FIT5101
Enterprise systems

Unit Guide

Semester 2, 2014
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FIT5101 Enterprise systems - Semester 2, 2014

The 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 within large scale organisations. A case study approach will be adopted which will focus on inherent issues surrounding management and deployment of enterprise systems, together with implementation issues influencing the impact of these systems on the organisation. SAP ECC6 will be the software of choice to introduce students to the complexity of enterprise resource planning systems through tutorial workshops.

Mode of Delivery

- Caulfield (Day)
- Caulfield (Off-campus)

Workload Requirements

Minimum total expected workload equals 12 hours per week comprising:

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

- 2 hours of lectures
- One 2-hour laboratory

(b.) Study schedule for off-campus students:

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

(c.) Additional requirements (all students):

- 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

FIT5123 or FIT9006 or equivalent

Chief Examiner

Dr Sue Foster

Campus Lecturer
Caulfield
Dr Sue Foster

Tutors
Caulfield
Taiwo Oseni
Consultation hours: TBA
Hamid Pousti
Consultation hours: TBA

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/ and on student evaluations, see:
www.policy.monash.edu/policy-bank/academic/education/quality/student-evaluation-policy.html

Previous Student Evaluations of this Unit
Students have found this unit interesting and informative relating to industry standard requirements. Due to student feedback the assignments have been reduced from three to two and the exam percentage has been increased. Other changes have included rearranging the assignments to be more in line with the lecture content and ensuring lectures link to tutorials.

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 role of enterprise systems in supporting the business strategy, business drivers and business requirements of various organisations;
- identify the main suppliers, products and application domains of enterprise wide packages;
- explain the scale and complexity of enterprise system packages with specific reference to enterprise resource planning systems in large scale organisations;
- describe 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 in enterprise system implementations and describe their role in achieving a successful implementation outcome;
- use SAP ECC6 to demonstrate the complexity and integrative nature of an enterprise resource planning (ERP) system in a case organisation.
# Unit Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Activities</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No formal assessment or activities are undertaken in week 0</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Introduction to enterprise systems</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Enterprise system requirements</td>
<td>Assignment 1 (Enterprise System) handed out</td>
</tr>
<tr>
<td>3</td>
<td>Enterprise systems - Assignment 1 discussed - Deciding on the right vendor and software</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Business Process optimisation</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Business process management</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Enterprise systems implementation issues</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Enterprise systems implementation issues - risk management</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Enterprise systems implementation issues - Integration</td>
<td>Assignment 1 due Monday 15 September 2014</td>
</tr>
<tr>
<td>9</td>
<td>Enterprise Systems implementation issues - Master data management</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Organisational change management (1)</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Organisational change management strategies (2)</td>
<td>Assignment 2 due Friday 17 October 2014</td>
</tr>
<tr>
<td>12</td>
<td>Future issues and trends and review</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SWOT VAC</td>
<td>No formal assessment is undertaken in SWOT VAC</td>
</tr>
</tbody>
</table>

*Unit Schedule details will be maintained and communicated to you via your learning system.

## Teaching Approach

- **Lecture and tutorials or problem classes**
  This teaching and learning approach provides facilitated learning, practical exploration and peer learning.

- **Problem-based learning**
  In this teaching approach you are introduced to information via lectures and then required to practically apply that information. You are encouraged to take responsibility for organising and directing your learning with support from your supervisor (tutor).

  You will be presented with a case study, and relevant information, and guided on how best to find solutions to the problem.
## Assessment Summary

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

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Value</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSIGNMENT 1 - Enterprise system - Implementation strategy</td>
<td>35%</td>
<td>Monday 15 September 2014</td>
</tr>
<tr>
<td>ASSIGNMENT 2 - Risk Management Strategy</td>
<td>25%</td>
<td>Friday 17 October 2014</td>
</tr>
<tr>
<td>Examination 1</td>
<td>40%</td>
<td>To be advised</td>
</tr>
</tbody>
</table>
Assessment Requirements

Assessment Policy

Faculty Policy - Unit Assessment Hurdles

Academic Integrity - Please see resources and tutorials at
http://www.monash.edu/library/skills/resources/tutorials/academic-integrity/

Assessment Tasks

Participation

Students will be evaluated on the outcome of the total group assignment. Where individual components are offered, students will be marked according to the marking criteria for that individual component.

The tutor will monitor individual contributions to the group when allocating marks to members of the group.

Students will be given information on how to conduct meetings and setting agendas; how to complete minutes by including meeting minutes template and samples; confidential peer contribution forms are to be completed by each student in each group; and timesheets are to be completed by each team member in each group.

• Assessment task 1

  Title:
  ASSIGNMENT 1 - Enterprise system - Implementation strategy

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

  The case study in Assignment 1 provides the core information you will need for Assignment 2. The focus is on implementing an enterprise system based on the information contained within the case study. To ensure a successful implementation you will work in project teams throughout the semester and establish: an implementation strategy, a gantt chart to demonstrate how the implementation will be completed; an analysis and modelling of the pre-implementation 'as is' case study business processes by identifying the core business requirements of the case study organisation. In you project teams you will ensure you have a project manager and appropriate team management structure to ensure the implementation is completed successfully.

  Weighting:
  35%

  Criteria for assessment:
  Students will be evaluated on the clarity of their report and the appropriateness of its style. Students will be required to demonstrate their knowledge of an ERP implementation process and related theories, and provide sound and clear arguments to support their proposed strategies.

  Students will also be evaluated on the outcome of the total group assignment. Where individual components are offered, students will be marked according to the marking
criteria for that individual component. Tutors will monitor individual contributions to the group when allocating marks to members of the group via a thorough marking guide. Students will be required to complete confidential peer reviews that will assess a range of criteria for each team member.

The marking guide will provide a break down of mark allocation for individual and group components where applicable. The marking criteria includes an opportunity for students to demonstrate their grammar and report structure techniques. Students are encouraged to use appropriate referencing style where applicable.

**Due date:**
Monday 15 September 2014

• **Assessment task 2**

  **Title:**
  ASSIGNMENT 2 - Risk Management Strategy

  **Description:**
  In your project teams you will develop a risk management strategy that will be used in the implementation identified in the case study provided with Assignment 1. Your assignment is based on readings and will establish a risk management strategy. You will be assessed on your team work to correctly establish a risk management strategy that will incorporate a range of critical risk factors identified from the literature.

  **Weighting:**
  25%

  **Criteria for assessment:**
  Students will be evaluated on the clarity of their report and appropriateness its style. They also need to demonstrate a good understanding of risk management theories and provide sound and clear arguments to support their proposed strategies.

  Students will also be evaluated on the outcome of the total group assignment. Where individual components are offered, students will be marked according to the marking criteria for that individual component. Tutors will monitor individual contributions to the group when allocating marks to members of the group via a thorough marking guide. Students will be required to complete confidential peer reviews that will assess a range of criteria for each team member.

  The marking guide will provide a break down of mark allocation for individual and group components where applicable. The marking criteria includes an opportunity for students to demonstrate their grammar and report structure techniques. Students are encouraged to use appropriate referencing style where applicable.

  **Due date:**
  Friday 17 October 2014

**Examinations**

• **Examination 1**

  **Weighting:**
  40%

  **Length:**
  2 hours

  **Type (open/closed book):**
  Closed book
Electronic devices allowed in the exam: None

Learning resources

Reading list

Recommended reading


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
- Other: We will also provide feedback to each group member or group where appropriate.

Extensions and penalties

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

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 are not required to resubmit assignments.

Referencing requirements

Students are required to be aware of the referencing requirements when creating assignments. All assignments in this unit require to be referenced where a contribution to the assignment has come from a source other than the student themselves.

The following link will provide you with an appropriate array of referencing requirements.

http://www.monash.edu/lls/llonline/quickrefs/19-styles.xml

If you are unsure about the appropriate reference style to use, please discuss this with your tutor.

Assignment submission

It is a University requirement (http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-academic-integrity-managing-plagiarism-collusion-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). 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.

Required Resources

Please check with your lecturer before purchasing any Required Resources. Limited copies of prescribed texts are available for you to borrow in the library, and prescribed software is available in student labs.

On-campus students will have access to the software that they require for this unit, which is installed in the computing labs.

This will include SAP EEC6, the latest version of SAP.
All students, regardless of being on-campus or off-campus, can download the SAP GUI to enable access to SAP ECC6 via their personal laptop or computer for the duration of the unit.

**Technological Requirements**

Students must check Moodle regularly for announcements. Students may bring their laptops to tutorials and lectures.

**Field trips**

There are no field trips associated with this unit.

**Additional subject costs**

There are no additional subject costs associated with this unit.

**Examination material or equipment**

Students are not permitted to take any materials or equipment to their 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

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.html
- Special Consideration; http://www.policy.monash.edu/policy-bank/academic/education/assessment/special-consideration-policy.html
- 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/

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.html

Student Charter


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 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
- 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

Other

Recommended reading – journal and conference articles


Managing Barriers to business Reengineering success located at:


Located at: http://delivery.acm.org/10.1145/510000/505249/p74-scott.pdf?key1=505249&key2=8269509621&coll=GUIDE&dl=GUIDE


