

Course Syllabus

<p>Instructor Information</p>	<p>John R. Grandzol, Ph.D. Professor of Management jgrandzo@bloomu.edu Office: Sutliff Hall 264</p> <p><u>Office Hours</u> Online Chatroom TBA</p> <p>Phone: (570) 389-4391 Visit http://cob.bloomu.edu/granzol for biographical information.</p>
<p>Course Description</p>	<p>This course introduces students to enterprise system applications appropriate for knowledge management, a strategic resource allocation process involving transactions, interactions, and relationships among data and people within global, complex business organizations.</p>
<p>Course Objectives</p>	<ul style="list-style-type: none"> • Understand how business processes are mapped (translated) into enterprise system software and how managerial decisions integrate across disciplines; • Develop working knowledge of enterprise system modules to enable efficient navigation and information access for management; • Differentiate enterprise system transactions, queries, and reports within a manager’s role-specific need-to-know access; • Develop competence in transforming raw data into management information that drive managerial analyses and decisions.
<p>Prerequisites</p>	<p>(1) 93.244, Principles of Management; and (2) 93.448, Supply Chain Operations; and (3a) 94.175, Introduction to Business Information Systems, and 94.321, Principles of Business Information Systems; or (3b) Permission of Instructor</p>
<p>Course Policies and Procedures</p>	<p>Course content is delivered via online (<i>Blackboard</i>) lectures and discussions, Internet-based demonstrations, software tutorials and exercises, and online assessments. You will utilize professional/industry websites and assorted application (e.g., <i>Microsoft Dynamics GP</i>) and general-purpose (e.g., <i>Word, Visio</i>) software for preparation of homework assignments and assigned projects.</p> <p><u>Academic Integrity</u>: Any student engaging in any violation of the University’s policy on academic integrity (cheating, plagiarism, falsifications) will receive a failing grade for this course; appropriate administrative actions will likewise be initiated. <u>Note</u>: this includes duplication of any segment of any electronic file.</p>

Learning outcomes are measured through periodic assessments that include data analysis workflows, active learning problems, research reports, self-directed tutorials, and final examination.

For individual written assignments you will receive individual and confidential feedback and grades (available in your **Bb Gradebook**). Summary comments may be posted (as necessary) on the **Course Home** page (**Announcements**).

Online **Discussion Forums** will be graded individually; however, only summary feedback will be made available on respective forums. You must review this feedback and all students' inputs to assess your own work and determine your own strengths and weaknesses.

Private online journals entered via **Journals** will be reviewed and graded to ensure assignments are completed timely using appropriate solution processes.

Grading Policy

Contributions to final grade:

Assessments	35%
Discussion Forums	25%
Journals	10%
Final Examination	30%

Grading Scale:

Course Grade	Weighted Average (%)	Course Grade	Weighted Average (%)
A	93 and above	C+	77 to 79.99
A-	90 to 92.99	C	73 to 76.99
B+	87 to 89.99	C-	70 to 72.99
B	83 to 86.99	D+	67 to 69.99
B-	80 to 82.99	D	63 to 66.99
		E	below 63

Textbook(s) Study guides and tutorials available via course website.

Demonstrations Tutorials & Exercises Specific guidelines, assessment, and due dates available on course website.

Discussion Forums **Discussion Forums** are used for your questions and input concerning applications and different techniques. Drawn from assignments designed by the instructor, specific timeframes for initial submissions will be provided, along with specific guidance for successful participation, within each forum.

Online Journal

You must maintain an online Journal whose content will be visible only to yourself and the instructor. Single, summary entries must be made weekly (on Monday of the week following the week for which it applies). Descriptions of the processes (sequence of steps, resources, time, interactions, useful resources, and roadblocks to success are examples of the content that may apply) followed in completing the assignments should be entered. The purpose is (1) to facilitate recognition of your own individual learning strategies, (2) to determine whether they are congruent with your learning style, (3) to identify and reinforce strengths, and (4) to resolve or eliminate weaknesses in your personal learning processes.

Narrative entries should be clearly identified, concise, well-ordered, and comprehensive with proper grammar and spelling. They are best prepared in Word and then copy-and-pasted using the Paste-from-Word icon. Format may be chronological (day-by-day) or functional (task-by-task).

Content Outline

Enterprise System Overview	Transactions, Queries, Reports
Introduction to <i>Microsoft Dynamics</i>	Knowledge Management Issues
Software Modules	Integration with <i>MS Office Tools</i>
Data, Information, and Business Intelligence	

Reference Materials

Books

Applegate, L.M., Austin, R.D. & McFarlan, F.W. (2002). *Creating business advantage in the information age*. New York: McGraw-Hill.

Monk, E. & Wagner, B. (2006). *Concepts in enterprise resource planning* (2nd ed.). Boston: Thomson Course Technology.

Olson, D.L. (2004). *Managerial issues of enterprise resource planning systems*. New York: McGraw-Hill.

Sandoe, K., Corbitt, G. & Boykin, R. (2001). *Enterprise integration*. Hoboken, NJ: John Wiley & Sons, Inc.

Journals

Alsene, E. (2007). ERP systems and the coordination of the enterprise. *Business Process Management Journal* 13(3), 417-432.

Ashbaugh, S. & Miranda, R. (2002). Technology for Human Resources Management: Seven questions and answers. *Public Personnel Management* 31(1), 7-20.

Basoglu, N., Daim, T. & Kerimoglu, O. (2007). Organizational adoption of enterprise resource planning systems: A conceptual framework. *Journal of High Technology Management Research* 18(1), 73-97.

Beheshti, H.M. (2006). What managers should know about ERP/ERP II. *Management Research News* 29(4), 184-193.

Chakraborty, S. & Sharma, S.K. (2007). Enterprise resource planning: An integrated strategic framework. *International Journal of Management & Enterprise Development* 4(5), 533-551.

Chan, J.O. (2005). Enterprise information systems strategy and planning. *Journal of American Academy of Business* 6(2), 148-153.

Edwards, P., Peters, M. & Sharman, G. (2001). The effectiveness of information systems in supporting extended supply chain. *Journal of Business Logistics* 22(1), 1-27.

Gattiker, T.F. (2007). Enterprise resource planning (ERP) systems and the manufacturing-marketing interface: An information-processing theory view. *International Journal of Production Research* 45(13), 2895-2917.

Harley, B., Wright, C., Hall, R. & Dery, K. (2006). Management reactions to technological change. *Journal of Applied Behavioral Science* 42(1), 58-75.

Hewitt, F. (1999). Information technology mediated Business Process Management -- lessons from the supply chain. *International Journal of Technology Management* 17(1/2), 37-53.

Huang, S., Lin, C., Wong, S. & Tsai, M. (2007). The impact of ERP implementation on business performance -- an integrated investigation model. *International Journal of Manufacturing Technology & Management* 12(4), 342-359.

Liu, S. & Young R.I. (2007). An exploration of key information models and their relationships in global manufacturing decision support. *Proceedings of the Institution of Mechanical Engineers*, 221(4), 711-724.

McGinnis, T.C. & Huang, Z. (2007). Rethinking ERP success: A new perspective from knowledge management and continuous improvement. *Information & Management* 44(7), 626-634.

Moller, C. (2006). The role of enterprise systems in supply chain networks: A taxonomy of supply chain strategies. *International Journal of Networking & Virtual Organizations* 39(2), 156-171.

Neely, A. & Al Najjar, M. (2006). Management learning not management control: The true role of performance measurement. *California Management Review* 48(3), 99-114.

Palanisamy, R. (2007). Organizational culture and knowledge management in ERP implementation: An empirical study. *Journal of Computer Information Systems* 48(2), 100-120.

Peslak, A.R., Subramanian, G.H. & Clayton, G.E. (2007). The phases of ERP software implementation and maintenance: A model for predicting preferred ERP use. *Journal of Computer Information Systems* 48(2), 25-33.

Sakkas, N. & Malkewitz, R. (2001). Business, implementation and management issues of "many to many" collaborative environments. *Information Knowledge Systems Management* 2(3), 229-238.

Samaranayake, P. & Toncich, D. (2007). Integration of production planning, project management and logistics systems for supply chain management. *International Journal of Production Research* 45(22), 5417-5447.

Stratman, J.K. (2007). Realizing benefits from enterprise resource planning: Does strategic focus matter? *Production & Operations Management* 16(2), 203-216.

Vathanophas, V. (2007). Business process approach towards an inter-organizational enterprise system. *Business Process Management Journal* 13(3), 433-450.

White, A., Daniel, E.M. & Mohdzain, M. (2005). The role of emergent information technologies and systems in enabling supply chain agility. *International Journal of Information Management* 25(5), 396-410.

Yuan-Du, H., Ching-Chow, Y., Wen-Tsann L. & Wei-Cheng, L. (2007). A study on key failure factors for introducing enterprise resource planning. *Human Systems Management* 26(2), 139-152.

Websites

Microsoft Dynamics, <http://www.microsoft.com/dynamics/default.aspx>

Oracle Corp, <http://www.oracle.com/index.html>

SAP AG, <http://www.sap.com/usa/index.epx>

<p>Course Etiquette</p>	<p>Online learning is different from traditional on-campus experiences. It requires self-discipline and good time management. While not in class or online simultaneously with other students or the instructor, you still have a responsibility for timely submission of assignments and timely participation in ongoing discussions, questions-and-answers, etc. As in on-campus sessions, you must remain polite and considerate in all communications, display professional communication techniques, and be responsive to all interactions. Complying with all electronic communication procedures and guidelines is also critical to successful completion of this course.</p>
<p>Learning Outcomes Assessment</p>	<p>As prescribed in the Department of Management’s Outcomes Assessment program, this course’s objectives and content contribute to the development of the competencies contained in the College of Business’s Mission Statement; namely, written and oral communication, quantitative/analytical reasoning, values, ethics, and responsible decision making, cultural diversity/global issues, and information technology, in varying degrees. You may review relevant outcomes assessment program information with the instructor.</p> <p>Date prepared: May 01, 2009.</p>