ISM521: Managing Enterprise Resource Planning (ERP) Systems

Credit Hours: 3

Contact Hours: This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 14-20 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

Course Description and Outcomes

Course Description:
This course prepares students to design, evaluate and manage enterprise-level systems commonly used in mission critical applications. Students gain knowledge in a variety of common enterprise resource planning (ERP) applications such as payroll, budgeting, human resources, inventory and sales. Topics include systems selection, maintenance and planning. Additionally the ability to compare and contrast distinct service providers is also presented.

Course Overview:
Organizations around the globe are increasing their focus on enterprise systems and the integrated solutions these systems offer. As a result, IT practitioners must develop a process-centric perspective about the realities of today’s business environments. ERP is an enterprise-wide software product composed of modules, which support business processes in cross-functional organizational units. IT practitioners face three interrelated challenges, which include:

- understanding organizational business processes,
- understanding how the ERP system supports organizational business processes,
- understanding the technology requirements of the ERP software to satisfy the organization’s business process needs.

This course will provide both theories and practices to assist IT practitioners in meeting the unique challenges described above.

Course Learning Outcomes:

1. Evaluate common ERP system providers.
2. Develop a business needs analysis for the implementation of a new ERP system.
3. Describe common ERP system applications and their importance.
4. Analyze the implications for ERP systems during the business and IT strategy planning and formulation stages.
5. Assess the IT architecture considerations when selecting an ERP system.

**Participation & Attendance**

Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first 7 days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

**Course Materials**

*Textbook Information is located in the CSU-Global Booklist on the Student Portal.*

**Course Schedule**

**Due Dates**
The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- Discussion Boards: The original post must be completed by Thursday at 11:59 p.m. MT and Peer Responses posted by Sunday 11:59 p.m. MT. Late posts may not be awarded points.
- Critical Thinking: Assignments are due Sunday at 11:59 p.m. MT.

<table>
<thead>
<tr>
<th>Week #</th>
<th>Readings</th>
<th>Assignments</th>
</tr>
</thead>
</table>
| 1      | Chapter 1 in *Concepts in Enterprise Resource Planning*  
        Discussion (25 points)  
        Critical Thinking (50 points) |
| 2      | Chapter 2 in *Concepts in Enterprise Resource Planning*  
        Discussion (25 points)  
        Critical Thinking (100 points) |
### Assignment Details

This course includes the following assignments/projects:

**Module 1**

**CRITICAL THINKING ASSIGNMENT (50 points)**

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.
Option #1: ERP Software

Select an ERP software vendor through an internet search. You may need to retrieve information from journals or the vendor’s website. Write a brief report on the following topics:

- Which business functions and processes does the ERP vendor’s product(s) support?
- Does the vendor provide industry-specific products, such as ERP for: healthcare, manufacturing, retail, government, education, and financial?
- What are the key features of the ERP product that differentiate it from the competition?

Example of ERP vendors include:
- Netsuite
- Aptean
- Sage
- Epicor
- Plex
- Kenandy
- Intact
- Microsoft
- Global Shop Solutions
- IFS Applications
- Unit4 Business Software
- SAP
- FinancialForce
- VAI
- IQMS
- Acumatica
- Oracle
- Infor
- Exact Macola

Your paper should be 2-3 pages in length and conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Option #2: Review an ERP System

Examine an ERP software product in use at your employer’s firm, or a firm you are familiar with. Review the system and create a slide presentation which overviews the following information:

- What type of ERP software is being utilized?
- What are the strengths and weaknesses of this software?
- Which business functions and processes is the firm using the ERP vendor’s product(s) to support?
- What are the key features of the ERP product that made the firm select this product?

Your well-developed presentation must be 6 to 8 slides in length not including the required title and reference slides. Include accompanying notes on each slide. Format the entire presentation according to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Module 2

CRITICAL THINKING ASSIGNMENT (100 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.
Option #1: Evaluation of an ERP

Select a company you are familiar with. Assume the role of a consultant hired by the CEO to evaluate ERP as a solution for its current unintegrated information systems. Write a short paper conveying the positives and negatives of ERP for that company. Include some pros and cons for each of the functional areas whose business processes are candidates for inclusion within the ERP system.

Your paper should be 4-5 pages in length and conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Option #2: ERP Pros and Cons

You are an instructor teaching a course in Managing ERP systems. Prepare a slide presentation conveying the positives and negatives of ERP. Include some pros and cons for each of the functional areas whose business processes are typical candidates for inclusion within an ERP system.

Your well-written developed presentation must be 8 to 10 slides in length and conform to CSU-Global Guide to Writing and APA Requirements. Include detailed notes for each slide. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Module 3

PORTFOLIO PROJECT MILESTONE (50 points)
Be sure to review the Portfolio Project Description and Portfolio Project Rubric in the Module 8 folder for details.

Option #1 - Proposed Approach for Implementing an ERP System (Part 1)

You are the CIO of a manufacturing firm. The CEO and CFO continue to express concern over the lack of integration among business processes within their functional business areas. They feel an ERP system coupled with Supply Chain Management and Customer Relationship functionality is the answer.

Both executives have heard negative reports from fellow executives in other companies and from press reports of failed ERP implementations. To avoid duplicating the same situation in their organization, the CEO and CFO request that you submit a Proposed Approach for Implementing an ERP system report. Ultimately, these organizational leaders want to determine if their company is ready for ERP.

Your initial deliverable is a draft document that should include the following content:

- A proposed approach for conducting a needs assessment/requirements gathering initiative. The requirements should reflect the functional business processes your firm needs to implement.

This deliverable is the initial requirement of the final deliverable for the Portfolio Project. Your deliverable should be 3-5 pages in length not including the required cover and reference pages and conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Option #2 - Proposed Approach for Implementing an ERP System (Part 1)

You are the instructor in a Managing ERP course. Your slide presentation should instruct the class on a proposed approach to implementing an ERP system coupled with Supply Chain Management and Customer Relationship functionality. Ultimately, this approach should help the students determine if a company is ready for ERP.

Your presentation should include the following content:
• A proposed approach for conducting a needs assessment/requirements gathering initiative. The requirements reflect which functional business processes your firm needs to implement.

This presentation is the initial requirement of the final deliverable for the Portfolio Project. Your presentation should be 5 to 7 slides in length not including the required cover and reference slides and conform to CSU-Global Guide to Writing and APA Requirements. Your notes section should contain sufficient detail to explain the content on the slide. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Module 4

CRITICAL THINKING ASSIGNMENT (100 points)
Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option #1: Supply Chain Management Software

Use the internet to find two Supply Chain Management software vendors. Once you have selected two vendors, use their websites and analysts’ reports for more detailed research.

Write a paper in which you compare and contrast the features and functionality of each vendor’s products. Include in your evaluation any required IT products including hardware, software, and databases. Look for competitive differentiators within the products.

Your paper should be 4-6 pages in length not including the required cover and reference pages and conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Option #2: Evaluating Supply Chain Management Software

Assume you are the instructor for this class. Prepare a slide presentation in which you evaluate two Supply Chain Management software products. In your presentation, you will compare and contrast the features and functionality of each vendor’s products. Include in your evaluation any required IT products including hardware, software, and databases. Look for competitive differentiators within the products.

Your well-developed presentation should be between 8 to 10 slides in length not including the required title and reference slides. The content of each slide should contain summarized information. The details of your research and what you communicate to the class should be in the notes area. This submission must conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Module 5

CRITICAL THINKING ASSIGNMENT (100 points)
Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option #1: Comparing and Contrasting Accounting Information System

Use the internet to find two Accounting Information System software vendors. Once you select two vendors, use their websites and analysts’ reports for more detailed research. Write a paper in which you compare and contrast the features and functionality of each vendor’s products. Keep your evaluation at a high level. Include any
required IT products including hardware, software, and databases. Look for competitive differentiators within the products.

Your paper should be 4-6 pages in length not including the required cover and reference pages and conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Option #2: Functionality and Features of Accounting Information System

Assume you are the instructor for this class. Prepare a slide presentation in which you evaluate two Accounting Information software products. In your presentation you will compare and contrast the features and functionality of each vendor’s products. Keep your evaluation at a high level. Include any required IT products including hardware, software, and databases. Look for competitive differentiators within the products.

Your well-developed slide presentation must be 8-10 slides in length not including the title and reference slides. The content of each slide should contain summarized information. The details of your research and what you communicate to the class should be in the notes area. This submission must conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Module 6

CRITICAL THINKING ASSIGNMENT (100 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option #1: Comparing and Contrasting Human Resources Information System

Use the internet to find two Human Resources Information System software vendors. Once you select two vendors, use their websites and analysts’ reports for more detailed research. Write a paper in which you compare and contrast the features and functionality of each vendor’s products. Include any required IT products including hardware, software, and databases. Look for competitive differentiators within the products.

Your paper should be 4-6 pages in length not including the cover and reference pages and conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

Option #2: Functionality of Human Resources Information System

Examine the Human Resources Department at your firm or a firm you are familiar with.

- If it uses an ERP product for Human Resources, develop a slide presentation in which you describe the features and functionality of the vendor’s products that were implemented. Present any IT products such as hardware, software, and databases used by Human Resources.
- If the selected firm does not use an ERP product for Human Resources, present what features and functionality a potential product should support. Use the internet to find an ERP product with a Human Resources module that would meet the features and functionality requirements.

Your well-developed slide presentation must be 8 to 10 slides in length not including the required title and reference slides. The details of your research and what you communicate to the class should be in the notes area. This submission must conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

PORTFOLIO PROJECT MILESTONE (50 points)
Be sure to review the Portfolio Project Description and Portfolio Project Rubric in the Module 8 folder for details.

**Option #1: Proposed Approach for Implementing an ERP System (Part 2)**

You are the CIO of a manufacturing firm. The CEO and CFO continue to express concern over the lack of integration among business processes within their functional business areas. They feel an ERP system coupled with Supply Chain Management and Customer Relationship functionality is the answer.

Both executives have heard negative reports from fellow executives in other companies and from press reports of failed ERP implementations. To avoid duplicating the same situation in their organization, the CEO and CFO request that you submit a Proposed Approach for Implementing an ERP System report. Ultimately they want to determine if their company is ready for ERP.

Your deliverable should include the following content:

- A proposed approach to evaluate ERP vendors and their software product’s fitness to meet your requirements. The requirements, at this stage, reflect which functional business processes your firm needs to implement.

This submission is the second requirement of the final deliverable for the Portfolio Project. Your deliverable should be 6 to 8 pages in length not including the required title and reference pages and conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

**Option #2: Proposed Approach for Implementing an ERP System (Part 2)**

You are the instructor in a Managing ERP class. Your slide presentation should instruct the class on a proposed approach to implementing an ERP system coupled with Supply Chain Management and Customer Relationship functionality. Ultimately this approach should help the students determine if a company is ready for ERP.

Your presentation should include the following content:

- A proposed approach to evaluate ERP vendors and their software products fitness to meet your requirements. The requirements, at this stage, reflect which functional business processes your firm needs to implement.

This submission is the second requirement of the final deliverable for the Portfolio Project. Your presentation should be 10 to 12 slides in length not including the required title and reference slides. The content on the slides should be summarized points. Your notes section should contain sufficient detail to explain the content on the slide. This submission must conform to CSU-Global Guide to Writing and APA Requirements. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.
that you submit a Proposed Approach for Implementing an ERP System report. Ultimately they want to determine if their company is ready for ERP.

Your deliverable should include the following content:
- A proposed approach for conducting a needs assessment/requirements gathering initiative.
- A proposed approach to evaluate ERP vendors and their software product’s fitness to meet your requirements. The requirements, at this stage, reflect which functional business processes your firm needs to implement.
- A proposed approach to implementing the ERP system into a fully production enterprise system.
- Proposed measurements to determine if the ERP implementation was successful.

This submission for your Portfolio Project should be between 15-20 pages in length not including the required cover and reference pages and conform to CSU-Global Guide to Writing and APA Requirements. Cited references must include at least three references that are assigned course readings and at least four additional scholarly references from the CSU-Global Library.

**Option #2: Proposed Approach for Implementing an ERP System (Final Submission)**

You are the instructor in a Managing ERP class. Your slide presentation should instruct the class on a proposed approach to implementing an ERP system coupled with Supply Chain Management and Customer Relationship functionality. Ultimately this approach should help the students determine if a company is ready for ERP.

Your presentation should include the following content:
- A proposed approach for conducting a needs assessment/requirements gathering initiative.
- A proposed approach to evaluate ERP vendors and their software products fitness to meet your requirements. The requirements, at this stage, reflect which functional business processes your firm needs to implement.
- A proposed approach to implementing the ERP system into a fully production enterprise system.
- Proposed measurements to determine if the ERP implementation was successful.

This submission for your Portfolio Project should be between 20 to 25 slides in length not including the required title and reference slides and conform to CSU-Global Guide to Writing and APA Requirements. Your notes section should contain sufficient detail to explain the content on the slide. Cited references must include at least three references that are assigned course readings and at least four additional scholarly references from the CSU-Global Library.

**Course Policies**

**Course Grading**
- 20% Discussion Participation
- 45% Critical Thinking Assignments
- 35% Final Portfolio Paper

**Grading Scale and Policies**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Score Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>95.0 – 100</td>
</tr>
<tr>
<td>A-</td>
<td>90.0 – 94.9</td>
</tr>
<tr>
<td>B+</td>
<td>86.7 – 89.9</td>
</tr>
<tr>
<td>B</td>
<td>83.3 – 86.6</td>
</tr>
<tr>
<td>B-</td>
<td>80.0 – 83.2</td>
</tr>
<tr>
<td>C+</td>
<td>75.0 – 79.9</td>
</tr>
<tr>
<td>C</td>
<td>70.0 – 74.9</td>
</tr>
<tr>
<td>D</td>
<td>60.0 – 69.9</td>
</tr>
</tbody>
</table>
In-Classroom Policies
For information on late work and incomplete grade policies, please refer to our In-Classroom Student Policies and Guidelines or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

Academic Integrity
Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /re-purposing your own work (see CSU-Global Guide to Writing and APA Requirements for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and Internet resources.

Citing Sources with APA Style
All students are expected to follow the CSU-Global Guide to Writing and APA Requirements when citing in APA (based on the APA Style Manual, 6th edition) for all assignments. For details on CSU-Global APA style, please review the APA resources within the CSU-Global Library under the “APA Guide & Resources” link. A link to this document should also be provided within most assignment descriptions on your course’s Assignments page.

Disability Services Statement
CSU–Global is committed to providing reasonable accommodations for all persons with disabilities. Any student with a documented disability requesting academic accommodations should contact the Disability Resource Coordinator at 720-279-0650 and/or email ada@CSUGlobal.edu for additional information to coordinate reasonable accommodations for students with documented disabilities.

Netiquette
Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom.

If you have concerns about something that has been said, please let your instructor know.