Welcome to the world of Enterprise Resource Planning (ERP)! I look forward to working with each of you this semester. This course serves as an introduction to ERP and also provides a solid foundation for common business processes in many disciplines and how they are supported by modern information systems. The class examines various elements of an organization’s business process and teaches students to examine and analyze business processes. The student’s study is reinforced by the use of SAP ERP software to support both strategic decisions and day-to-day operations of a business. We will also cover the impact of SAP on the organization and how change can be managed.

Course Pre-requisite

To take this course students must have successfully completed MGMT 339 “Managing Operations”.
About the Course

Enterprise Resource Planning, or ERP, is a complex information system that performs all business processes in a central system. Many businesses today use an ERP system to conduct business. Whether it is accounting, supply chain, human resources, sales, procurement, production, or a number of other processes, an ERP system integrates these processes in one organizational information system. It also houses master data centrally to provide one record of the data. This course provides you with the foundational knowledge needed to understand and use an ERP system.

In this course, students will learn about common business processes and gain proficiency in the use of SAP ERP to execute those processes. Business processes will be studied and documented using standard process modeling techniques. Students will also learn about and discuss issues relating to ERP implementation, change management, process improvement, and integration of processes and data. Students will participate in a competitive simulated business environment which combines the individual processes into a full cash-to-cash cycle, using data from SAP to make both tactical and strategic business decisions.

There will be lab assignments to assist with hands-on learning of an ERP system. These are to be completed individually. Additionally, we will use a simulation game to mirror processes that are completed in everyday operations in industry. The simulation game provides training for you to become familiar with ERP through firsthand experience using an actual ERP system. The simulation game is completed in teams that compete against each other as part of the final course project.

Key Learning Goals of the course

Upon completion of this course, students should be able to:

- Describe the advantages, strategic value, and organizational impact of utilizing an ERP system for the management of information across the functional areas of a business: sales and marketing, accounting and finance, human resource management, and supply chain management.
- Demonstrate a working knowledge of how data and transactions are integrated in an ERP system to support the cash-to-cash cycle, including the planning, procurement, production, and sales processes. Examine processes separately, and then collectively using a simulated business environment in which business decisions are made and executed in the ERP.
- Demonstrate the ability to collect and analyze data from ERP systems to make both tactical and strategic business decisions by examining data generated in a simulated business environment.
- Create and interpret visual models of processes, to understand existing business processes and to describe ERP-delivered processes in order to demonstrate the value of an ERP implementation.
- Evaluate organizational opportunities and challenges in the design and implementation of an ERP system within a business scenario.
Required Textbooks

- ERPsim Participant’s Guide – available on the HEC Montreal ERPsim Learning Portal (must purchase license)
- Various Readings – available on class website on Titanium

Entry Skills:

Before beginning this course a student should possess the following skills:
- Competency with common desktop PC applications and operating systems.
- Willingness to accept that SAP does not behave like common desktop PC applications.

Required Software: We are mainly relying on SAP for the course which you could gain access to via computer laps or through CSUF Virtual Computing Lab (VLC).

In addition, the following technologies and skills are required in order for you to take this course:
- You must have access to a computer which has an active Internet connection and a web browser that can correctly render the course website (e.g., Chrome, Firefox, Safari).
- You must have access to software which will allow you to consume and produce Microsoft Office and Adobe PDF documents.
- You must have access to software which will allow you to watch and record MP4-encoded video files.
- You must possess the requisite skills to use the hardware and software noted above.

Evaluation:
Your course grade will be based on your performance on (1) two Exams, (2) four Lab assignments, (3) participation and quizzes, and 4) one group project.

Exams
There are two equally weighted exams in this course. The second exam will be administered during the scheduled final examination time. Exams may include multiple choice, short answer, essay, and/or problem solving components. Exams will include materials from the textbook, reading assignments, handouts, exercises, simulation, and classroom discussion. Dates of the exams are posted on the class schedule. Absolutely no makeup exams will be given for uncoordinated/unexcused exam absences. Any uncoordinated, unexcused exam will result in a score of 0 for that exam, unless prior permission has been given. Permission to take a make-up exam will be given only for extreme circumstances and may be administered in any exam format decided by the instructor (e.g., oral, essay, etc.).
Hands-On Assignments
The best way to become familiar with the concepts of ERP is by using them. To aid in your learning there will be a number of individual homework assignments in this class. Assignments will consist of hands-on lab manual material as well as other individual assignments as appropriate. Many assignments will be submitted via Titanium. Please make sure your files are free from problems that would prevent me from opening them (e.g., free of viruses, are not corrupted, etc.) and that you select the correct file for submission. Submission of assignments that are not viewable, are not the correct file, or are not fully submitted will likely lead to an assignment grade of zero. Assignments are due by the specified due date and time listed in schedule.

Quizzes
Several quizzes will be given throughout the semester. The quizzes are unannounced and may be given anytime in class (beginning or end). When possible, quizzes will be administered online. If you are not in class when the quiz is being administered, you may not take the quiz.

Participation
Participation will be assessed based on in-class activities and exercises. If you attend class and participate in assigned individual and team activities, these should be pretty easy points to get.

Group Projects
Teams of students will compete in a simulated business environment using SAP to operate their businesses and implement strategic decisions. The simulation project groups will be made up of 3-5 people. If possible, all project teams should be comprised of students from different disciplines/backgrounds, so this should be taken into consideration when teams are formed. I reserve the right to arrange/rearrange team assignments based upon skill mixture among the individual team members. Teams will be selected and the project assignment will be distributed before the project begins. Further details on the simulation project and will be given later.

Grading and Related Issues

<table>
<thead>
<tr>
<th>Evaluation Item</th>
<th>% points</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Lab Assignments</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>2  Exam 1</td>
<td>20</td>
<td>October 31\textsuperscript{st}, 2016</td>
</tr>
<tr>
<td>3  Quizzes/Participation/Others</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>4  Group Project</td>
<td>20</td>
<td>December 9\textsuperscript{th}, 2016</td>
</tr>
<tr>
<td>5  Exam 2</td>
<td>20</td>
<td>December 12\textsuperscript{th}, 2016</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>
Final Letter Grade

Your final grade will be based upon your total accumulated points in the exams, assignments, participation, quizzes, and group project. The following scale will be used.

<table>
<thead>
<tr>
<th>Cumulative Points</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>97 – 100</td>
<td>A+</td>
</tr>
<tr>
<td>94 – 96.99</td>
<td>A</td>
</tr>
<tr>
<td>90 – 93.99</td>
<td>A-</td>
</tr>
<tr>
<td>87 – 89.99</td>
<td>B+</td>
</tr>
<tr>
<td>84 – 86.99</td>
<td>B</td>
</tr>
<tr>
<td>80 – 83.99</td>
<td>B-</td>
</tr>
<tr>
<td>77 – 79.99</td>
<td>C+</td>
</tr>
<tr>
<td>74 – 76.99</td>
<td>C</td>
</tr>
<tr>
<td>70 – 73.99</td>
<td>C-</td>
</tr>
<tr>
<td>60 – 69.99</td>
<td>D</td>
</tr>
<tr>
<td>&lt; 60</td>
<td>F</td>
</tr>
</tbody>
</table>

NO CURVE is used to determine grades. Grades are based on fixed scales!!

There will be NO MAKE-UP EXAM except under extreme circumstances such as illness that require doctor’s visit. Student is required to submit verifiable documentation supporting the make-up request within two business days after the exam. Please be aware that a letter stating that a student visited a doctor on exam day does not qualify for a valid document.

Attendance and Participation

All students are expected to attend regularly and punctually all scheduled face-to-face classes and online meetings. Failure to do so may jeopardize a student's scholastic standing and may lead to suspension from the University in certain circumstances. Only official excuses will be accepted. If a class is missed, it is the student's responsibility to obtain assignments, lecture notes, etc.

Moreover, it is the student's responsibility to keep up with all online weekly content, assignments, and projects. Extensive use of Titanium is expected in this course.

Expectations and Behavior:

- Successful completion of this course will require a substantial degree of effort on your part. You will thus need to dedicate a great deal of time to reading and thinking about the topics being addressed and working on your assigned tasks if you are to be successful. Since this course moves quickly, you will need to be especially vigilant about keeping pace with the course schedule.
• Quizzes and lab assignments are considered individual work, and must therefore be completed individually. Collaboratively working on quizzes or lab assignments is strictly prohibited. Students violating this rule will receive no credit for their attempt.

• The course website will be a key resource for obtaining course materials and for communicating with the class instructor and your classmates. Please be sure to check the website for updates at least a few times every week.

• It is your responsibility to check if you can access the course Web sites before any work is due and immediately report any problems. Undocumented connectivity problems will not be accepted as an excuse for not turning in the assigned work; you may submit your work by e-mail only if you experience problems with posting it to the course Web site.

• It is your responsibility to frequently check course Titanium as well as your email for updates, announcements and other course related resources.

• When digitally communicating with the class instructor or your classmates, you will be required to follow the standard rules of network etiquette (“netiquette”). A detailed description of standard netiquette rules is published by the Internet Engineering Task Force (IETF) in RFC 1855, which can be found at http://tools.ietf.org/html/rfc1855

• Although the class instructor will not actively monitor your interactions with the course website, be aware that all of those interactions are automatically logged and can be reviewed if deemed necessary. These activity logs will be used to settle any questions regarding whether assignments or other deliverables were turned in on time.

• Appropriate classroom behavior is expected of all students. Please turn off cell phones or select the vibrate mode or silence mode during class. Please respect the learning environment of your fellow students by refraining from texting, surfing the web, or any other non-class related activity on any electronic device in class. These activities distract those around you and can detract from their learning experience. If you feel that you must do any of these activities, please leave the room to do so. Inappropriate and disruptive classroom behavior will not be tolerated and will result in possible removal from the class and /or disciplinary action as per the student handbook.

Instructor Responsiveness:

• Barring any unusual circumstances, all student emails requiring a response will be answered within 2 business days. Please include your course number ISDS 435, your last name, subject in the subject line of all of your email communications otherwise your email might be lost and you may not receive a reply to your email.

• Grades and feedback for all individual and group deliverables will be posted within ten calendar days following their respective due dates. Further information about due dates for deliverables can be found on the course schedule.

• Meetings during office hours need to be scheduled via email at least 48 hours before the desired meeting time.
Discussions of awarded scores/grades can take place up to two business days after the date the grades/scores were posted. If no concerns regarding the awarded scores/grades were raised within two business days from the date the grades/scores were posted then no further discussion about the assigned grades may take place.

Technical Problems:

- Please be aware that the class instructor has no control over the hardware, software, databases, or networks which underlie the course website. If you encounter any technical problems, you should therefore contact the CSUF IT Help Desk instead of contacting your instructor. You can contact the help desk by calling 657.278.7777, or by sending an email to helpdesk@fullerton.edu.
- Although the course website is generally very reliable, it will occasionally be offline for maintenance. You should therefore avoid waiting until the last minute to submit your quizzes or assignments so as to hedge against the possibility of the course website being unavailable.

Additional Class Rules and Considerations:

- If you have a grading dispute of any kind, you must provide written details of your dispute to the class instructor within two days of your grade having been made available to you. This includes grades being made available via the course website.
- If you have any special needs, you must inform the class instructor within the first week of class if you would like those needs to be accommodated. Please note that any special accommodations must be properly documented by the CSUF Office of Disability Support Services. Information about your rights to accommodation for documented special needs can be obtained from the Office of Disability Support Services, UH 101, 657.278.3117 or as documented at http://www.fullerton.edu/DSS/
- Since you will find yourself on campus occasionally throughout the semester, you should review the University’s recommendations regarding emergency preparedness, which can be found at http://emergencypreparedness.fullerton.edu

Academic Integrity

Per UPS 300.021: “Academic dishonesty includes but is not limited to cheating on examinations or assignments, unauthorized collaboration, plagiarism, falsification/fabrication of university documents, any act designed to give unfair academic advantage to the student (such as, but not limited to, submission of essentially the same written assignment for two courses without the prior permission of the instructor), assisting or allowing any of these acts, or the attempt to commit such acts.” These activities are expressly prohibited in this course.

Since this is a graduate course, you will be held to a high standard of academic integrity and behavior. Academic dishonesty will minimally result in your receiving no credit for the associated deliverable, but may result in your being assigned a failing grade for the entire course, or dismissal from the University. University policy requires that violations of academic integrity be reported to the Student Conduct division in the Dean of Students
Office. Please note that you are subject to all of the provisions of the University Policy Statement on Academic Integrity, although only a subset of those provisions is noted above. For more information, please see: 


**Assessment Statement**

The programs offered in Mihaylo College of Business and Economics (MCBE) at Cal State Fullerton are designed to provide every student with the knowledge and skills essential for a successful career in business. Since assessment plays a vital role in Mihaylo College’s drive to offer the best, several assessment tools are implemented to constantly evaluate our program as well as our students’ progress. Students, faculty, and staff should expect to participate in MCBE assessment activities. In doing so, Mihaylo College is able to measure its strengths and weaknesses, and continue to cultivate a climate of excellence in its students and programs.

As a graduate student in the Mihaylo College of Business and Economics, you are required to make an ethical and professional commitment to act appropriately in all academic activities and to not tolerate any dishonorable or disrespectful behavior from yourself or from your classmates. This requirement applies unambiguously to ISDS 435.

**Disclaimer**

I reserve the right to deviate from the schedule and any changes to the schedule will be posted on course website via Titanium and/or communicated by e-mail. It’s your responsibility to remain up-to-date. Additional information about the exams, assignments, and project will be provided in class. The scheduled dates for exams, etc., are subject to change, but changes will be discussed in class. Students are expected to attend classes and are responsible for obtaining information from missed classes from other students (including changes to due dates and assignments) and/or Titanium.