ACU COLLEGE OF BUSINESS ADMINISTRATION
SCHOOL OF INFORMATION TECHNOLOGY & COMPUTING
COURSE SYLLABUS, SPRING 2012
ENTERPRISE RESOURCE PLANNING SYSTEMS (IS 410.01)
TR 1:30 – 2:50 PM

Competence
Character
Community

Instructor:	Orneita Burton, PhD	**Office: MBB 243**
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Course Section/Location: CRN: 15429 Mabee Business Building (COBA) - MBB 317

The mission of Abilene Christian University is to educate students for Christian service and leadership throughout the world.

The ACU Mission Statement

The mission of the College of Business Administration is to create a distinctively Christian environment in which excellent teaching, combined with scholarship, promotes the intellectual, personal, and spiritual growth of business students, and educates them for Christian service and leadership throughout the world.

The COBA Mission Statement

A. Course Description

This course introduces students to Enterprise Resource Planning (ERP) systems from the specific perspective of industry-leader SAP, and provides an overview of the managerial and technical issues in planning, designing, implementing, and extending enterprise systems and technologies, as well as their impact on organizations. Students gain familiarity with ERP terminology and technology, as well as the fundamental concepts of business process engineering and re-engineering, and workflow design. The course looks at all aspects of process integration, encompassing such functions as materials management, production and planning, finance and accounting, ordering and billing, logistics, marketing sales, distribution, human resources, and customer service. Relationships to supply chain optimization, customer relationship management, and data warehousing are also presented. Course includes participation in an ERP simulation as well as hands-on exercises using the SAP modules for business workflow and business intelligence, emphasizing the integrative relationships of the software.

Contribution of Course to Overall Business Perspective

Enterprise software is critical to the integration of business processes, both within the organization and to the extended enterprise of customers, partners, and suppliers. Besides hands on use of the world's most significant enterprise software, the class will probe cost/benefit issues in depth so the student will be prepared for thoughtful evaluation of business processes and future investments in information technology.

Contribution of Course to Christian Ethics, Service and Leadership:

Information Systems and people have at least one thing in common – they must work together and share information effectively to achieve their common goals. We will study aspects of recent business scandals

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and the role of integrated systems software in ensuring ethical and regulatory compliance. The following passage from the Bible illustrates the power of information and coordination in an organization:

The Tower of Babel

Now the whole world had one language and a common speech…. Then they said, Come, let us build ourselves a city, with a tower that reaches to the heavens, so that we may make a name for ourselves and not be scattered over the face of the whole earth…. The LORD said, If as one people speaking the same language they have begun to do this, then nothing they plan to do will be impossible for them. Come, let us go down and confuse their language so they will not understand each other. So the LORD scattered them from there over all the earth, and they stopped building the city. That is why it was called Babel- because there the LORD confused the language of the whole world.

Excerpts from Genesis 11:1-9 (NIV)

B. Competencies and Measurements

	Competency	Measurement Instrument	Performance Indicator
1	Knowledge/Comprehension - Students will recognize, identify, and discuss the basic notions, ideas, and language of business process management using enterprise application software with emphasis on ERP systems.	Tests over in-class discussions and reading content from textbook, case studies, and related articles.	Test grade.
2	Application - Students will employ and demonstrate the use of SAP ERP software for various business processes such as purchasing, mfg, sales, HR, accounting, and others.	Software assignments done in the lab to execute these processes in the SAP ERP application.	Performance is graded based on compliance with specific instructions given with each assignment.
3	Application - Students will employ and demonstrate the use of Customer Relationship Management and Business Intelligence applications to analyze and manage customer relationships in the Cash to Cash business process.	Software assignments completed in the lab to gather and analyze data used in the ERP simulation.	Performance is graded based on compliance with specific instructions given with each assignment.
4	Analysis - Students will analyze business needs and diagram solution approaches utilizing data and software related to the use, planning, financial justification, and implementation of enterprise systems.	Software assignments done in lab, including Microsoft Excel investment discounted cash flow (DCF) models, business process flow models using process modeling software, Business Intelligence using Microsoft Access and SAP Business Objects, and project plans using Microsoft Project or related	Performance is graded based on compliance with specific instructions given with each assignment.

		application.	
5	Analysis, Synthesis and Evaluation - Students will analyze and investigate business information integration challenges as presented in a simulation and identify possible solutions to better understand and manage the business outcomes.	Performance outcomes from a team-based ERP simulation. Generate a report articulating the issues and proposing possible solutions to real-life business problems identified using the simulation.	Grade based on simulation performance outcomes. Clarity and content of the final report.

C. Text and Supplements

Integrated Business Processes with ERP Systems, by Simha R. Magal & Jeffrey Word, John Wiley & Sons (2012 edition).

> WileyPLUS access code only, for sale in the bookstore:
> $80 Net to the bookstore; ISBN: 9780470923627
>
> WileyPLUS access code only, for student order via Wiley.com (with a credit card):
> $55 List, direct to students. ISBN: 9785EGRP14442

There are a number of excellent journal articles available on the subject of ERP systems, CRM systems and other enterprise software. Such online resources as www.CIO.com and www.informationweek.com offer current industry insights with full text articles. Required readings will be posted on blackboard.

D. Grade Weights

The grading approach is consistent with a class that is lab intensive along with selected assignments.

Grading System:

Exams and Quizzes		60% of overall grade
	Major tests & quizzes over text and lectures	50% of grade
	Midterm and Final Exams	50% of grade
Attendance & Participation		40% of overall grade
	Note sheets and Individual Labs	50% of lab grade
	Team Labs	50 % of lab grade

Important Note:
Grades are posted on blackboard for communication purposes to confirm that you have submitted each assignment on time, and in compliance with required guidelines. Note that point totals as displayed on blackboard have no meaning and do not govern grade outcomes in this course.

Grade Scale:
90-100	A
80-89	B
70-79	C
60-69	D

Below 60   F

Reading and Written assignments: You are expected to be prepared for each class by reading the assigned materials. It is the student's responsibility to read these assignments **before** each class. This course covers information that could be new to the student and requires a substantial amount of time devoted to reading, analyzing, and writing. To ensure that students are prepared for class discussions, each student is required to submit written notes for each chapter that outline and evaluate the important concepts of the material assigned. Please note the following requirements:

1. Written notes must be submitted to blackboard on the scheduled date to receive full credit for the assignment.
2. Written notes should be between 250 to 500 words
3. Written notes must be posted to the assignment link on blackboard to receive credit. Notes that are emailed or submitted outside blackboard will not be accepted.
4. Written notes must be personally authored; therefore, using another student's work is not allowed. Uploading PowerPoint slides as written notes is not acceptable. Copying and pasting text directly from the eBook or any other source is not acceptable.
5. **You are not allowed to turn in another student's notes for them.**
6. **Late assignments will not be accepted.**

E. Course Policies
Classroom Participation
- Please respond and ask questions about the class discussion. You are encouraged to discuss course concepts with your peers; however, do not disrupt in-class discussions with comments or conversations that are unrelated to the topic being discussed.
- When in the computer lab, do not have software applications (such as Google, email client, Facebook, etc.) active on computers or mobile devices other than the software being used in the class.
- Absolutely no food or drinks allowed in computer lab.
- Your signature on the daily attendance roster will serve as a record of your attendance. If you do not sign in, you will be counted as absent for the day.
  Do not sign in for another student!

Makeup tests
- Makeup tests will be given only for excused absences. Two days are allowed for the makeup test to be taken. After that, a grade of zero is given. Makeup tests will be different from the test given at the regular time, and will be more difficult.
- No makeups available for daily quizzes

Late assignments
- Late daily assignments will not be accepted unless you have approval in advance of due date.
- Major individual and group project assignments are due as specified on the published class schedule and/or as announced in class (see blackboard site**)**. For each day in which a project is late, the assignment will be graded down by 5 % up to a maximum of one week (seven days). **Projects will not be accepted after seven days beyond the original due date.**

Attendance:
- All lab assignments are reviewed and assigned in class. If you are absent, **you will not be able to participate in team labs and will miss instructions given to complete individual lab assignments**. If you will be absent during a lab session, plan to review the missed activity with your peers. If you must be absent any class period, I want to know why. I will expect an email that same day.
- Note that final grades will be adjusted for attendance as follows:
  - o 0 – 2 absences: No adjustment
  - o Greater than 2 absences: 10 points (1 percentage point) for each class missed
- **Students with more than six unexcused absences can be dropped from the class**

Academic Integrity: The university catalogue states that "ACU expects its students to practice absolute academic integrity. Plagiarism, cheating, lying, and other forms of academic dishonesty are not acceptable at ACU." The main point of this policy is that all individual work assignments (non group work) should represent the student's individual work. Turning in another student's work is considered academic dishonesty and will result in no credit being given for the assignment. Penalties can also include receiving a grade of F for the course and recommendation for immediate suspension from the university.

The following actions are also considered inappropriate conduct and violate the academic integrity policy:
- Providing or accepting assistance on quizzes and examinations (cheating by any method or means, including sharing information between class sections).
- Behaviors which are disruptive, which are insensitive, or which directly or indirectly inhibit others from working toward their academic goals.
- Behaviors which are disrespectful to classmates or to the instructor.
- Submitting work derived by another student or preparing work for another that is to be used as that person's own work. Using work of another constitutes plagiarism. Evidence of shared work will result in a failing grade in the course for all parties involved.
- Signing the class roll for another student is considered cheating.
- Lying to your instructor to receive a better grade, to receive credit for unexcused absences, or to submit a late assignment is considered an ethical breach of conduct.

Violations of academic dishonesty involve the intention to deceive or misrepresent and are therefore a form of lying. Such actions are contrary to the behavioral norms that flow from the nature of God. Therefore, alleged violations will be subject to the conditions as outlined in this syllabus and in the academic integrity policy enforced by the University. Although the University enforces the policy, the most powerful motive for integrity and truthfulness comes from one's desire to imitate God's nature. Every member of the faculty, staff, and student body is responsible for protecting the integrity of learning, scholarship, and research. The full policy is available for review at the campus life website: www.acu.edu/campusoffices/campuslife/acad_integrity.html

In summary, students are expected to make an ethical and moral commitment to act appropriately in all academic activities and to not tolerate any dishonorable behavior on the part of other students. **Any breach** of academic dishonesty may result in **removal from class and a failing grade (F) in the course**.

E. Administrative Comments:
1) This course follows the academic calendar and requirements established by ACU for the spring 2012 term. Refer to this calendar for registration and withdrawal deadlines.
2) To drop a course, you must complete the required paperwork with your advisor.
3) If applicable: You must earn a grade of C or better in this course in order for it to satisfy the pre-requisite requirement for any course for which this course is a pre-requisite.

Contesting Grades:
Students will have three (3) days after a grade is assigned to contest grades received for tests or submitted work. Requests can be submitted by email but must provide reasonable justification for the change request. Grade changes **will not** be considered after this period.

F. Final Exam
The final exam for this course will be offered on **Tuesday, May 8th, 4-6:00 PM**.
Note: Students must pass the final with a minimum score of 70% to pass the course.

G. Course Schedule
A summary of the class schedule is attached and can also be found on the course blackboard site. Note that weekly online activities are assigned outside the scheduled class time. Articles and cases will be available electronically on Blackboard. **This schedule can be amended as needed; changes will be announced in class.**

IS 410 ERP
Spring 2012 Course Schedule (Note: topics, assignments, and associated due dates can change based on progress made throughout the semester)

Week	Beginning Date	Tuesday	Thursday	Assignments Due
1	17-Jan	Intro to Course, ERP Systems	Business Processes & Integration Requirements; Video: SAP at Louisville Slugger	
2	24-Jan	Chapter 1 – Introduction to Business Processes Visio and cross functional process mapping	Lab – Business Process Modeling, Global Bike SAP Client	**First note sheet due**. All note sheets are due on **Fridays** – unless otherwise assigned. Notes must be submitted by the specified due date to the assignment link on blackboard.
3	31-Jan	Introduction to Global Bike *SAP lab - introduction and basic navigation (Lab Activity)*	*SAP lab, Business Processes, Business Process Modeling*	**Exam 1** – chapter 1 and all content to date
4	7-Feb	Chapter 2 – Introduction to Enterprise Systems	*SAP lab – Enterprise Systems*	Chapter 2 notes due
5	14-Feb	Enterprise Systems – continued	*SAP lab – Enterprise Systems Business by Design Overview*	*ERP Systems Video*
6	21-Feb	Chapter 3 - Introduction to Accounting	*SAP lab – Accounting Systems*	*Accounting Tutorial*
7	28-Feb	Accounting - continued	*SAP lab – Accounting Systems*	**Exam 2** – chapters 2 & 3
8	6-Mar	*Midterm Exam Review*	*SAP - Lab*	**Midterm Exam**
9	13-Mar	**Spring Break**		

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10	20-Mar	*Chapter 4 – The Procurement Process*	*SAP Lab – Procurement*	
11	27-Mar	*Chapter 6 – The Production Process*	*SAP LAB – Production ERPsim*	
12	3-Apr	*Chapter 7 – Inventory & Warehouse Management*	*SAP Lab – Inventory & Warehouse Management, ByD*	**Exam 3** *– all content to date*
13	10-Apr	*Chapter 8 – Material Planning*	*SAP Lab – Material Planning Byd*	
14	17-Apr	*Chapter 9 – Process Integration*	*SAP Lab – Process Integration*	*Waste Management Case - Court filing; evaluation*
15	24-Apr	*Project Management*	*SAP Lab – Material Planning ERPSim Game*	
16	1-May	*ERP Implementation Waste Management Paper*	*Course summary, final review Water Management evaluation due - discussion*	**Exam 4**- *all content to date*
17	8-May	**Final Exam: Tuesday, May 8th, 4-6 PM**- All chapters, key terms & concepts, ERP papers, Waste MGMT case, accounting financials, and as assigned		