



## ISOM 564 Enterprise Systems and Management Fall 2008

Department of Information Systems, Business Statistics, and  
Operations Management

**COURSE:** ISOM 564 Enterprise Systems and Management (2-0-0:2)  
Concepts and practices of enterprise resource management; enterprise resource planning systems and applications, integrated systems approach to managing major business processes, business information reports and analyses. Exclusions: ISMT364, ISMT669J.

### Fall 2008

Time: 9:00 – 12:20 a.m. Monday and Friday

Venue: Room 3219 (or 3211, PC Lab, Lift 19, when noted)

Course web: <http://teaching.ust.hk/~isom564>

**INSTRUCTOR:** Dr. Ronald S. Lau (rlau@ust.hk)  
Office: Room 4417 (Lifts 17-18)  
Phone: 2358-8348  
Office hours: 1:00 – 4:00 p.m. MF or by appointment

**TEACHING ASSISTANT:** Edmond Ho (imhcf@ust.hk)  
Office: Room 4351 (Lift 13-15)  
Phone: 2358-8543

**TEXTBOOK:** Required: *Enterprise Systems for Management* (2009) by Motiwalla and Thompson  
Reference: *Enterprise Resource Management* (2005) by R.S.M. Lau

**GRADING POLICY:** Final course grade will be determined by the following criteria and distribution.

Group term paper	20 percent
SAP lab assignments	20 percent
Comprehensive final exam	<u>60 percent</u>
Total	100 percent

Class attendance is expected. Each absence (for whatever reasons) beyond two allowable absences will result in a one-point reduction from your total course score unless you have a valid, compelling reason.

**LEARNING OBJECTIVES:**

1. Identify the strategic values and limitations of enterprise systems
2. Understand the basic concepts and practices of process-oriented management in a global, competitive environment.
3. Acquire skills and knowledge to implement an enterprise technology in organizations.
4. Learn examples of business process integration through the use of SAP R/3 core applications and modules.
5. Keep up with the new development of ERP software and applications for facilitating e-business.

**ISOM 564 – Fall 2008**

**Course Outline:**

<b>Week 1 (September 6)</b>	<b>Introduction</b> <ul style="list-style-type: none"><li>■ IT/IS in perspective</li><li>■ Integrated business solutions</li><li>■ ERP markets and latest development</li><li>■ Reading: Chapter 1</li></ul>
<b>Week 2 (September 13)</b>	<b>Enabling Technologies</b> <ul style="list-style-type: none"><li>■ Systems integration</li><li>■ Enterprise system architecture</li><li>■ Database management systems</li><li>■ Reading: Chapters 2 and 3</li></ul>
<b>Week 3 (September 20)</b>	<b>Managing Business Process Change</b> <ul style="list-style-type: none"><li>■ Understanding business processes</li><li>■ Business process reengineering</li><li>■ Modeling and automating business processes</li><li>■ Reading: Chapters 8 and 9</li></ul>
<b>Week 4 (September 27)</b>	<b>Strategic Impacts of Enterprise Systems Implementation</b> <ul style="list-style-type: none"><li>■ ERP implementation methodology</li><li>■ System selection and evaluation</li><li>■ Managing ERP implementation projects</li><li>■ Reading: Chapter 4 to 7</li></ul>
<b>Week 5 (October 4)</b>	<b>Contemporary Issues of Enterprise Systems</b> <ul style="list-style-type: none"><li>■ Extended ERP applications</li><li>■ Technical and managerial issues of enterprise integration</li><li>■ Reading: Chapters 10 to 12</li></ul>
<b>Week 6 (October 11)</b> <i>Meet PC Lab (3211)</i>	<b>Learning the SAP System</b> <ul style="list-style-type: none"><li>■ Basic SAP R/3 navigations</li></ul> <b>Integrated Business Process – I</b> <ul style="list-style-type: none"><li>■ Worksheet approach to understanding MRP problems</li><li>■ Create and maintain master data</li><li>■ Lab assignment #1</li></ul>

**ISOM 564 – Fall 2008**  
**Course Outline (Cont.):**

<b>Week 7 (October 18)</b> <i>Meet PC Lab (3211)</i>	<b>Integrated Business Process – II</b> <ul style="list-style-type: none"><li>■ Complete an integrated business process using major SAP application modules</li><li>■ Lab assignment #2</li></ul>
<b>Week 8 (October 25)</b>	<b>Exam and Review</b> <ul style="list-style-type: none"><li>■ Exam (2 hours)</li><li>■ Exam review and course summary</li></ul>

### **ISOM 564 Group Project Guidelines**

Each group is required to complete a term paper, about 10 to 20 pages long, single spaced between lines but double spaced between paragraphs (like this document), on interesting or emerging topics related to the study of enterprise resource management (see some suggested topics below). A good source for your paper's idea is the topic or subtopic in any of the chapters in the book but you are free to propose other topics for the instructor's approval. Make sure you provide proper citations and bibliography of other published work to avoid plagiarism.

*Your group project needs to be submitted electronically to your instructor within one week after the last day of class (i.e., by November 1). Place all files (including reference materials, etc.) in a folder so you can attach it with your email as a zip file with a label "Group ##" for easy identification. Late submission of your project is subject to a penalty of 20% for every one day late.*

#### *Suggested topics*

- New or existing technologies that influence the development and integration of future enterprise systems
  - Latest development of the enabling technologies
  - RFID, XML, Web services, wireless technology, etc.
  - Process management and work flow systems
  - Extended enterprise applications: SCM, SRM, CRM, data mining, etc.
- Market structure and outlook
  - Enterprise systems for small and medium size companies
  - What is the expected future growth of the enterprise software market in the mature market such as US and Western Europe? How about the developing market such as Asia?
  - Career outlook (or market demand) for those who have enterprise system knowledge/skills
- ERP applications for a particular industry (e.g., financial) or company
  - How widespread is the use of ERP across certain industries?
  - What are the benefits reported from implementing ERP?
- Managerial issues and organizational impacts
  - Cultural effects on the implementation and execution of enterprise systems
  - Change management issues in the adoption of enterprise systems
  - Relationship between enterprise systems and competitive advantages