specific measurement tools to help manage and deploy these packages. Additionally SAP ECC6 will be used to introduce students to process complexity of enterprise wide systems through tutorial workshops. This will include the addition of process modelling software tasks in practical sessions using an industry specific modelling tool.

Learning outcomes

At the end of this unit students should be able to:

- Identify the role of business wide systems to support the business strategy
- Identify the main suppliers, products and application domains of enterprise wide packages
- Understand the scale and complexity of enterprise system packages
- Understand the integrative role of enterprise systems for information within the organisational context
- Describe the role of enterprise systems as part of the larger IT infrastructure of large scale organisations
- Identify the implementation variables, individual variables and contextual variables that interact to influence a successful enterprise system implementation
- Use a process modelling tool to model processes

Workload

For on campus students, workload commitments are:

- two-hour lecture and
- 1.5 hour tutorial in a laboratory
- a minimum of 2-3 hours of personal study per one hour of contact time in order to satisfy the reading and assignment expectations.

Unit relationships

Prerequisites

Before attempting this unit you must have satisfactorily completed FIT9006.

Relationships

FIT5101 is a core unit in the Caulfield PG Enterprise Systems Professional Track for the MBIS.

Before attempting this unit you must have satisfactorily completed FIT9006.

You may not study this unit if you have completed IMS5052 or BUS5700 in your degree.

Continuous improvement

Monash is committed to 'Excellence in education' and strives for the highest possible quality in teaching and learning. To monitor how successful we are in providing quality teaching and learning Monash regularly seeks feedback from students, employers and staff. Two of the formal ways that you are invited to provide feedback are through Unit Evaluations and through Monquest Teaching Evaluations.

One of the key formal ways students have to provide feedback is through Unit Evaluation Surveys. It is Monash policy for every unit offered to be evaluated each year. Students are strongly encouraged to complete the surveys as they are an important avenue for students to "have their say". The feedback is anonymous and provides the Faculty with evidence of aspects that students are satisfied and areas for improvement.

Student Evaluations

The Faculty of IT administers the Unit Evaluation surveys online through the my.monash portal, although for some smaller classes there may be alternative evaluations conducted in class.

If you wish to view how previous students rated this unit, please go to
http://www.monash.edu.au/unit-evaluation-reports/

Over the past few years the Faculty of Information Technology has made a number of improvements to its courses as a result of unit evaluation feedback. Some of these include systematic analysis and planning of unit improvements, and consistent assignment return guidelines.

Monquest Teaching Evaluation surveys may be used by some of your academic staff this semester. They are administered by the Centre for Higher Education Quality (CHEQ) and may be completed in class with a facilitator or on-line through the my.monash portal. The data provided to lecturers is completely anonymous.
Monquest surveys provide academic staff with evidence of the effectiveness of their teaching and identify areas for improvement. Individual Monquest reports are confidential, however, you can see the summary results of Monquest evaluations for 2006 at http://www.adm.monash.edu.au/cheq/evaluations/monquest/profiles/index.html

Improvements to this unit

This unit was taught for the first time in Semester 1, 2008, therefore no up to date evaluations have been completed for this unit to enable modification to be conducted. However MonQueST evaluations were completed at the end of Semester 1 and will reviewed. The outcomes will provide input into changes for this unit in Semester 2, 2008.

 At the end of Semester 2, 2008, MonQueST evaluations will again be conducted for evaluations purposes. Your input to these is greatly appreciated and valued.

Unit staff - contact details

Unit leader

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None provided

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Teaching and learning method

Attitudes, Values and Beliefs (Affective Domain Objectives)

A1. Develop attitudes which enable the setting of reasonable expectations for ERP performance

A2. Value the perspectives of all clients affected by the Enterprise System implementations

A3. Value the maintenance of the highest ethical and professional standards by the analyst in evaluating ERP packages

Practical Skills (Psychomotor Domain Objectives)

P1. Have the skills to make informed design choices of the best practice solution for each implementation

Relationships, Communication and TeamWork (Social Domain Objectives)

S1. Be able to work as part of a team retrieving, analysing, evaluating and presenting the findings

S2. Be able to communicate both verbally and via documentation, ERP related issues and content to professional work groups in organisations

TEACHING AND LEARNING APPROACHES

A combination of lecture and related laboratory work will provide the basis for this unit.

Lectures: will include webcasts and guest speakers from industry to talk about appropriate topical enterprise system issues.

Tutorials: Students will be using SAP ECC6 (the latest SAP version) to understand enterprise system processes and modules and implementation issues. This will be by way of developed user manuals created by the chief examiner especially for this unit.

Students are required to have hands on experience using SAP ECC6 through user manuals and tutors are involved in facilitating the learning experience.

Students will also be involved in tutorial discussions about topical issues that relate to enterprise systems. Assignments support the learning of these issues and provide the link to requirements expected by industry: these will include written and complete, procedure manuals and transactional reports presented in a format that would be suitable to be given to the board of directors or the general manager of a company.

Tutorial allocation

On-campus students should register for tutorials/laboratories using Allocate+.

Communication, participation and feedback

Monash aims to provide a learning environment in which students receive a range of ongoing feedback throughout their studies. You will receive feedback on your work and progress in this unit. This may take the form of group feedback, individual feedback, peer feedback, self-comparison, verbal and written feedback, discussions (on line and in class) as well as more formal feedback related to assignment marks and grades. You are encouraged to draw on a variety of feedback to enhance your learning.

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It is essential that you take action immediately if you realise that you have a problem that is affecting your study. Semesters are short, so we can help you best if you let us know as soon as problems arise. Regardless of whether the problem is related directly to your progress in the unit, if it is likely to interfere with your progress you should discuss it with your lecturer or a Community Service counsellor as soon as possible.

Unit Schedule

Week	Topic	Key dates
1	Introduction to enterprise systems	14 July
2	Business process optimisation_1	21 July
3	Business process engienering_2	28 July
4	Business Process management_3	4 August
5	Enterprise Systems (1)	11 August
6	Enterprise systems (2)	18 August
7	Enterprise systems (3)	25 August
8	Enterprise systems (4)	1 September
9	Enterprise Systems (5)	8 September
10	Benefit realisation	15 September
11	Organisational change management strategies	22 September
Mid semester break		
12	Future issues and trends	6 October
13	Review	13 October

Unit Resources

Prescribed text(s) and readings

There is no prescribed texts. Students will be given recommended readings that are pertinent to the topic they are studying each week. Below are a list of recommended texts and readings that students may find helpful in preparing for lectures and tutorials and assignments.

Students are expected to find appropriate references for the various topics discussed in the lectures and assignments using the facilities provided by the Monash University Libraries.

Recommended text(s) and readings

Monk, Wagner. (2006). Concepts in Enterprise Resource Planning. Second Edition. Boston: Thompson Learning.

Goldman, Rawles, Mariga. (2001). Client/Server Information Systems: A Business-Oriented Approach. New York: John Wiley & Sons Inc.

Sandoe, Corbitt, Boykin. (2001). Enterprise Integration. New York: John Wiley & Sons Inc

Required software and/or hardware

On campus students will have access to software that they require for this unit, which is installed in the computing labs. This will include: SAP EEC6 and the relevant modelling tools

Equipment and consumables required or provided

Students studying off-campus are required to have the minimum system configuration specified by the Faculty as a condition of accepting admission, and regular Internet access.

Students will need access to:

- a personal computer with Windows XP
- the internet via dial-up connection or preferably by broadband
- a printer for assignments

On-campus students, and those studying at supported study locations may use the facilities available in the computing labs.Information about computer use for students is available from the ITS Student Resource Guide in the Monash University Handbook.You will need to allocate up to n hours per week for use of a computer, including time for newsgroups/discussion groups.

Study resources

Study resources we will provide for your study are:

- Weekly detailed lecture notes outlining the learning objectives, discussion of the content, required readings and exercises;
- Weekly tutorial or laboratory tasks and exercises
- Assignment specifications
- A sample examination
- Discussion groups

- This Unit Guide outlining the administrative information for the unit;
- The unit web site on MUSO, where resources outlined above will be made available.

Library access

The Monash University Library site contains details about borrowing rights and catalogue searching. To learn more about the library and the various resources available, please go to http://www.lib.monash.edu.au. Be sure to obtain a copy of the Library Guide, and if necessary, the instructions for remote access from the library website.

Monash University Studies Online (MUSO)

All unit and lecture materials are available through MUSO (Monash University Studies Online). Blackboard is the primary application used to deliver your unit resources. Some units will be piloted in Moodle. If your unit is piloted in Moodle, you will see a link from your Blackboard unit to Moodle (http://moodle.monash.edu.au) and can bookmark this link to access directly. In Moodle, from the Faculty of Information Technology category, click on the link for your unit.

You can access MUSO and Blackboard via the portal: http://my.monash.edu.au

Click on the Study and enrolment tab, then Blackboard under the MUSO learning systems.

In order for your Blackboard unit(s) to function correctly, your computer needs to be correctly configured.

For example:

- Blackboard supported browser
- Supported Java runtime environment

For more information, please visit: http://www.monash.edu.au/muso/support/students/downloadables-student.html

You can contact the MUSO Support by: Phone: (+61 3) 9903 1268

For further contact information including operational hours, please visit:
http://www.monash.edu.au/muso/support/students/contact.html

Further information can be obtained from the MUSO support site:
http://www.monash.edu.au/muso/support/index.html

Assessment

Unit assessment policy

This unit is assessed with three assignments and a two hour formal supervised assessment.

To pass this unit which includes an examination as part of the assessment a student must obtain:

- 40% or more in the unit's examination and
- 40% or more in the unit's non-examination assessment andattain
- an overall unit mark of 50% or more

If a student does not achieve 40% or more in the unit examination or the unit non-examination assessment then a mark of no greater than 44-N will be recorded for the unit."

The following are examples that detail how the policy works:

Example 1:
Student A
Assignment 1 - 10 marks out of 20
Assignment 2 - 2 marks out of 20
Exam - 35 marks out of 60

To pass the hurdle requirements set by the above Faculty policy the student would need:
- at least 16 out of the 40 available marks for the assignments (student has received 12 marks only therefore they have not met the hurdle requirement)
- at least 24 marks out of the 60 available marks for the exam (student has received 35 marks for the exam)
- at least 50 marks overall to pass (student has received 47 marks overall)

Because the student has not met the Assignment hurdle and their overall mark is greater than 44, their mark of 47 N will be downgraded to a 44 N. This ensures that the student does not become eligible for an NP.

Example 2:
Student B
Assignment 1 - 15 marks out of 20
Assignment 2 - 17 marks out of 20
Exam - 20 marks out of 60

To pass the hurdle requirements set by the above Faculty policy the student would need:
- at least 16 marks out of the 40 available marks for the assignments (student has received 32 marks)
- at least 24 marks out of the 60 available marks for the exam (student has received 20 marks - has not met the hurdle requirement)
- at least 50 marks overall (student has received 52 marks overall)

Because the student has not met the Exam hurdle and their overall mark is greater than 44, their mark of 52 P will be downgraded to a 44 N.
Example 3:
Student C
Assignment 1 - 9 marks out of 20
Assignment 2 - 7 marks out of 20
Exam - 24 marks out of 60

To pass the hurdle requirements set by the above Faculty policy the student would need:

- at least 16 marks out of the 40 available marks for the assignments (student has received 16 marks)
- at least 24 marks out of the 60 available marks for the exam (student has received 24 marks)
- at least 50 marks overall (student has received 40 marks overall)

Because the student has not met the overall unit mark of 50%, they will fail the unit, and since their overall mark is less that 44, their mark of 40 N remains unchanged.

Assignment tasks

- ## Assignment Task

  Title : ASSIGNMENT 3

  Description :

  Many companies have implemented ERP systems with the expectation they will obtain substantial organisational benefits. However issues with implementations have caused consideration financial strain sometimes leading organisations to abandon their ERP project:

  Your task is to produce a 2,500 word research paper which:

   - ♦ Defines ERP systems
   - ♦ Discusses issues involved in ERP system implementations in general
   - ♦ These issues should be idenfied from an integration perspective: with particular reference to Technology, process, system and people integration.
   - ♦ You will be required to discuss the latest technology such as SOA, ESOA and Web services with regard to the integration issues.
   - ♦ Describes at least two relevant case studies where implementations were and were not successful based on several of the integration issues identified above.

  Weighting : 20%

  Criteria for assessment :

  Aim:

  1 Produce an academic paper that demonstrates depth and breadth of reading on a particular topic.

  2 Provides strategies to neutralise the issues that you identify in your paper based on a thorough literature search

  Key Deliverables:

   - ♦ Write a clearly articulated and well researched academic paper
   - ♦ Use the formatting guidelines provided (see appendix) as your template
   - ♦ Use a Reference list to appropriately reflect your readings
   - ♦ Your reference list will include readings from: Journals, Conference proceedings, books orbook chapters, or significant other sources (whitepapers need to be assessed) -magazines articles should be discarded

  Learning Outcomes:

  1 Demonstrate your knowledge of the topic through the literature review

2 Develop a clear argument that moves from one issue to another in a coherent manner under appropriate headings

3 Understand and be able to articulate the literature through extensive reading

4 Use Harvard or APA referencing style for all references in body of text and in reference list

Standards for presentation

♦ All printed assignment work must be word processed and meet the standards set out in the assignment. Refer to the following URL for writing assignments and for referencing styles: http://www.infotech.monash.edu.au/resources/student/assignments/sims-style-guides.html

5 Write an appropriate styled academic paper (see appendix guide lines.)

NB: An appropriate marking guide will be given with the assignment. Marks will be allocated for but are not limited to:

♦ Appropriate academic style set out: which includes, title page, contents page, introduction, body with clear headings, conclusion, drawing all the relevant details together, appropriate and extensive reference list identified in the text and originality of content.
♦ clarity of presentation, grammar and appropriate spelling.

Due date : Week 12 - Monday, 6 October

- **Assignment Task**

Title : ASSIGNMENT 2

Description :

This assignment is in two parts:

Part A: You are required to prepare a document that includes screen shots of transactional reports downloaded from the SAP R/3 system based on data you have entered during the semester.

The report should be presented in such a way as to be suitable to be given to an operational manager.

Part B: Create a user manual to pay a vendor using SAP ECC6. Your workshop tutorials will be the basis for your manual presentation.

Weighting : 20%

Criteria for assessment :

Aim:

To create transactional reports from SAP R/3 based on accurate data entry created from your tutorial work books.

Key Deliverables:

♦ Extract SAP R/3 transactional reports based on data inputted in three main modules.
♦ Prepare the reports as though they are being presented to your operational manager. Some explanation is required (see assignment hand out).

Learning objectives:

♦ Be able to satisfactorily extract correct operational reports from data that you have entered into three main SAP R/3 modules
♦ Create a concise and fully labeled document that explains each report. This report should be suitable to be given to your operational manager.

Due date : Week 10 - 15 September

- **Assignment Task**

Title : ASSIGNMENT 1

Description :

This assignment will be dependent on which SAP enterprise system version is used.

Weighting : 20%

Criteria for assessment :

Key Deliverable:

♦ Create a procedure manual for an employee involved in performing a specified process in SAP EEC6.
♦ Develop an event process chain. This should be clear and easy to follow by an end user who has little or no knowledge of the process.
♦ Create the event process chain using ARIS as the preferred modelling tool.
♦ Using the EPC as the guide, describe the process in the form of a procedure manual that an end user would be able to follow, written in easy to understand language

Learning outcomes:

♦ Develop a succinct event process chain, similiar to that used by SAPsR/3 reference model for a specific process using Aris as the modelling tool of choice.
♦ Succinctly describe the process by creating a procedure manual
♦ the procedure manual should be in a formalised document suitable to be given to managers and end users for them to understand and manage the process

Due date : Week 7 - 25 August

Remarks (optional - leave blank for none) :

Please note. We are using SAP ECC6 the latest version of SAP and this will be administered through QUT the University Application Hosting Centre. This is a great opportunity for you to have hands on experience in the latest version of SAP.

Examinations

- **Examination**

Weighting : 40%

Length : 2 hours

Type (open/closed book) : Closed book

Assignment submission

All assignments will be submitted by paper submission to **level 6, Caulfield School of IT FIT5101 assignment drop box by 4 pm on the day the assignment is due. However students who have completed their assignment and are ready to hand it in, may do so by leaving it in the allocated assignment drop box before the due date**.

The assignment must include the appropriate cover sheet correctly filled out and attached at the front of the assignment.

Do not email submissions.

The due date is the date by which the submission must be received.

Assignment coversheets

Assignments

Standards for presentation

All printed assignment work must be word processed and meet the standards set out in the assignment. Refer to the following URL for writing assignments and for referencing styles:

http://www.infotech.monash.edu.au/resources/student/assignments/sims-style-guides.html

All assignments must include an appropriate signed CaSIT assignment cover page. Located at:

http://www.infotech.monash.edu.au/resources/student/assignments/

http://www.infotech.monash.edu.au/resources/student/assignments/policies.html

University and Faculty policy on assessment

Due dates and extensions

The due dates for the submission of assignments are given in the previous section. Please make every effort to submit work by the due dates. It is your responsibility to structure your study program around assignment deadlines, family, work and other commitments. Factors such as normal work pressures, vacations, etc. are seldom regarded as appropriate reasons for granting extensions. Students are advised to NOT assume that granting of an extension is a matter of course.

If you believe that your assignment will be delayedbecause of circumstances beyond your control such as illness, you should apply for an extension at least three days prior to the due date. All applications for extensions must be made in writing to your lecturer.

In cases of illness, medical certificates or other supporting documentation will be required and a copy of the email or other written communication confirming acceptance of the extension must be attached to the assignment submission.

Late assignment

Assignments received after the due date will be subject to a penalty.

Late assignments submitted without an approved extension may be accepted (up to one week late) at the discretion of your lecturer, but will be penalised at the rate of 10% of total assignment marks per day (including weekends). Example:

Total marks available for the assignment = 100 marks

Marks received for the assignment = 70 marks

Marks deducted for 2 days late submission (20% of 100) = 20 marks

Final mark received for assignment = 50 marks

Return dates

Students can expect assignments to be returned within two weeks of the submission date or after receipt, whichever is later.

Assessment for the unit as a whole is in accordance with the provisions of the Monash University Education Policy at http://www.policy.monash.edu/policy-bank/academic/education/assessment/

We will aim to have assignment results made available to you within two weeks after assignment receipt.

Plagiarism, cheating and collusion

Plagiarism and cheating are regarded as very serious offences. In cases where cheating has been confirmed, students have been severely penalised, from losing all marks for an assignment, to facing disciplinary action at the Faculty level. While we would wish that all our students adhere to sound ethical conduct and honesty, I will ask you to acquaint yourself with Student Rights and Responsibilities (http://www.infotech.monash.edu.au/about/committees-groups/facboard/policies/studrights.html) and the Faculty regulations that apply to students detected cheating as these will be applied in all detected cases.

In this University, cheating means seeking to obtain an unfair advantage in any examination or any other written or practical work to be submitted or completed by a student for assessment. It includes the use, or attempted use, of any means to gain an unfair advantage for any assessable work in the unit, where the means is contrary to the instructions for such work.

When you submit an individual assessment item, such as a program, a report, an essay, assignment or other piece of work, under your name you are understood to be stating that this is your own work. If a submission is identical with, or similar to, someone else's work, an assumption of cheating may arise. If you are planning on working with another student, it is acceptable to undertake research together, and discuss problems, but it is not acceptable to jointly develop or share solutions unless this is specified by your lecturer.

Intentionally providing students with your solutions to assignments is classified as "assisting to cheat" and students who do this may be subject to disciplinary action. You should take reasonable care that your solution is not accidentally or deliberately obtained by other students. For example, do not leave copies of your work in progress on the hard drives of shared computers, and do not show your work to other students. If you believe this may have happened, please be sure to contact your lecturer as soon as possible.

Cheating also includes taking into an examination any material contrary to the regulations, including any bilingual dictionary, whether or not with the intention of using it to obtain an advantage.

Plagiarism involves the false representation of another person's ideas, or findings, as your own by either copying material or paraphrasing without citing sources. It is both professional and ethical to reference clearly the ideas and information that you have used from another writer. If the source is not identified, then you have plagiarised work of the other author. Plagiarism is a form of dishonesty that is insulting to the reader and grossly unfair to your student colleagues.

Register of counselling about plagiarism

The university requires faculties to keep a simple and confidential register to record counselling to students about plagiarism (e.g. warnings). The register is accessible to Associate Deans Teaching (or nominees) and, where requested, students concerned have access to their own details in the register. The register is to serve as a record of counselling about the nature of plagiarism, not as a record of allegations; and no provision of appeals in relation to the register is necessary or applicable.

Non-discriminatory language

The Faculty of Information Technology is committed to the use of non-discriminatory language in all forms of communication. Discriminatory language is that which refers in abusive terms to gender, race, age, sexual orientation, citizenship or nationality, ethnic or language background, physical or mental ability, or political or religious views, or which stereotypes groups in an adverse manner. This is not meant to preclude or inhibit legitimate academic debate on any issue; however, the language used in such debate should be non-discriminatory and sensitive to these matters. It is important to avoid the use of discriminatory language in your communications and written work. The most common form of discriminatory language in academic work tends to be in the area of gender inclusiveness. You are, therefore, requested to check for this and to ensure your work and communications are non-discriminatory in all respects.

Students with disabilities

Students with disabilities that may disadvantage them in assessment should seek advice from one of the following before completing assessment tasks and examinations:

- Faculty of Information Technology Student Service staff, and / or
- your Unit Coordinator, or

- Disabilities Liaison Unit

Deferred assessment and special consideration

Deferred assessment (not to be confused with an extension for submission of an assignment) may be granted in cases of extenuating personal circumstances such as serious personal illness or bereavement. Information and forms for Special Consideration and deferred assessment applications are available at http://www.monash.edu.au/exams/special-consideration.html. Contact the Faculty's Student Services staff at your campus for further information and advice.