

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

**Unit Guide**

**Semester 2, 2014**

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# **FIT3138 Real time enterprise systems - Semester 2, 2014**

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)

## **Workload Requirements**

Minimum total expected workload equals 12 hours per week comprising:

(a.) Contact hours for on-campus students:

- Two hours of lectures
- One 2-hour laboratory

(b.) Additional requirements (all students):

- A minimum of 8 hours independent study per week for completing lab and project work, private study and revision.

## **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**

**Dr Susan Foster**

## **Campus Lecturer**

### **Clayton**

**Susan Foster**

### **Tutors**

### **Clayton**

**Hamid Pousti**

**Taiwo Oseni**

## **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 the Student Evaluation of Teaching and Units (SETU) survey. 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, see:

[www.monash.edu.au/about/monash-directions/](http://www.monash.edu.au/about/monash-directions/) and on student evaluations, see:  
[www.policy.monash.edu/policy-bank/academic/education/quality/student-evaluation-policy.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.

Based on student feedback the pace and structure of this unit has been adjusted appropriately for students to be able to better complete the tasks required of them in a timely manner.

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

# Academic Overview

## Learning Outcomes

On successful completion of this unit, students should be able to:

- describe the characteristics, features and functionality of a real time enterprise system, the major application modules, and major business processes, data integration points, and the importance of master data, reporting, configuration and security that distinguishes it from other software systems;
- explain the benefits of enterprise systems in terms of integration, world-wide flexibility, interactive processing, client-server platform, cloud computing, SOA, open systems, and the capacity to be configured for all business types;
- discuss implementation project team responsibilities, the importance of clear communication, people handling and team management skills that are required of an enterprise systems implementation/project manager using examples from actual business cases;
- critically discuss the major factors that impact on stakeholders during an enterprise system implementation that can influence the project triple constraints and business success identified from both theoretical knowledge and actual business cases;
- demonstrate a capacity to describe and perform navigation functions and create master data objects in an enterprise systems system;
- describe system-wide concepts such as workflow, reporting, and the exchange of information between business partners and employees;
- explain the stages of an enterprise systems implementation lifecycle with particular focus on continuous change with regard to enhancement packs, upgrades, and new versions.

## Unit Schedule

Week	Activities	Assessment
0		No formal assessment or activities are undertaken in week 0
1	Introduction to FIT3138, unit objectives, identifying the what, why and how of enterprise systems, specifically ERP systems	
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	
8	Enterprise system implementation issues - 7	Assignment 1 due Monday 15 September 2014
9	Enterprise system implementation issues - 8	
10	Enterprise system implementation issues - 9	
11	Enterprise system implementation issues - 10	Assignment due 2 Friday 17 October 2014
12	Current and future enterprise system trends - exam review	
	SWOT VAC	No formal assessment is undertaken in 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 learning system.

## 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.

## Assessment Summary

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

Assessment Task	Value	Due Date
Assignment 1 - Risk Management Strategy for an Enterprise System implementation	20%	Monday 15 September 2014
	20%	

## Unit Schedule

Assignment 2 - Take the perspective of the vendor and seller by purchasing and selling materials using a case scenario in SAP ECC6

Friday 17 October  
2014

Examination 1

60% To be advised

# Assessment Requirements

## Assessment Policy

Faculty Policy - Unit Assessment Hurdles

(<http://intranet.monash.edu.au/infotech/resources/staff/edgov/policies/assessment-examinations/assessment-hurdles>)

Academic Integrity - Please see resources and tutorials at

<http://www.monash.edu/library/skills/resources/tutorials/academic-integrity/>

## Assessment Tasks

### Participation

#### • Assessment task 1

**Title:**

Assignment 1 - Risk Management Strategy for an Enterprise System implementation

**Description:**

Students will be required to develop a coherent and appropriately structured risk management strategy that can be used to support and enhance a successful implementation of an enterprise system using a real world case study.

**Weighting:**

20%

**Criteria for assessment:**

This assignment task will assess students' ability to:

1. Produce a coherent literature review outlining the importance of critical factors in a real world case study organisation that is implementing an enterprise system. The literature review will identify and discuss the importance of six major factors that could impact on an implementation.
2. Produce an appropriate risk management strategy that could be used in a real world case study organisation for an enterprise system implementation. The risk management strategy should be referenced from an appropriate source.
3. Create a risk matrix that outlines the major critical factors and gives a weighting as to their likely criticality in an enterprise system implementation

**Due date:**

Monday 15 September 2014

#### • Assessment task 2

**Title:**

Assignment 2 - Take the perspective of the vendor and seller by purchasing and selling materials using a case scenario in SAP ECC6

**Description:**

This assignment task will assess students' ability to:

1. Take the perspective of either the seller or buyer to buy and sell materials on line to completion of the payment process use a case scenario.
2. Create a workflow that would demonstrate the process flow for sales order processing and procure to pay for use by the purchaser and sales clerk in a case study organisation.



## Assessment Requirements

The workflow will indicate the integration points with the Financial module using SAP ECC6 as the enterprise system of choice.

**Weighting:**

20%

**Criteria for assessment:**

This assignment task will assess individual students ability to interact with their business partner to conduct correct and appropriate sales order processing through to payment and purchase to pay business process.

**Due date:**

Friday 17 October 2014

## Examinations

• **Examination 1**

**Weighting:**

60%

**Length:**

2 hours

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

Closed book

**Electronic devices allowed in the exam:**

None

## Learning resources

### 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.

## Assessment Requirements

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.

Klaue, 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.

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.

Monash Library Unit Reading List (if applicable to the unit)  
<http://readinglists.lib.monash.edu/index.html>

Faculty of Information Technology [Style Guide](#)

## Feedback to you

Examination/other end-of-semester assessment feedback may take the form of feedback classes, provision of sample answers or other group feedback after official results have been published. Please check with your lecturer on the feedback provided and take advantage of this prior to requesting individual consultations with staff. If your unit has an examination, you may request to view your examination script booklet, see

<http://intranet.monash.edu.au/infotech/resources/students/procedures/request-to-view-exam-scripts.html>

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

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

## **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.monash.edu.au/exams/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.

## **Assignment submission**

It is a University requirement

(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-academic-integrity-managing-pla>) 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). Please note that it is your responsibility to retain copies of your assessments.

## **Online submission**

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

## **Examination material or equipment**

There is no material or equipment required for this exam.

## 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:

[www.policy.monash.edu.au/policy-bank/academic/education/index.html](http://www.policy.monash.edu.au/policy-bank/academic/education/index.html)

Key educational policies include:

- Student Academic Integrity Policy and Student Academic Integrity: Managing Plagiarism and Collusion Procedures ;  
<http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-academic-integrity-policy.h>
- Assessment in Coursework Programs;  
<http://www.policy.monash.edu/policy-bank/academic/education/assessment/assessment-in-coursework-po>
- Special Consideration;  
<http://www.policy.monash.edu/policy-bank/academic/education/assessment/special-consideration-policy.ht>
- 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/dates/>
- Orientation and Transition; <http://intranet.monash.edu.au/infotech/resources/students/orientation/>
- Academic and Administrative Complaints and Grievances Policy;  
<http://www.policy.monash.edu/policy-bank/academic/education/management/complaints-grievance-policy.h>

### Faculty resources and policies

Important student resources including Faculty policies are located at

<http://intranet.monash.edu.au/infotech/resources/students/>

### Graduate Attributes Policy

<http://www.policy.monash.edu/policy-bank/academic/education/management/monash-graduate-attributes-policy.h>

### Student Charter

[www.opq.monash.edu.au/ep/student-charter/monash-university-student-charter.html](http://www.opq.monash.edu.au/ep/student-charter/monash-university-student-charter.html)

### 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 <http://www.monash.edu.au/students>. For Malaysia see <http://www.monash.edu.my/Student-services>, and for South Africa see <http://www.monash.ac.za/current/>.

## Monash University Library

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

## Disability Liaison Unit

Students who have a disability or medical condition are welcome to contact the Disability Liaison Unit to discuss academic support services. Disability Liaison Officers (DLOs) visit all Victorian campuses on a regular basis.

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