



**MONASH** University  
Information Technology

**FIT3138**  
**Real time enterprise systems**

**Unit Guide**

**Semester 2, 2012**

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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# **FIT3138 Real time enterprise systems - Semester 2, 2012**

This unit provides both a theoretical and practical overview of real time enterprise systems. Real time enterprise systems are configurable information systems packages, implemented on-line that integrate people, technology and information processing. The three integrated processes within and across functional areas are seamlessly interconnected and almost time-lag free in an organisation. Topics include systems and technology background, ES evolution, ES lifecycle, implementation and configuration, ES and electronic commerce and ES success and failure factors. The theoretical component will be augmented by detailed case studies which focus on problems faced by real-life companies. For the practical component, laboratory exercises using a well-known enterprise system will be used to deepen student understanding.

## **Mode of Delivery**

- Clayton (Day)
- Sunway (Day)

## **Contact Hours**

2 hrs lectures/wk, 2 hrs laboratories/wk

## **Workload**

Students will be expected to spend a total of 12 hours per week during semester on this unit as follows:

*For on-campus students:*

Lectures: 2 hours per week

Tutorials/Lab Sessions: 2 hours per week per tutorial

and up to an additional 8 hours in some weeks for completing lab and project work, private study and revision.

*Off-campus students* generally do not attend lecture and tutorial sessions, however, you should plan to spend equivalent time working through the relevant resources and participating in discussion groups each week.

## **Unit Relationships**

### **Prohibitions**

FIT3012, FIT3133, FIT3068

### **Prerequisites**

Completion of 12 points of level two units from Information Technology, Science or Engineering or equivalent.

## **Chief Examiner**

**Ms Susan Foster**

## **Campus Lecturer**

**Clayton**

**Susan Foster**

**Sunway**

**Jayantha Rajapakse**

## **Tutors**

**Sunway**

**Jayantha Rajapakse**

# Academic Overview

## Outcomes

At the completion of this unit students will be able to:

- understand the strategic and operation requirements, and characteristics of a real time enterprise;
- describe the characteristics of a real time Enterprise system that distinguishes it from other software systems. This focus is particularly on the concept of an integrated enterprise solution;
- explain the benefits of enterprise systems in terms of integration, world-wide flexibility, interactive processing, client-server platform, open systems, and the capacity to be configured for all business types;
- explain the application modules and system architecture of an enterprise system;
- describe an enterprise systems features and functionality that support business processes;
- explain the stages of an enterprise systems implementation lifecycle;
- describe the technical architecture and integration of enterprise systems;
- explain the planning and implementation approaches for enterprise systems;
- discuss the communication, people handling and team management skills required of an enterprise systems implementation manager;
- explain implementation project team responsibilities using examples from actual business cases;
- discuss the major factors behind the success and failure of enterprise systems implementation projects using both theoretical knowledge and actual business cases;
- demonstrate a capacity to describe and perform navigation functions of an enterprise systems system;
- describe system-wide concepts such as workflow, archiving, reporting, and the exchange of information between business partners and employees;
- explain system-wide features including the customisation of organisational elements, master data, configuration and security;
- identify and critically discuss the impact on implementation of external influences, organisational structure, and stakeholders;
- describe four main business processes and how they integrate with each other to represent an entire enterprise;
- explain the processes and issues involved in configuration of an enterprise system.

## Graduate Attributes

Monash prepares its graduates to be:

1. responsible and effective global citizens who:

- a. engage in an internationalised world
- b. exhibit cross-cultural competence
- c. demonstrate ethical values

critical and creative scholars who:

- a. produce innovative solutions to problems
- b. apply research skills to a range of challenges
- c. communicate perceptively and effectively

## Assessment Summary

Examination (2 hours) 60%; In-semester assessment 40%

Assessment Task	Value	Due Date
Enterprise systems implementation requirements	20%	Monday, 3 September 2011
Risk Management Strategy for an Enterprise System implementation	20%	Monday 8 October 2011
Examination 1	60%	To be advised

## Teaching Approach

### Lecture and tutorials or problem classes

The teaching and learning approach provides facilitated learning and practical exploration of a case study to develop real-world skills.

## Feedback

### Our feedback to You

Types of feedback you can expect to receive in this unit are:

- Informal feedback on progress in labs/tutes
- Graded assignments with comments
- Interviews

### Your feedback to Us

Monash is committed to excellence in education and regularly seeks feedback from students, employers and staff. One of the key formal ways students have to provide feedback is through SETU, Student Evaluation of Teacher and Unit. The University's student evaluation policy requires that every unit is evaluated each year. Students are strongly encouraged to complete the surveys. The feedback is anonymous and provides the Faculty with evidence of aspects that students are satisfied and areas for improvement.

For more information on Monash's educational strategy, and on student evaluations, see:

<http://www.monash.edu.au/about/monash-directions/directions.html>

<http://www.policy.monash.edu/policy-bank/academic/education/quality/student-evaluation-policy.html>

## Previous Student Evaluations of this unit

Previous students found this unit intellectually stimulating, with sufficient resources and support to complete the learning objectives. Student feedback has informed improvements to this unit by adjusting the pace and structure of this unit sufficiently appropriate to complete the tasks required of them in a timely manner.

Academic Overview

If you wish to view how previous students rated this unit, please go to <https://emuapps.monash.edu.au/unitevaluations/index.jsp>

## **Examination material or equipment**

There is no material or equipment required for this exam.

## Unit Schedule

Week	Activities	Assessment
0	Introduction to FIT3012, Unit objectives, enterprise systems unplugged, the what, why and how of ERP systems	No formal assessment or activities are undertaken in week 0
1	Enterprise systems revisited	
2	Enterprise system implementation issues - 1	Assignment 1 handed out
3	Enterprise system implementation issues - 2	
4	Enterprise system implementation issues - 3	
5	Enterprise system implementation issues - 4	
6	Enterprise system implementation issues - 5	
7	Enterprise system implementation issues - 6	Assignment 1 due Monday, 3 September 2011; Assignment 2 handed out
8	Enterprise system implementation issues - 7	
9	Enterprise system implementation issues - 8	
10	Enterprise system implementation issues - 9	
11	Enterprise system implementation issues - 10	
12	Current and future enterprise system trends	Assignment 2 due Monday, 8 October 2011
	SWOT VAC	No formal assessment is undertaken SWOT VAC
	Examination period	LINK to Assessment Policy: <a href="http://policy.monash.edu.au/policy-bank/academic/education/assessment/assessment-in-coursework-policy.html">http://policy.monash.edu.au/policy-bank/academic/education/assessment/assessment-in-coursework-policy.html</a>

\*Unit Schedule details will be maintained and communicated to you via your MUSO (Blackboard or Moodle) learning system.



# Assessment Requirements

## Assessment Policy

Faculty Policy - Unit Assessment Hurdles

(<http://www.infotech.monash.edu.au/resources/staff/edgov/policies/assessment-examinations/unit-assessment-hu>)

Academic Integrity - Please see the Demystifying Citing and Referencing tutorial at

<http://lib.monash.edu/tutorials/citing/>

## Assessment Tasks

### Participation

#### • Assessment task 1

**Title:**

Enterprise systems implementation requirements

**Description:**

Write a clearly articulated and content sound deliverable for an enterprise system project.

**Weighting:**

20%

**Criteria for assessment:**

The assignment task is assessed on students ability to:

1. Identify an appropriate vendor and enterprise resource system for implementation based on business drivers from the real-world case study.
2. Develop an appropriate approach to identify the final enterprise resource system for implementation
3. Identify a proposed implementation methodology

**Due date:**

Monday, 3 September 2011

#### • Assessment task 2

**Title:**

Risk Management Strategy for an Enterprise System implementation

**Description:**

Students will be required to:

1. Develop a risk management strategy that can be used to support the implementation of an enterprise system
2. Identify a range of internal project risks identified from the literature and produce a risk assessment matrix
3. Identify and describe risk mitigation approach and create a risk mitigation matrix
4. Identify and describe risk monitoring approach and create a risk mitigation matrix

**Weighting:**

20%

**Criteria for assessment:**

Students will be assessed on their contribution

**Due date:**

Monday 8 October 2011

## Examinations

- **Examination 1**

**Weighting:**

60%

**Length:**

2 hours

**Type (open/closed book):**

Closed book

**Electronic devices allowed in the exam:**

None

## Assignment submission

It is a University requirement

(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-procedures.html>) for students to submit an assignment coversheet for each assessment item. Faculty Assignment coversheets can be found at <http://www.infotech.monash.edu.au/resources/student/forms/>. Please check with your Lecturer on the submission method for your assignment coversheet (e.g. attach a file to the online assignment submission, hand-in a hard copy, or use an online quiz).

## Online submission

If Electronic Submission has been approved for your unit, please submit your work via the VLE site for this unit, which you can access via links in the my.monash portal.

## Extensions and penalties

Submission must be made by the due date otherwise penalties will be enforced.

You must negotiate any extensions formally with your campus unit leader via the in-semester special consideration process:

<http://www.infotech.monash.edu.au/resources/student/equity/special-consideration.html>.

## Returning assignments

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

## Resubmission of assignments

Students may not resubmit any part of their assignments.

## Other Information

### Policies

Monash has educational policies, procedures and guidelines, which are designed to ensure that staff and students are aware of the University's academic standards, and to provide advice on how they might uphold them. You can find Monash's Education Policies at:

<http://policy.monash.edu.au/policy-bank/academic/education/index.html>

Key educational policies include:

- Plagiarism  
(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-policy.html>)
- Assessment  
(<http://www.policy.monash.edu/policy-bank/academic/education/assessment/assessment-in-coursework-p>)
- Special Consideration  
(<http://www.policy.monash.edu/policy-bank/academic/education/assessment/special-consideration-policy.h>)
- Grading Scale  
(<http://www.policy.monash.edu/policy-bank/academic/education/assessment/grading-scale-policy.html>)
- Discipline: Student Policy  
(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-discipline-policy.html>)
- Academic Calendar and Semesters (<http://www.monash.edu.au/students/key-dates/>);
- Orientation and Transition (<http://www.infotech.monash.edu.au/resources/student/orientation/>);  
and
- Academic and Administrative Complaints and Grievances Policy  
(<http://www.policy.monash.edu/policy-bank/academic/education/management/complaints-grievance-policy>)
- Codes of Practice for Teaching and Learning  
(<http://www.policy.monash.edu.au/policy-bank/academic/education/conduct/suppdocs/code-of-practice-tea>)

### Student services

The University provides many different kinds of support services for you. Contact your tutor if you need advice and see the range of services available at [www.monash.edu.au/students](http://www.monash.edu.au/students). For Sunway see <http://www.monash.edu.my/Student-services>, and for South Africa see <http://www.monash.ac.za/current/>

The Monash University Library provides a range of services and resources that enable you to save time and be more effective in your learning and research. Go to <http://www.lib.monash.edu.au> or the library tab in my.monash portal for more information. At Sunway, visit the Library and Learning Commons at <http://www.lib.monash.edu.my/>. At South Africa visit <http://www.lib.monash.ac.za/>.

Academic support services may be available for students who have a disability or medical condition. Registration with the Disability Liaison Unit is required. Further information is available as follows:

- Website: <http://monash.edu/equity-diversity/disability/index.html>;
- Email: [dlu@monash.edu](mailto:dlu@monash.edu)
- Drop In: Equity and Diversity Centre, Level 1 Gallery Building (Building 55), Monash University, Clayton Campus, or Student Community Services Department, Level 2, Building 2, Monash University, Sunway Campus
- Telephone: 03 9905 5704, or contact the Student Advisor, Student Community Services at 03 55146018 at Sunway

## Reading list

Students will be provided with adequate reading requirements in their assignment and at the end of each lecture.

Davenport (1998). Putting the enterprise into the enterprise system. *Harvard Business Review*. July-August 1998.

Hershey Business case (2000) Located at:  
<http://www.erpwire.com/erp-articles/failure-story-in-erp-process.htm> l.

Titulair, H. B., Oktamis, S., and Pinsonneault, A. (2005). Dimensions of ERP implementations and their impact on ERP Project outcomes. *Journal of Information Technology Management*. Vol XVI, 1. Located at <http://jitm.ubalt.edu/XVI-1/article1.pdf>  
<http://www.sap.com/australia/solutions/customersuccess/index.epx>.

ACC (1984). ERP implementations and their issues. *Proceedings of the Australian Computer Conference*, Sydney, Australian Computer Society, November Edn.

Berthold W.F. and Hingsen C.S. (1981) *The Introduction of New Technology to the Workplace*, Berlin: Springer-Verlag.

Bingi, P. Sharma M.K. and Godla J.K. (1999). "Critical Issues Affecting An ERP Implementation", *Information Systems Management*, Vol. 16, 3, pp 7-14.

Davenport, T. H. (2000a). *Mission critical: Realising the promise of enterprise systems*. Boston: Harvard Business School Press.

Davenport, T. H. (2000b). The future of enterprise system-enabled organisations. *Information Systems Frontiers* (special issue of *The future of Enterprise Resource Planning Systems Frontiers*), 2(2), 163-180.

Holland, C. and B. Light (1999). "A Critical Success Factors Model For ERP Implementation." *Software*, IEEE 16(3): 30-36.

Klause, H. & Roseman (2000). What is enterprise resource planning? *Information Systems Frontiers* (special issue of *The Future of Enterprise Resource Planning Systems*), 2 (2), pp 141-162.

Lewis, P.J. (1993a). Linking Soft Systems Methodology with Data-focused Information Systems Development, *Journal of Information Systems*, Vol. 3, pp. 169-186.

Nolan, & Norton Institute. (2000). *SAP Benchmarking Report 2000*, KPMG Melbourne.

Queensland Health Corporate Publications: Change management Documents: Located at [http://www.health.qld.gov.au/publications/change\\_management/](http://www.health.qld.gov.au/publications/change_management/)

Ross, J. W. (1999). "The ERP Revolution: Surviving Versus Thriving, Centre for Information System Research, Sloan School of Management, MA, August 1999.

Shang, S. & Seddon, P. B. (2000). "A comprehensive framework for classifying the benefits of ERP systems" in the proceedings of the twenty third Americas Conference on Information Systems. pp 1229-1698.

Sumner, M. (2000). "Risk factors in enterprise-wide/ERP projects." *Journal of Information Technology* 15(4): 317 - 327.

## Other Information

Yang, S. and Seddon, P. (2004). "Benefits and Key Project Success Factors from Enterprise Systems Implementations: Lessons from Sapphire 2003". In the proceedings of ACIS 2004, Hobart, UTAS.