



# COIS12073 Enterprise Systems

## Term 3 - 2024

Profile information current as at 05/11/2024 03:30 pm

All details in this unit profile for COIS12073 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

### General Information

#### Overview

Enterprise Systems (ES) have become increasingly popular since the early 1990s. One goal of these systems is to provide an encapsulation of core business processes and information. Many organisations have acquired ES technology, however there are considerable risks associated with ES implementation, maintenance and on-going use. In this unit, you will be equipped with the information required to inform ES adoption, selection and implementation decisions and the ability to communicate this knowledge to your peers and employers.

#### Details

Career Level: *Undergraduate*

Unit Level: *Level 2*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

#### Pre-requisites or Co-requisites

48 credit points

Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure \(Higher Education Coursework\)](#).

#### Offerings For Term 3 - 2024

- Online

#### Attendance Requirements

All on-campus students are expected to attend scheduled classes - in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

#### Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

## Class and Assessment Overview

### Recommended Student Time Commitment

Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

### Class Timetable

#### [Regional Campuses](#)

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

#### [Metropolitan Campuses](#)

Adelaide, Brisbane, Melbourne, Perth, Sydney

### Assessment Overview

#### 1. **Written Assessment**

Weighting: 20%

#### 2. **Written Assessment**

Weighting: 40%

#### 3. **Practical and Written Assessment**

Weighting: 40%

### Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the [University's Grades and Results Policy](#) for more details of interim results and final grades.

## CQUniversity Policies

**All University policies are available on the [CQUniversity Policy site](#).**

You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the [CQUniversity Policy site](#).

## Previous Student Feedback

### Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

#### Feedback from Student Unit and Teaching Evaluation (SUTE) feedback Comments

**Feedback**

Provide a clear explanation of the assessments' requirements

**Recommendation**

Provide emails and videos with detailed explanations of the assessment requirements. Detailed explanations will be posted on the discussion forum of the unit Moodle.

#### Feedback from SUTE Unit Comments

**Feedback**

On time detailed and specific feedback provided was appreciated.

**Recommendation**

Continue giving students granular and targeted feedback so that they get better on assessments.

## Unit Learning Outcomes

**On successful completion of this unit, you will be able to:**

1. Evaluate the role of Enterprise Systems in organisations and their adoption and use characteristics
2. Compare the common Enterprise System modules and their features
3. Analyse the individual activities and the roles of key stakeholders in an organisation's Enterprise System life-cycle
4. Develop an argument for the support or rejection of an Enterprise System adoption decision in an organisation
5. Examine the role of business process remodelling during Enterprise System adoption and implementation
6. Assess risk factors, relevant critical success factors and best practice in an Enterprise System adoption and implementation project.

Australian Computer Society (ACS) recognises the Skills Framework for the Information Age (SFIA). SFIA is in use in over 100 countries and provides a widely used and consistent definition of ICT skills. SFIA is increasingly being used when developing job descriptions and role profiles.

ACS members can use the tool MySFIA to build a skills profile at <https://www.acs.org.au/professionalrecognition/mysfia-b2c.html>

This unit contributes to the following workplace skills as defined by SFIA. The SFIA codes is included:

- Analytics (INAN)
- Research (RSCH)
- Emerging Technology Monitoring (EMRG)
- Business Analysis (BUAN)
- Database/Repository Design (DBDS)
- Change Management (CHMG)
- Problem Management (PBMG).

## Alignment of Learning Outcomes, Assessment and Graduate Attributes



### Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Communication	•	•	•	•	•	•
2 - Problem Solving	•	•	•	•	•	•
3 - Critical Thinking	•	•	•	•	•	•
4 - Information Literacy	•	•	•	•	•	•
5 - Team Work	•	•	•	•	•	•
6 - Information Technology Competence	•	•	•	•	•	•
7 - Cross Cultural Competence						
8 - Ethical practice				•		•
9 - Social Innovation						•
10 - Aboriginal and Torres Strait Islander Cultures						

### Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes									
	1	2	3	4	5	6	7	8	9	10
1 - Written Assessment - 20%	•	•	•	•	•	•				
2 - Written Assessment - 40%	•	•	•	•	•	•			•	
3 - Practical and Written Assessment - 40%	•	•	•	•	•	•		•	•	

## Textbooks and Resources

### Textbooks

COIS12073

#### Prescribed

#### **ENTERPRISE SYSTEMS FOR MANAGEMENT**

Edition: 2 (2012)

Authors: Motiwalla, LF & Thompson, J

Pearson

Upper Saddle River , New Jersey , USA

ISBN: 9780132145763

[View textbooks at the CQUniversity Bookshop](#)

### IT Resources

**You will need access to the following IT resources:**

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

## Referencing Style

All submissions for this unit must use the referencing style: [Harvard \(author-date\)](#)

For further information, see the Assessment Tasks.

## Teaching Contacts

**Rahat Hossain** Unit Coordinator

[m.hossain@cqu.edu.au](mailto:m.hossain@cqu.edu.au)

## Schedule

### Week 1 - 04 Nov 2024

Module/Topic	Chapter	Events and Submissions/Topic
• Introduction to Enterprise Resource Planning (ERP) System	Chapter 1 (Motiwalla & Thompson)	

### Week 2 - 11 Nov 2024

Module/Topic	Chapter	Events and Submissions/Topic
• Systems Integration	Chapter 2 (Motiwalla & Thompson)	

### Week 3 - 18 Nov 2024

Module/Topic	Chapter	Events and Submissions/Topic
• Organisational Change and Business Process Reengineering (BPR)	Chapter 9 (Motiwalla & Thompson)	Introduce yourself and get to know your classmates in class or through the channels recommended by the Unit Coordinator so that you can form a group by next week's deadline.

### Week 4 - 25 Nov 2024

Module/Topic	Chapter	Events and Submissions/Topic
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Remember to form groups for Assessments 2 and 3.

- Enterprise Systems Architecture Chapter 3 (Motiwalla & Thompson)

**Assessment One - Developing a Presentation** Due: Week 4 Friday (29 Nov 2024) 11:45 pm AEST

#### Week 5 - 02 Dec 2024

Module/Topic	Chapter	Events and Submissions/Topic
• System Development Life Cycle	Chapter 4 (Motiwalla & Thompson)	

#### Week 6 - 09 Dec 2024

Module/Topic	Chapter	Events and Submissions/Topic
• Implementation Strategies	Chapter 5 (Motiwalla & Thompson)	

#### Week 7 - 16 Dec 2024

Module/Topic	Chapter	Events and Submissions/Topic
• Software and Vendor Selection	Chapter 6 (Motiwalla & Thompson)	<b>Assessment Two - Case Study</b> Due: Week 7 Friday (20 Dec 2024) 11:45 pm AEST

#### Vacation Week - 23 Dec 2024

Module/Topic	Chapter	Events and Submissions/Topic
Enjoy the break!		

#### Week 8 - 06 Jan 2025

Module/Topic	Chapter	Events and Submissions/Topic
• Operations and Post-Implementation	Chapter 7 (Motiwalla & Thompson)	

#### Week 9 - 13 Jan 2025

Module/Topic	Chapter	Events and Submissions/Topic
• Program and Project Management	Chapter 8 (Motiwalla & Thompson)	

#### Week 10 - 20 Jan 2025

Module/Topic	Chapter	Events and Submissions/Topic
• Global, Ethical and Security Issues	Chapter 10 (Motiwalla & Thompson)	

#### Week 11 - 27 Jan 2025

Module/Topic	Chapter	Events and Submissions/Topic
• Supply Chain Management	Chapter 11 (Motiwalla & Thompson)	<b>Assessment Three - Solve Problem</b> Due: Week 11 Friday (31 Jan 2025) 11:45 pm AEST

#### Week 12 - 03 Feb 2025

Module/Topic	Chapter	Events and Submissions/Topic
• Customer Relationship Management	Chapter 12 (Motiwalla & Thompson)	

#### Exam Week - 10 Feb 2025

Module/Topic	Chapter	Events and Submissions/Topic
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## Term Specific Information

**Unit Coordinator:** Dr Rahat Hossain  
Building 30/1.12, Rockhampton Campus  
Email: m.hossain@cqu.edu.au

## Assessment Tasks

### 1 Assessment One - Developing a Presentation

**Assessment Type**

Written Assessment

**Task Description**

This is an individual assessment that applies to both on-campus and online students. Your task is to create a PowerPoint presentation that delves into the learning topics covered in weeks one to two. Additionally, you are required to provide accompanying scripts for the audience alongside the presentation slides.

Remember to include scripts in your PowerPoint presentation. These scripts need to outline what would be said or discussed as each slide is presented and must be included in the 'Notes' section of each slide.

You can find the full specifications for this assessment on the Moodle Unit website.

**Assessment Due Date**

Week 4 Friday (29 Nov 2024) 11:45 pm AEST

All submissions are due by the deadline.

**Return Date to Students**

Week 6 Friday (13 Dec 2024)

Within 2 weeks of the due date or within 2 weeks of submission (whichever is the later)

**Weighting**

20%

**Assessment Criteria**

Your presentation will be assessed on the demonstration of knowledge/research findings and understanding of the topics as depicted through the content of the submitted slides and scripts. You will also be assessed on presentation structure, appearance, and design of presentation materials. Please refer to the Moodle Unit website for specific requirements and marking criteria for this assessment. You should learn to study, research, and do your own work. If your work is found to be copied from another source, plagiarism penalties will be applied as per the University's policy.

**Referencing Style**

- [Harvard \(author-date\)](#)

**Submission**

Online

**Submission Instructions**

Refer to the Moodle unit website for a detailed description of the task.

**Learning Outcomes Assessed**

- Evaluate the role of Enterprise Systems in organisations and their adoption and use characteristics
- Compare the common Enterprise System modules and their features
- Develop an argument for the support or rejection of an Enterprise System adoption decision in an organisation

**Graduate Attributes**

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work

- Information Technology Competence

## 2 Assessment Two - Case Study

### Assessment Type

Written Assessment

### Task Description

This assessment counts for 40% of the total marks for this Unit. You will be working in a group for this assessment task. Between weeks 3 and 4, you need to join a group. Your group will need to study, research, analyse, and prepare a report in response to a case study. The details of the case study, tasks, and requirements will be available on the Moodle Unit website. If you have any questions about this assessment, please ask your campus Tutor or Unit Coordinator.

### **Submission: Group (Maximum four students in each group)**

### Assessment Due Date

Week 7 Friday (20 Dec 2024) 11:45 pm AEST

All submissions are due by the deadline.

### Return Date to Students

Week 9 Friday (17 Jan 2025)

Within 2 weeks of the due date or within 2 weeks of submission (whichever is the later)

### Weighting

40%

### Assessment Criteria

The detailed description of 'Assessment Two—Case Study', outlining the assessment criteria, will be available on the Moodle Unit website. It is important to approach this task with a diligent attitude, conducting thorough research and producing original work. Any acts of plagiarism will result in penalties in accordance with the university's policy.

### Referencing Style

- [Harvard \(author-date\)](#)

### Submission

Online

### Submission Instructions

All group members are required to submit the same file through the Moodle Unit website by the due date.

### Learning Outcomes Assessed

- Evaluate the role of Enterprise Systems in organisations and their adoption and use characteristics
- Compare the common Enterprise System modules and their features
- Analyse the individual activities and the roles of key stakeholders in an organisation's Enterprise System life-cycle
- Develop an argument for the support or rejection of an Enterprise System adoption decision in an organisation
- Examine the role of business process remodelling during Enterprise System adoption and implementation
- Assess risk factors, relevant critical success factors and best practice in an Enterprise System adoption and implementation project.

### Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Information Technology Competence



- Social Innovation

## 3 Assessment Three - Solve Problem

### Assessment Type

Practical and Written Assessment

### Task Description

This assessment task constitutes 40% of the total marks for this Unit. The goal of this assessment is to apply relevant theories to problem-solving. You will be working in the same group as Assessment Two to study, analyse, research, and prepare a report addressing specific tasks within a case study. This will involve investigating the current marketplace for potential ERP systems and vendors. More details about the case, task descriptions, and requirements will be provided on the Moodle Unit website. If you have any questions regarding this assessment, please reach out to your campus Tutor or Unit Coordinator.

### **Submission: Group (Maximum of four students in each group)**

### Assessment Due Date

Week 11 Friday (31 Jan 2025) 11:45 pm AEST

Please ensure that all submissions are turned in by the designated deadline.

### Return Date to Students

Exam Week Friday (14 Feb 2025)

You have a two-week window to submit your work, either from the due date or from the date of submission (whichever comes later).

### Weighting

40%

### Assessment Criteria

The detailed description of 'Assessment Three - Solve Problem' will be available on the Moodle Unit website. This information will outline how the assessment will be conducted. It's important to study, research, and do your own work. Any work found to be copied from another source will be subject to plagiarism penalties in accordance with the University's policy.

### Referencing Style

- [Harvard \(author-date\)](#)

### Submission

Online

### Submission Instructions

All group members are required to submit the same file through the Moodle Unit website by the due date.

### Learning Outcomes Assessed

- Analyse the individual activities and the roles of key stakeholders in an organisation's Enterprise System life-cycle
- Examine the role of business process remodelling during Enterprise System adoption and implementation
- Assess risk factors, relevant critical success factors and best practice in an Enterprise System adoption and implementation project.

### Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking

- Information Literacy
- Team Work
- Information Technology Competence
- Ethical practice
- Social Innovation

## Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the [Student Academic Integrity Policy and Procedure](#). This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

### **What is a breach of academic integrity?**

A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

### **Why is academic integrity important?**

A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

### **Where can I get assistance?**

For academic advice and guidance, the [Academic Learning Centre \(ALC\)](#) can support you in becoming confident in completing assessments with integrity and of high standard.

### **What can you do to act with integrity?**



**Be Honest**

If your assessment task is done by someone else, it would be dishonest of you to claim it as your own



**Seek Help**

If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)



**Produce Original Work**

Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem