FIT5101
Enterprise systems

Unit Guide
Semester 1, 2010

The information contained in this unit guide is correct at time of publication. The University has the right to change any of the elements contained in this document at any time.

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Introduction

Welcome to FIT5101, Enterprise Systems. 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

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 of 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 R/3 will be used to introduce students to the complexity of enterprise wide systems through tutorial workshops where appropriate. This will include the addition of process modelling software tasks in practical sessions using ARIS toolset (SAP R/3 reference model).

Learning outcomes

At the completion of this unit students will:

- 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.

Contact hours

2 hrs lectures/wk, 1.5 hrs laboratories/wk

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

FIT9006

Prohibitions

IMS5052, BUS5700
Teaching and learning method

Teaching approach

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, business cases, risk management strategy and a change management strategy. These must be presented in a format that would be suitable to be given to the board of directors and the general manager of a large scale organisation.

Timetable information

For information on timetabling for on-campus classes please refer to MUTTS, http://mutts.monash.edu.au/MUTTS/

Tutorial allocation

On-campus students should register for tutorials/laboratories using the Allocate+ system: http://allocate.its.monash.edu.au/

Unit Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Date*</th>
<th>Topic</th>
<th>Key dates</th>
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<tbody>
<tr>
<td>1</td>
<td>01/03/10</td>
<td>Introduction to enterprise systems</td>
<td></td>
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<tr>
<td>2</td>
<td>08/03/10</td>
<td>Enterprise system requirements - business case</td>
<td>8 March - Assignment 1A handed out</td>
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<tr>
<td>3</td>
<td>15/03/10</td>
<td>Business process (1)</td>
<td></td>
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<tr>
<td>4</td>
<td>22/03/10</td>
<td>Business Process management (2)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>29/03/10</td>
<td>Business process modelling</td>
<td>29 March - Assignment 1A due in Assignment 1B handed out</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mid semester break</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>12/04/10</td>
<td>Enterprise systems Implementation - Risk Management Strategy</td>
<td>6 April</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tr>
<td>7 19/04/10</td>
<td>Enterprise system implementation - Vendor selection</td>
</tr>
<tr>
<td>8 26/04/10</td>
<td>Enterprise systems implementation - Integration issues</td>
</tr>
<tr>
<td>9 03/05/10</td>
<td>Enterprise Systems implementation - master data management</td>
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<tr>
<td>10 10/05/10</td>
<td>Organisational change management (1)</td>
</tr>
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<td>11 17/05/10</td>
<td>Organisational change management strategies (2)</td>
</tr>
<tr>
<td>12 24/05/10</td>
<td>Future issues and trends</td>
</tr>
<tr>
<td>13 31/05/10</td>
<td>Review</td>
</tr>
<tr>
<td>20 April</td>
<td></td>
</tr>
<tr>
<td>26 April - Assignment 1B due in Assignment 1C handed out</td>
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<tr>
<td>26 April - Assignment 1C due in</td>
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*Please note that these dates may only apply to Australian campuses of Monash University. Off-shore students need to check the dates with their unit leader.

**Improvements to this unit**

Students have found this unit interesting and informative. Changes that have been made from student feedback have included rearranging the assignments to be more in line with the lecture content. And scoping the assignment content.

A Monquest evaluation will be required to be completed by students in the second half of semester 1.
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.

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 time each week for use of a computer, and participation in 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, and required readings are provided on line and as handouts in the lecture.
- Weekly tutorial will include 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.
Assessment

Overview

Examination (2 hours): 30%; In-semester assessment: 70%

Faculty assessment policy

To pass a 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 total non-examination assessment, and
- 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 total assessment, and the total mark for the unit is greater than 50% then a mark of no greater than 49-N will be recorded for the unit.

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

The following are examples that detail how the policy works:

Example 1: Student A

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 52 P their overall mark will be downgraded to 49 N.

Example 2: Student B

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. Their overall mark is 40 N and this will be recorded as their overall mark for the unit.

### Assignment tasks

#### Assignment coversheets


You MUST submit a completed coversheet with all assignments, ensuring that the plagiarism declaration section is signed.

Assignment submission and return procedures, and assessment criteria will be specified with each assignment.

- **Assignment task 1**

  Title: ASSIGNMENT 1A - Enterprise system - Business case development

  Description: In project teams, produce an appropriate business case to successfully assist an organisation implementing an enterprise system for the first time.

  Weighting: 20%

  Due date: Monday 29 March

  Remarks: The case study in assignment 1A and the business case forms the core information you will need for each subsequent assignment you will produce for this unit. The focus is on implementing an enterprise system based on the information contained within the case study and the business case. To support this implementation you will work in project teams throughout the semester.

- **Assignment task 2**

  Title: ASSIGNMENT 1B - Risk Management Strategy

  Description: In your project teams you will develop a risk management strategy that can be used in the implementation identified in the case study provided with Assignment 1A. Your assignment should reflect your readings. You will include risk assessment, risk mitigation and risk monitoring as part of your overall risk management approach.

  Weighting: 25%

  Due date: Monday 26 April
Assignment task 3

Title: ASSIGNMENT 1C - Organisational Change Management Strategy

Description: In your project teams, you will be required to produce a change management strategy in the form of a report, for an ERP implementation. The ERP implementation will be based on the implementation identified in the case study provided with Assignment 1A. Your teams will be required not only to provide a CM report but also provide suggested CM tools that will be useful in establishing a successful ERP implementation.

Weighting: 25%

Due date: Monday 24 May

Remarks: 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 practical experience in the latest version of SAP.

Examination

Weighting: 30%
Length: 2 hours
Type (open/closed book): Closed book

See Appendix for End of semester special consideration / deferred exams process.

Due dates and extensions

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 not regarded as appropriate reasons for granting extensions. Students are advised to NOT assume that granting of an extension is a matter of course.

Students requesting an extension for any assessment during semester (eg. Assignments, tests or presentations) are required to submit a Special Consideration application form (in-semester exam/assessment task), along with original copies of supporting documentation, directly to their lecturer within two working days before the assessment submission deadline. Lecturers will provide specific outcomes directly to students via email within 2 working days. The lecturer reserves the right to refuse late applications.

A copy of the email or other written communication of an extension must be attached to the assignment submission.

Refer to the Faculty Special consideration webpage or further details and to access application forms: http://www.infotech.monash.edu.au/resources/student/equity/special-consideration.html

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.
Appendix

Please visit the following URL: http://www.infotech.monash.edu.au/units/appendix.html for further information about:

- Continuous improvement
- Unit evaluations
- Communication, participation and feedback
- Library access
- Monash University Studies Online (MUSO)
- Plagiarism, cheating and collusion
- Register of counselling about plagiarism
- Non-discriminatory language
- Students with disability
- End of semester special consideration / deferred exams