CIS 8670 – 54148 ERP Implementation

Required Text:

Course Description:
This course will explore the concepts, principles, and state-of-the-art methods in successfully selecting and implementing Enterprise Resource Planning (ERP) systems into a viable enterprise. We will focus on aligning a solution with the changing culture and workplace environments developing in our society as well as concepts of IT leadership alignment of IT with the entire enterprise. The global technology environment, global IT strategy and management of the enterprise will all be viewed in this course.

Course Objectives:
Successful organizations must focus on managing and optimizing their key business processes in order to gain maximum efficiency and in the case of commercial enterprises maintaining a competitive advantage. Over the past three decades many large and mid-sized organizations have focused on accomplishing this goal through the installation of integrated business systems known as Enterprise Resource Planning (ERP) systems. These applications now form the transaction backbone of many organizations in the private, governmental and non-governmental non-profit sectors and the foundation for creating the information that makes up the Business Intelligence (BI) or analytics function of an enterprise. Gartner research reports that fully 85% of the fortune 500 firms have ERP implementations. Recently there is a trend for increased numbers of small to medium enterprises (SMEs) to find ways to incorporate ERP systems into their portfolio of systems. And the very definition of ERP systems is currently being extended to include customer relationship management (CRM), business warehouse (BW), strategic enterprise management (SEM) systems and services via the Internet.

This course will enable student understanding of issues and decisions that must be made when embarking upon an ERP selection and implementation journey. It will also lead to a more comprehensive view of the challenges associated with managing ERP selections and implementations. In the process students will become familiar with the organizational forces and cultural environments impacting the acquisition of such enterprise wide systems. As such this course is suitable for students in either an IT technical track or in a management track.

At the conclusion of this course the student will have a better understanding of many of the approaches that may be drawn upon in the implementation of an ERP system. No two organizations are identical. There are different organizational contexts each with different technology infrastructures, organizational strategies and assumptions. The astute developer knows these differences need to be taken into account in any enterprise application development project. Thus every enterprise project is different.
Global ERP Strategy:
Student teams will be asked to evaluate the current challenge of a business of their choice and suggest an appropriate course of action and the appropriate application of an ERP solution. They should explain the problems and how the suggested technology will add value to the business, and how the business will resolve the issue and gain a competitive advantage. You need to clearly identify the challenge including company and industry background. You need to develop the strategy to resolve the issue and technology solution(s) that will specifically support the Business Strategy and explain how they will add value(s). You may need to interview the high-ranking members of the business to learn more about their current situation, their business strategy, and their expectations and requirements. You should start early and communicate with the instructor about your progress and make sure all your questions are answered before the due date. A short written summary of your progress should be submitted in Folio by mid-semester, and you will be asked to informally present to the class your progress around mid-semester.

Your submission should at least include the followings and there is no page limitation.

- A short background of the company and their current situation with major problems and challenges they are facing.
- The company Business Strategy including key drivers and KPI’s.
- Your suggested Global IT strategy, and the alignment of technology-based solutions to resolve the major challenges you identified and accelerate attainment of business objectives.
- Focus on the any challenges that may be presented by culture within the business.
- Provide a rough business plan if your Global IT Strategy includes a new global division for an existing organization.
- Make sure to tie your Global IT strategy to their Business Strategy and their Strategic Plan. You should explain the specific information systems and technology suggested for them such as Business Intelligence, ERP/SAP, CRM, SRM, E-Commerce, SOA and Cloud Computing. You should not limit your suggestion to only one system/technology and suggest as many as needed considering their Business Strategy.
- You may also want to suggest Centralization/Decentralization approach, and the requirements of each. How much authority each local group will have to make technology decisions. You should also discuss standardization and customization by local groups.
- You should provide a timetable for implementations.
- You can also talk about their expected changes and change management.
- You should establish a baseline and methodology for measuring the changes after implementation.
- You should also suggest an approximate cost for your suggestions, and provide an overall budget for your Global IT strategy.

Participation:
The students are expected to attend each class meeting and be well prepared. They are also expected to fully understand their responsibilities. In addition, students are urged to have an active role in class discussions and share their experience related to materials presented.

To be successful in this course, you must participate. You should have an active engagement and involvement by frequently participate. Further, you may share new information with the class or initiate a topic related to class. Any relevant articles are welcomed. When discussing the chapters, you need to at least discuss what interested you the most in each chapter, anything related to the chapter that you have heard or read, applications of what covered in the chapter in real life, work, and project in this course. Please also share your related work experience with the class.

In addition to class participation you can participate online by going to Global Café on the main page of our course site. However, communication in an online environment takes special consideration. Do not use acronyms (text message abbreviations) unless they are understood by the recipient(s) of the message. Be careful what you say to someone on the discussion tool because everyone in the class will see it, and it cannot be retracted! Please abide by netiquette (internet etiquette) below when talking to your classmates.

- Be sensitive and reflective to what others are saying.
- Wait to respond to a message that upsets you and be careful of what you say and how you say it.
- Be considerate as rude or threatening language, inflammatory assertions (often referred to as “flaming”), personal attacks, and other inappropriate communication will not be tolerated.
- Don't use all caps. It is the equivalent of screaming.
- Use boldface and italics sparingly, as they can denote sarcasm.
- Don't flame - These are outbursts of extreme emotion or opinion.
- Think before you hit the post (enter/reply) button. You can't take it back!
- Don't use offensive language.
- Use clear subject lines, and keep messages short and to the point.
- Don't use abbreviations or acronyms unless the entire class knows them.
- Keep in mind that threaded discussions are meant to be constructive exchanges.
- Be forgiving. Anyone can make a mistake.
- Keep the dialog collegial and professional.
- Be respectful and treat everyone as you would want to be treated yourself.
- Always practice good grammar, punctuation, and composition. This shows that you’ve taken the time to craft your response and that you respect your classmate’s work.
- Use spell check.

Students are also observed for their work ethic and professionalism. Professionalism includes, but is not limited to, demonstrating appropriate attentiveness, being on-time, self-discipline, respect for others in class, and communication-oral and written including professional emails. It also includes ensuring that cell phones and electronic audio devices are turned off and out-of-sight for the duration of the class, making a good faith effort on all
course assignments, and, as a representative of the College of Business Administration, demonstrating appropriate behavior at all course-related events and activities that you participate in.

**Tentative Course Schedule**

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<td>2</td>
<td>Basic ERP&lt;br&gt;Case Study Selections&lt;br&gt;11 Secrets, Schiller</td>
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