SCM260 Spring 2022

ESSENTIALS OF ERP
Syllabus

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1.0 General Information

START Date:
January 10, 2021

PLACE AND TIME:
This is an on-line “blended learning” course. There are no regularly scheduled “face-to-face” class sessions. However, if agreed, some face-to-face optional sessions may be offered for special purposes.

The blended learning approach incorporates standard e-learning with added Zoom sessions on a regular weekly schedule. Zoom sessions will be held in the evening of one day per week (See Course Schedule below). Zoom Sessions will be recorded to allow access by students unable to participate in “live” sessions.

Zoom sessions will be used to present / clarify course concepts and allow opportunity for sharing and dialogue between the Professor and Participants.

Students will read the reference texts to develop an understanding of core concepts. Discussion Forums and an SAP Business Application will enable students to share ideas with other class members in order to enhance the learning experience of all. Several optional activities will be provided to students to enhance engagement and learning. These activities will be posted ahead of time on the Calendar / Schedule on Canvas and will be communicated ahead of time in Announcements and weekly Zoom meetings.

FACULTY MEMBER:
Doug Parkes E-Mail: dgparkes@uncg.edu
Department of Information Systems and Supply Chain Management
Virtual Office hours by appointment

BRIEF DESCRIPTION OF THE COURSE:
This course provides an overview of enterprise resource planning systems (ERP) and how these systems support various functions of a company. It will introduce students to the way enterprise systems are used to manage supply chains and make effective business decisions.

CREDITS:
3.0 credit hours

FOR WHO PLANNED:
This is an elective course for the undergraduate Supply Chain Management Concentration, which is part of the Bryan School's Online Degree Completion (ODC) Program. The material should also be valuable for anyone who is interested in basic ERP concepts and functionality.

PRE-REQUISITE COURSES AND REQUIREMENTS
No specific pre-requisites beyond enrollment required.

Self-motivation and commitment to learning represent key requirements for success.

Students can expect the faculty member to be equally motivated and supportive in this learning environment.
Students should possess excellent written communication skills. Grammar and spelling should be thoroughly proofed prior to sending all written communications & assignments.

STUDENT LEARNING OUTCOMES:

On completion of this course, students will be able to:

- Describe the role of information systems and technology to improve the performance of the supply chain
- Understand the essentials of ERP Systems and ERP technologies.
- Understand Business process reengineering and ERP Architecture.
- Understand ERP life cycle relative to Implementation, Planning, and Package Selection
- Understand ERP Operations, Maintenance, and Supply Chain Management.
- Understand basic SAP navigation in the home screen.
- Understand at a high-level the following SAP modules: WM (Warehouse Management), PP (Production Planning), MM (Materials Management, and SD (Sales and Distribution).
- Utilize an Enterprise Resource Planning System in simulation mode to enter master data, complete transactions, and collect and analyze data in support of end-to-end business processes related to Material Management, Warehouse Management and Customer Order Fulfillment (Order-to-Cash).

REQUIRED TEXTS, READINGS, & REFERENCES:

Text: Enterprise Systems for Management (Subscription), 2nd Edition
Motiwalla & Thompson
©2012 | Pearson
eText ISBN: 9780132998604

The eText is available for purchase from the UNCG Bookstore. You can use the "Purchase Course Materials link in Canvas to purchase from the book store and you will be emailed your eBook. You also have the option of coming to the store to purchase the eBook, but you won't be leaving with a physical item, it will be emailed to you once you check out at the register.

It is also important that participants keep abreast of current events that are relevant to the subject / concepts and attempt to relate them to course materials.

In addition to the text, students will require access to an Enterprise Resource Planning System configured specifically to support course outcomes. The University is a Member of the SAP University Alliance. This gives access to the Global Bikes SAP Simulation which will be the basis for team activities. Details related to set-up and use of the system will be provided by the
Professor on Canvas and in Zoom Sessions. There is no cost to students for use of the system. All costs are covered by the University.

PERFORMANCE EVALUATION AND GRADING:

The following criteria will apply to the grading of assignments.

**Grading Scale**

**Grading Scale (%)**

<table>
<thead>
<tr>
<th>Range</th>
<th>Grade</th>
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<tbody>
<tr>
<td>93.00+</td>
<td>A</td>
</tr>
<tr>
<td>90.00-92.99</td>
<td>A-</td>
</tr>
<tr>
<td>87.00-89.99</td>
<td>B+</td>
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<tr>
<td>83.00-86.99</td>
<td>B</td>
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<tr>
<td>80.00-82.99</td>
<td>B-</td>
</tr>
<tr>
<td>77.00-79.99</td>
<td>C+</td>
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<tr>
<td>67.00-69.99</td>
<td>D+</td>
</tr>
<tr>
<td>63.00-66.99</td>
<td>D</td>
</tr>
<tr>
<td>60.00-62.99</td>
<td>D-</td>
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</tbody>
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**Grading Percentages:**

The course grade will be calculated using the following weights:

- Module Quizzes / Discussions.................60%
- SAP Global Bikes...............................40%

Total..............................................100%
COURSE ASSIGNMENTS:

Discussion Forums: Discussion forums provide a valuable opportunity for Team sharing and learning. These will be used periodically throughout the Semester.

Discussion question(s) / issue(s) will be posted on Canvas by Monday Morning of the week due. The questions will be related to the material presented in the text.

Each student is required to post an initial response to the Forum Question by end of day Sunday of the week due. Students will then be expected to read the comments of all and post a FOLLOW-UP Reply by end of day the following Sunday. The follow-up comment will relate to what students have learned from others. The specific requirements are included along with each Assignment description. The follow-up is to be a separate reply to the forum question - not an individual reply to another student.

Text Chapter Quiz: Quizzes will be used throughout the course to test comprehension of information presented in selected Course Modules. These will be administered through Canvas.

SAP Global Bikes: Students will be required to participate in this simulation, in a “Virtual Team environment. The simulation will be used to demonstrate the importance of supply chain integration and the practical application of an integrated Enterprise Resource Planning System for data collection, analysis, and reporting. Each student will be expected to enter master data, complete transactions and analyze results during the simulation exercises. In addition students will provide an individual report regarding Lessons Learned at the end of the Semester in lieu of a Final comprehensive Exam. A specific Word Template will be included in the Assignments Section of Canvas for students to provide their input. While this is a Team Activity the grading will be at the individual level – not Team level.

Continuous Improvement of Course: Students are given the opportunity to provide feedback on the course content and instruction. This is a critical element and 100% participation is expected.

ACADEMIC HONOR CODE:
Each student is required to sign the Academic Integrity Policy on all work submitted for the course. Refer to UNCG Undergraduate Bulletin.

STUDENT RESPONSIBILITIES:
The student is expected to actively participate in all electronic discussions and complete all assignments on schedule. Failure to participate will result in a lowering of a student’s average.
2.0 Bryan School of Business Mission & Links to Course Objectives

The Bryan School of Business and Economics’ Mission Statement

In the Bryan School of Business and Economics, we create and disseminate knowledge about the theory and practice of business. In addition to our courses and research, we accomplish this through hands-on projects, global experiences, and outreach to the community. Our work produces principled leaders and exceptional problem solvers who have a global perspective, an innovative mindset, a broad understanding of sustainability, and a commitment to improve the organizations in which they work and the communities in which they live.

Student Learning Goals

Each program within the Bryan school has separate learning goals as listed with the degree program. The essential components of a professional education in business (excluding the B.S. and B.A. in Economics, the B.S. in Consumer, Apparel, and Retail Studies and the B.A. in Sustainable Tourism and Hospitality) include common courses for breadth and opportunities for advanced work for depth in the various business disciplines. These core business programs share the following common learning goals:

1. Students will implement the various steps of the critical thinking process, supported by the appropriate use of analytical and quantitative techniques, to formulate recommendations for subsequent decision-making.
2. Students will apply appropriate ethical standards when making recommendations for business decision-making.
3. Students will evaluate business decisions in the context of sustainability goals, balancing environmental, social, and economic needs, conditions, and potential decision impacts.
4. Students will formulate appropriate strategies, in the context of global issues and forces, to improve business performance in the world economy.
5. Students will explain the roles of innovation and innovation management in achieving successful business strategies, decisions, and performance.
6. Students will be able to plan, schedule, contribute to, and lead projects.

Impact of this Course on the Program Student Learning Goals

Upon successful completion of Supply Chain Management Systems and Concepts (SCM650), students will have met the Student Learning Goals on various components of the Critical Decision-Making (#1), Ethical Management (#2), Global and Multicultural (#4), Innovation Management (#5) and Collaboration, Communication, and Knowledge-Integration (#6) Goals.
3.0 Course Schedule (Adjustments may be made during Semester)

**Module 01 - Week of January 10:**
Supply Chain Functions / Key Business Processes
Text Chapter 1
Zoom Sessions: Monday 6:00 - 7:00 pm

**Module 02 - Week of January 17:**
Introduction to Enterprise Systems for Management
Text Chapter 1
Zoom Sessions: Monday 6:00 - 7:00 pm

**Module 03 - Week of January 24:**
Enterprise Systems Architecture
Text Chapter 3
Zoom Sessions: Monday 6:00 - 7:00 pm

**Module 04 - Week of January 31:**
Implementation Strategies
Text Chapter 5
Zoom Sessions: Monday 6:00 - 7:00 pm

**Module 05 - Week of February 7:**
Software and Vendor Selection
Text Chapter 6
Zoom Sessions: Monday 6:00 - 7:00 pm

**Module 06 - Week of February 14:**
Operations and Postimplementation
Text Chapter 7:
Zoom Sessions: Monday 6:00 - 7:00 pm

**Module 07 - Week of February 21:**
Supply Chain Management
Text Chapter 11
Zoom Sessions: Monday 6:00 - 7:00 pm

**Module 08 - Week of February 28:**
Customer Relationship Management
Text Chapter 12:
Zoom Sessions: Monday 6:00 - 7:00 pm

Spring Break - Week of March 7
No Assignments
No Zoom Session
Module 09 - Week of March 14:
Organizational Change and Business Process Reengineering
Text Chapter 9
Zoom Sessions: Monday 6:00 - 7:00 pm

Module 10 - Week of March 21:
Case Analysis; SAP Set-Up and Navigation at Global Bikes
SAP Case Global Bikes
Zoom Sessions: Monday 6:00 - 7:00 pm

Module 11: Week of March 28:
Case Analysis; Materials Management at Global Bikes
SAP Case Global Bikes
Zoom Sessions: Monday 6:00 - 7:00 pm

Module 12: Week of April 4:
Case Analysis - Warehouse Management at Global Bikes
SAP Case Global Bikes
Zoom Sessions: Monday 6:00 - 7:00 pm

Module 12 Continued: Week of April 11:
Case Analysis; Warehouse Management at Global Bikes Continued
SAP Case Global Bikes
Zoom Sessions: Monday 6:00 - 7:00 pm

Module 13: Week of April 18:
Case Analysis; Sales and Distribution at Global Bikes
SAP Case Global Bikes
Zoom Sessions: Monday 6:00 - 7:00 pm

Module 13 Continued: Week of April 25:
Global Bikes User Acceptance Testing
SAP at Global Bikes - Lessons Learned (Final Report)
Zoom Sessions: Monday 6:00 - 7:00 pm
4.0 Learning Approach

BLENDDED (INTERACTIVE) LEARNING APPROACH
The Professor will utilize a blended learning approach even though this is primarily an e-learning experience. This combines: self-learning (reading text / articles); business analysis (Discussion Board); presentations (Zoom Sessions); and opportunities for group interaction (Discussion Board and Zoom Sessions).

The professor will facilitate learning through the venues mentioned above and is also available for individual or group consultation as required.

The textbook and published articles will be used as primary reference materials.

A list of pertinent topics is included in the Schedule in Section 3.0 above.

*Note:* The syllabus provides a general plan for the course; deviations / alterations may be necessary as the course progresses. However, the Professor will maintain a 2-week “frozen period” (no critical changes in assignments 2 weeks prior to due) to ensue stability in the program.
5.0 Course Governance and Expectations

PREAMBLE – OUR COMMITMENT
The administration, faculty, staff, and students of the Bryan School of Business and Economics at UNCG are committed to professional and ethical behavior in all areas of their academic and professional lives. The principles and expectations established in this document and the addendums encompass many aspects of professional behavior and integrity. It is not an exhaustive list, since change is part of life both inside and outside the university.

This set of Guidelines constitutes a statement of values and expectations; concerns and issues are still best addressed by conversations between the individual faculty member and student. If further discussions are necessary, please contact the faculty member’s Department Head.

EXPECTATION OF ALL LEARNING COMMUNITY MEMBERS
The first sentence of the UNCG Student Code of Conduct is: “Members of the UNCG community respect fundamental principles for ensuring a campus environment conducive to peaceful and productive living and study. These principles include five values: honesty, trust, fairness, respect, and responsibility.” All university members (students, faculty, and staff) have a responsibility to uphold these five values, and this is true in the Bryan classroom environment and related academic activities.

EXPECTATIONS OF STUDENTS
Students in the Bryan School must conform to all existing principles found in UNCG’s Academic Integrity Policy and the Student Code of Conduct. Further details may be found at the following sites: "http://academicintegrity.uncg.edu/complete/" and "http://studentconduct.uncg.edu/policy/code/" The attached addendum lists specific expectations of students regarding the learning process and environment at the Bryan School.

EXPECTATIONS OF FACULTY
Faculty in the Bryan School must conform to all existing UNCG codes and policies, and their teaching roles are of particular relevance to these Guidelines (see "http://provost.uncg.edu/faculty/h_section4.asp" for further details). The attached addendum lists specific expectations of faculty regarding the learning process and environment at the Bryan School.

FACULTY / STUDENT GUIDELINES:
The Bryan School has develop a set of guidelines on student behavior and expectations in and out of the classroom as well as what you should expect of me as faculty member. I will encourage you to read through those guidelines by the end of the first week of class. Here is a link to the .pdf file for those guidelines. See:


Footnote 1: This document does not constitute a binding contract between students and the University.

Footnote 2: Portions of these Guidelines were modeled after the Professional Standards developed by the College of Business at Illinois State University. We thank them for their contributions!
6.0 UNCG Covid 19 Requirements

Approved by Faculty Senate on November 22, 2021

As we return for spring 2022, all students, faculty, and staff are required to uphold UNCG’s culture of care by actively engaging in behaviors that limit the spread of COVID-19. These actions include, but are not limited to:

- Following face-covering guidelines
- Engaging in proper hand-washing hygiene
- Self-monitoring for symptoms of COVID-19
- Staying home when ill
- Complying with directions from health care providers or public health officials to quarantine or isolate if ill or exposed to someone who is ill
- Completing a self-report when experiencing COVID-19 symptoms, testing positive for COVID-19, or being identified as a close contact of someone who has tested positive
- Staying informed about the University’s policies and announcements via the COVID-19 website

Instructors will have seating charts for their classes. These are important for facilitating contact tracing should there be a confirmed case of COVID-19. Students must sit in their assigned seats at every class meeting. Students may move their chairs in class to facilitate group work, as long as instructors keep seating chart records. Students should not eat or drink during class time.

A limited number of disposable masks will be available in classrooms for students who have forgotten theirs. Face coverings are also available for purchase in the UNCG Campus Bookstore. Students who do not follow masking requirements will be asked to put on a face covering or leave the classroom to retrieve one and only return when they follow the basic standards of safety and care for the UNCG community. Once students have a face covering, they are permitted to re-enter a class already in progress. Repeated issues may result in conduct action. The course policies regarding attendance and academics remain in effect for partial or full absence from class due to lack of adherence with face covering and other requirements.

For instances where the Office of Accessibility Resources and Services (OARS) has granted accommodations regarding wearing face coverings, students should contact their instructors to develop appropriate alternatives to class participation and/or activities as needed. Instructors or the student may also contact OARS (336.334.5440) who, in consultation with Student Health services, will review requests for accommodations.