



# COIT20255 *ERP Systems Management*

## Term 2 - 2017

Profile information current as at 08/05/2024 02:47 am

All details in this unit profile for COIT20255 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 Resource Planning (ERP) systems have become part of many businesses since the early 1990s. These systems encapsulate and support core business processes and decision making. Many organisations have acquired ERP technology; however there are considerable risks associated with ERP implementation, maintenance and on-going use. This unit provides an overview of enterprise systems and equips students with knowledge required to make informed decisions relating to the selection, adoption and implementation of ERP systems. Several examples and case studies will be used to illustrate the benefits ERP systems offer. Note: If you have completed unit COIT20230 then you cannot take this unit.

#### Details

Career Level: *Postgraduate*

Unit Level: *Level 9*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

#### Pre-requisites or Co-requisites

COIT20250 e-Business Systems, COIT20252 Business Process Management and COIT20246 ICT Services Management  
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 2 - 2017

- Brisbane
- Distance
- Melbourne
- Sydney

#### 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 Postgraduate 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. **Portfolio**

Weighting: 20%

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

Weighting: 20%

#### 3. **Presentation**

Weighting: 20%

#### 4. **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 Evaluations

**Feedback**

Students enjoyed the Odoo activities and would like more.

**Recommendation**

Consider additional ERP activities.

#### Feedback from Self-reflection

**Feedback**

The Assignment 1 articles are interesting and valuable but they are becoming outdated.

**Recommendation**

Consider replacement of Assignment 1 articles.

#### Feedback from Self-reflection and Student Unit Evaluations

**Feedback**

Assignment 3 was difficult.

**Recommendation**

Assignment 3 needs to be made clearer.

## Unit Learning Outcomes

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

1. Define and describe the evolution of Enterprise Resource Planning systems (ERPs).
2. Examine the role of ERPs in organisations and evaluate their adoption and use characteristics.
3. Analyse organisational environment and develop arguments in relation to an organisation's ERP selection, planning, implementation and ongoing support phases.
4. Critically analyse the roles of key stakeholders in an organisation's ERP selection, planning, implementation, adoption and ongoing support phases.
5. Critically assess risk factors associated with an ERP implementation project, and the alternatives for managing risks.
6. Detail the importance of training and change management during an ERP implementation.
7. Report relevant critical success factors and best practices in an ERP adoption and implementation.
8. Predict and report ways in which an organisation can capitalise on, and maximise its ERP investment.

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 code is included:

- Emerging Technology Monitoring (EMRG)
- Systems Integration (SINT)
- Change Management (CHMG)
- Problem Management (PBMG)
- Technical Specialism (TECH)
- Requirements Definition and Management (REQM)
- Information Analysis (INAN)
- Business Analysis (BUAN)
- Database/Repository Design (DBDS)
- Systems Installation/Decommissioning (HSIN)

## 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	7	8
<b>1 - Portfolio - 20%</b>	•	•	•	•	•	•	•	
<b>2 - Written Assessment - 20%</b>	•	•	•	•	•	•	•	
<b>3 - Presentation - 20%</b>		•	•	•	•	•	•	•
<b>4 - Written Assessment - 40%</b>		•	•	•	•	•	•	•

### Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes							
	1	2	3	4	5	6	7	8
1 - Knowledge	○	○	○	○	○	○	○	○
2 - Communication		○	○	○	○	○	○	○
3 - Cognitive, technical and creative skills	○	○	○	○	○	○	○	○
4 - Research	○	○	○	○	○	○	○	○
5 - Self-management								
6 - Ethical and Professional Responsibility								
7 - Leadership					○			
8 - 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
1 - Portfolio - 20%	○	○		○	○			
2 - Written Assessment - 20%	○	○		○	○			
3 - Presentation - 20%	○	○	○	○	○		○	
4 - Written Assessment - 40%	○	○	○	○	○		○	

## Textbooks and Resources

### Textbooks

COIT20255

#### Prescribed

#### Enterprise Systems for Management

Edition: 2nd (2012)

Authors: Motiwalla, L & Thompson, J

Pearson

Upper Saddle River , USA

Binding: Hardcover

[View textbooks at the CQUniversity Bookshop](#)

### IT Resources

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

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Community edition of Odoo
- SAGE Evolution

## Referencing Style

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

For further information, see the Assessment Tasks.

## Teaching Contacts

**Srimannarayana Grandhi** Unit Coordinator

[s.grandhi@cqu.edu.au](mailto:s.grandhi@cqu.edu.au)

## Schedule

### Week 1 - 10 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Introduction to ERPs	1	

### Week 2 - 17 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Systems Integration	2	

### Week 3 - 24 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Organisation change and BPR	9	

### Week 4 - 31 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Enterprise Systems Architecture	3	

### Week 5 - 07 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
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Development Life Cycle 4

**Portfolio by Critical Reviews** Due:  
Week 5 Friday (11 Aug 2017) 11:45  
pm AEST

**Vacation Week - 14 Aug 2017**

Module/Topic	Chapter	Events and Submissions/Topic
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**Week 6 - 21 Aug 2017**

Module/Topic	Chapter	Events and Submissions/Topic
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Implementation Strategies	5	
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**Week 7 - 28 Aug 2017**

Module/Topic	Chapter	Events and Submissions/Topic
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Software and vendor selection	6	<b>Group Business Report</b> Due: Week 7 Friday (1 Sept 2017) 11:45 pm AEST
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**Week 8 - 04 Sep 2017**

Module/Topic	Chapter	Events and Submissions/Topic
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Operations and post implementation	7	
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**Week 9 - 11 Sep 2017**

Module/Topic	Chapter	Events and Submissions/Topic
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Program and project management	8	
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**Week 10 - 18 Sep 2017**

Module/Topic	Chapter	Events and Submissions/Topic
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Global, ethical and security issues	10	<b>Group Presentation</b> Due: Week 10 Friday (22 Sept 2017) 11:45 pm AEST
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**Week 11 - 25 Sep 2017**

Module/Topic	Chapter	Events and Submissions/Topic
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Supply Chain Management	11	<b>ERP Implementation Report</b> Due: Week 11 Friday (29 Sept 2017) 11:45 pm AEST
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**Week 12 - 02 Oct 2017**

Module/Topic	Chapter	Events and Submissions/Topic
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Customer Relationship Management	12	
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**Review/Exam Week - 09 Oct 2017**

Module/Topic	Chapter	Events and Submissions/Topic
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**Exam Week - 16 Oct 2017**

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

### Unit Coordinator

Srimannarayana Grandhi (Sriman)

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Profile: <https://handbook.cqu.edu.au/profiles/view/1448>

### 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 and implemented in Term 1, 2017.

Feedback	Source	Recommendation
Students enjoyed the Odoo activities and would like more.	Student Unit evaluations	SAGE Evolution ERP has been introduced with more tutorial activities.
The Assignment 1 articles are interesting and valuable but they are becoming outdated.	Self-reflection	These are replaced with more recent articles.
Assignment 3 was difficult.	Self-reflection and Student Unit evaluations	The assessment requirements are modified and more details relating to tasks are provided.

## Assessment Tasks

### 1 Portfolio by Critical Reviews

#### Assessment Type

Portfolio

#### Task Description

This assessment is worth 20% of the total available marks for this unit. This assessment item relates to the development of a portfolio of resources and critical reviews. Details of the format of the portfolio and assessment requirements will be made available on the unit website. If you have any queries in regards to this assessment you should consult your local lecturer/tutor.

Submission: Online - Individual.

#### Assessment Due Date

Week 5 Friday (11 Aug 2017) 11:45 pm AEST

#### Return Date to Students

Week 7 Friday (1 Sept 2017)

Within a fortnight of the submission deadline.

#### Weighting

20%

#### Assessment Criteria

The assignment criteria includes aspects such as:

- Quality of your summaries, critiques, and recommendations,
- Organisation of your document,
- Strength of your arguments and quality of your reference sources, and
- Your writing mechanics, e.g., spelling, grammar and referencing.

The complete assignment criteria will be provided in the self-evaluation form on the unit website.

Marks will be deducted for aspects such as, but not limited to, not completing all five critical reviews, insufficient references, and not adhering to the word limit for each critical review.

#### Referencing Style

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



**Submission**

Online

**Submission Instructions**

Submit a Word document and the completed self-evaluation via the unit website.

**Learning Outcomes Assessed**

- Define and describe the evolution of Enterprise Resource Planning systems (ERPs).
- Examine the role of ERPs in organisations and evaluate their adoption and use characteristics.
- Analyse organisational environment and develop arguments in relation to an organisation's ERP selection, planning, implementation and ongoing support phases.
- Critically analyse the roles of key stakeholders in an organisation's ERP selection, planning, implementation, adoption and ongoing support phases.
- Critically assess risk factors associated with an ERP implementation project, and the alternatives for managing risks.
- Detail the importance of training and change management during an ERP implementation.
- Report relevant critical success factors and best practices in an ERP adoption and implementation.

**Graduate Attributes**

- Knowledge
- Communication
- Research
- Self-management

## 2 Group Business Report

**Assessment Type**

Written Assessment

**Task Description**

This assessment is worth 20% of the total available marks for this unit. The aim of this assessment item is for you to respond to a case study. Details of the case study, description of the task and the requirements will be made available on the unit website. If you have any queries in regards to this assessment you should consult your local lecturer/tutor. Submission: Online - Group submission (max. 3 students in each group).

**Assessment Due Date**

Week 7 Friday (1 Sept 2017) 11:45 pm AEST

**Return Date to Students**

Week 9 Friday (15 Sept 2017)

Within a fortnight of the submission deadline.

**Weighting**

20%

**Assessment Criteria**

The assignment criteria includes aspects such as:

- Argument for or against an ERP, e.g., convincing, well-structured argument with due consideration of organisation's strategy,
- Benefits and limitations of ERPs in the context of this organisation,
- Argument for or against feasibility, e.g., convincing, well-structured argument with due consideration of at least project management and cost.
- Risk identification,
- BPR As-Is, e.g., accurate modelling of existing business processes,
- BPR To-Be, e.g., insightful analysis of business processes in context of process goals,
- Organisation of your document, e.g., well-structured document,
- Your writing mechanics, e.g., spelling, grammar and referencing.

The complete assignment criteria will be provided in the self-evaluation form on the unit website.

Marks will be deducted for aspects such as, but not limited to, no self-evaluation or not evaluating key processes.

**Referencing Style**

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

**Submission**

Online Group

### Submission Instructions

Include the names of your group members when you submit your assignment. Only one submission per group is necessary. All group members will receive the same mark. Submit your Business Report as a Word document. Include your completed self-evaluation form.

### Learning Outcomes Assessed

- Define and describe the evolution of Enterprise Resource Planning systems (ERPs).
- Examine the role of ERPs in organisations and evaluate their adoption and use characteristics.
- Analyse organisational environment and develop arguments in relation to an organisation's ERP selection, planning, implementation and ongoing support phases.
- Critically analyse the roles of key stakeholders in an organisation's ERP selection, planning, implementation, adoption and ongoing support phases.
- Critically assess risk factors associated with an ERP implementation project, and the alternatives for managing risks.
- Detail the importance of training and change management during an ERP implementation.
- Report relevant critical success factors and best practices in an ERP adoption and implementation.

### Graduate Attributes

- Knowledge
- Communication
- Research
- Self-management

## 3 Group Presentation

### Assessment Type

Presentation

### Task Description

This is a group based assignment worth 20% of the total available marks for this unit. The aim of this assignment is to improve your industry based practical research skills as well as team based working and learning, understanding about recent developments in ERP area and the use of ERP systems in real world. In this assignment, as future ICT professionals, you are required to research recent developments in ERP area and prepare a presentation as a group of up to 3 members during the class time.

NOTE: Assessment item 3 has slightly different requirements for off-campus (FLEX) students. For more detailed information on this assessment please refer to the Moodle unit website.

Submission: Online - Group submission (max. 3 students in each group).

### Assessment Due Date

Week 10 Friday (22 Sept 2017) 11:45 pm AEST

### Return Date to Students

Week 12 Friday (6 Oct 2017)

Within a fortnight of the submission deadline.

### Weighting

20%

### Assessment Criteria

The assignment criteria includes aspects such as:

- **ERP architectures:** Insightful analysis of implications of ERP architectures in the context of the organisation.
- **Fit/Gap:** Audience has a clear understanding of the fit and gaps in functionality for each ERP.
- **Evaluation Criteria:** Insightful choice and application of evaluation with due consideration of the organisation's context.
- **Structural Integrity and Organisation:** Your presentation has a strong, engaging introduction, an effective thesis; the body of the presentation flows from thesis; your conclusion effectively wraps up the work; structure includes title slide, conclusion or summary slide and a reference list.
- **Framing:** Meticulous presentation framing, e.g., ideas in point form; not in sentence form; slide numbers; footers; fast and efficient transitions; few words per slide; large font sizes; only relevant animation and images; consistent colour, fonts and layouts; contrast between text and background.
- **Nonverbals:** Excellent stage presence including well prepared, stands up straight, loud clear voice, good eye contact, does not speak too fast or too slow; appropriate use of cue cards: does not read; appropriate use of time.
- **Mechanics,** e.g., spelling, grammar and referencing.

The complete assignment criteria will be provided in the self-evaluation form on the unit website.

## Referencing Style

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

## Submission

Online Group

### Submission Instructions

Include the names of your group members when you submit your assignment. Only one submission per group is necessary. All group members will receive the same mark. Submit your presentation slides and, if necessary, your video file. Include your completed self-evaluation form.

### Learning Outcomes Assessed

- Examine the role of ERPs in organisations and evaluate their adoption and use characteristics.
- Analyse organisational environment and develop arguments in relation to an organisation's ERP selection, planning, implementation and ongoing support phases.
- Critically analyse the roles of key stakeholders in an organisation's ERP selection, planning, implementation, adoption and ongoing support phases.
- Critically assess risk factors associated with an ERP implementation project, and the alternatives for managing risks.
- Detail the importance of training and change management during an ERP implementation.
- Report relevant critical success factors and best practices in an ERP adoption and implementation.
- Predict and report ways in which an organisation can capitalise on, and maximise its ERP investment.

### Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Self-management
- Leadership

## 4 ERP Implementation Report

### Assessment Type

Written Assessment

### Task Description

This assessment is worth 40% of the total available marks for this unit. The aim of this assessment item is for you to prepare a report relating to the strategies/approaches required to ensure smooth implementation of ERP systems. More information relating to description of the task and the requirements will be made available on the unit website. If you have any queries in regards to this assessment you should consult your local lecturer/tutor.

Submission: Online - Group submission (max. 3 students in each group).

### Assessment Due Date

Week 11 Friday (29 Sept 2017) 11:45 pm AEST

### Return Date to Students

As per University policies, Grades for this assignment will not be released until the certification date.

### Weighting

40%

### Assessment Criteria

The assignment criteria includes aspects such as:

- **Operations:** Evidence processes were tested; Insight shown in deployment discussion.
- **Go-Live Readiness Review:** Status report is complete and contingent workarounds demonstrate insight
- **Structural Integrity and Organisation:** Your business report has a strong, engaging introduction, an effective thesis; the body of the presentation flows from thesis; your conclusion effectively wraps up the work; structure includes title slide, conclusion or summary slide and a reference list.
- **Arguments & Rhetorical appeals:** Your arguments, including your recommendations, are convincing and supported with evidence; arguments are well structured.
- **Framing:** Meticulous business report framing.
- **Referencing:** Meticulous use of CQU Abridged Harvard Referencing Style.
- **Mechanics, Grammar, and Proofing:** Your assignment is virtually free from mechanical, grammatical, punctuation, and spelling errors.

The complete assignment criteria will be provided on the unit website.

### **Referencing Style**

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

### **Submission**

Online Group

### **Submission Instructions**

You should submit a Word document via the unit web site.

### **Learning Outcomes Assessed**

- Examine the role of ERPs in organisations and evaluate their adoption and use characteristics.
- Analyse organisational environment and develop arguments in relation to an organisation's ERP selection, planning, implementation and ongoing support phases.
- Critically analyse the roles of key stakeholders in an organisation's ERP selection, planning, implementation, adoption and ongoing support phases.
- Critically assess risk factors associated with an ERP implementation project, and the alternatives for managing risks.
- Detail the importance of training and change management during an ERP implementation.
- Report relevant critical success factors and best practices in an ERP adoption and implementation.
- Predict and report ways in which an organisation can capitalise on, and maximise its ERP investment.

### **Graduate Attributes**

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Self-management
- Leadership

## 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