FIT5101
Enterprise systems

Unit guide

Semester 1, 2009

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FIT5101 Enterprise systems - Semester 1, 2009

Unit leader:
Sue Foster

Lecturer(s):
Caulfield
  • Sue Foster

Tutors(s):
Caulfield
  • David Grant
  • Mark Belkin

Introduction
Welcome to FIT5101, Enterprise Systems for Semester 1 2009. This 6 point unit is a core unit in the Enterprise Systems professional track of the MBIS degree, and an elective unit for the MBIS and other postgraduate courses within the Faculty of IT. 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
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- 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 Enterprise Systems Professional Track of the MBIS degree, and an elective unit for the MBIS and other postgraduate courses within the Faculty of IT.

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’ (Monash Directions 2025 - http://www.monash.edu.au/about/monash-directions/directions.html) 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. One of the key formal ways students have to provide feedback is through Unit Evaluation Surveys. The University’s Unit Evaluation policy (http://www.policy.monash.edu/policy-bank/academic/education/quality/unit-evaluation-policy.html) requires that every unit offered is 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.

Faculties have the option of administering the Unit Evaluation survey online through the my.monash portal or in class. Lecturers will inform students of the method being used for this unit towards the end of the semester.
Student Evaluations

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

Improvements to this unit

Students have found this unit interesting and informative. The only changes to be made are by reviewing the extent and breadth of the assignments that students were required to complete.

Unit staff - contact details

Unit leader

Ms Susan Foster
Lecturer
Phone +61 3 990 32404

Lecturer(s):

Ms Susan Foster
Lecturer
Phone +61 3 990 32404

Tutor(s):

Mr David Grant
Sessional Academic Staff Member
Phone +61 3 990 34326

Mark Belkin

Teaching and learning method

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.

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

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Key dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction to enterprise systems</td>
<td>2 March</td>
</tr>
<tr>
<td>2</td>
<td>Business process optimisation_1</td>
<td>9 March</td>
</tr>
<tr>
<td>3</td>
<td>Business process engineering_2</td>
<td>16 March</td>
</tr>
<tr>
<td>4</td>
<td>Business Process management_3</td>
<td>23 March</td>
</tr>
<tr>
<td>5</td>
<td>Enterprise Systems (1)</td>
<td>30 March</td>
</tr>
<tr>
<td>6</td>
<td>Enterprise systems (2)</td>
<td>6 April</td>
</tr>
<tr>
<td>7</td>
<td>Enterprise systems (3)</td>
<td>20 April</td>
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<tr>
<td>8</td>
<td>Enterprise systems (4)</td>
<td>27 April</td>
</tr>
<tr>
<td>9</td>
<td>Enterprise Systems (5)</td>
<td>4 May</td>
</tr>
<tr>
<td>10</td>
<td>Benefit realisation</td>
<td>11 May</td>
</tr>
<tr>
<td>11</td>
<td>Organisational change management strategies</td>
<td>18 May</td>
</tr>
<tr>
<td>12</td>
<td>Future issues and trends</td>
<td>25 May</td>
</tr>
<tr>
<td>13</td>
<td>Review</td>
<td>1 June</td>
</tr>
</tbody>
</table>

Mid semester break

Unit Resources

Prescribed text(s) and readings

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.
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Recommended text(s) and readings


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.

The Educational Library and Media Resources (LMR) is also a very resourceful place to visit at http://www.education.monash.edu.au/library/
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 and attain
- 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:
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- 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 1

  **Description:**

  **Learning outcomes:**

  ♦ Develop an event process chain for a predefined process identified in SAP. The process chain will be in the form used by SAP R/3 reference model using Aris as the modelling tool of choice.
  ♦ Succinctly describe the process by creating a procedure manual
  ♦ Create the procedure manual as a formalised document in a language and style that can be easily understood and is suitable to be given to managers and end users.
  ♦ Develop the procedure manual and EPC in project teams. Project teams will be required to use appropriate project management methodology to include: Gantt charts, formalised minutes and timesheets.
Weighting : 25%

Criteria for assessment :

Due date : TBA
• Assignment Task

Title : ASSIGNMENT 2

Description :

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 :

Due date : TBA
• Assignment Task

Title : ASSIGNMENT 3

Description :

In project teams of not more than two, you will be required to produce a change management report for an ERP implementation. The ERP implementation will be based on a case study. Your teams will be required not only to provide a CM report but also provide suggested CM tools that will be useful in the ERP implementation.

Weighting : 25%

Criteria for assessment :

Due date : TBA

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 1

Weighting : 30%

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:


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


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 delayed because 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/](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 the University Plagiarism policy and procedure ([http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-procedures.html](http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-procedures.html)) which applies to students detected plagiarising.

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](http://www.monash.edu.au/exams/special-consideration.html). Contact the Faculty's Student Services staff at your campus for further information and advice.