COIT20255 *ERP Systems Management*
Term 2 - 2020

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. In this unit, you will be provided an overview of enterprise systems and equipped with knowledge required to make informed decisions relating to the selection, adoption and implementation of ERP systems. You will be provided with several examples and case studies to illustrate the benefits ERP systems offer.

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
Pre-requisites: COIT20250, COIT20252 and COIT20246Anti-requisite: COIT20230
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 - 2020
- Brisbane
- Melbourne
- Online
- 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 Self-reflection

Feedback

While the written case studies provide practical examples, videos or presentations from industry practitioners would help students connect what they learn with industry practice.

Recommendation

To enhance learning resources with videos of stories from vendors of ERP systems, industry practitioners and the ERP user community.

Feedback from Student feedback

Feedback

Inconvenient to lookup each tutorial question in the textbook

Recommendation

Revise tutorial questions to allow students to complete tasks without the textbook.

Unit Learning Outcomes

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

1. Examine the role of ERP Systems in organisations, their adoption and use characteristics
2. Critically analyse organisational environment to develop arguments for ERP selection and implementation
3. Critically assess risk factors associated with an ERP implementation project, and the alternatives for managing risks
4. Assess the importance of training and change management during an ERP implementation
5. Report relevant critical success factors and best practices in an ERP adoption and implementation
6. Justify 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)
- Analytics (INAN)
- Business Analysis (BUAN)
- Database/Repository Design (DBDS)
- Systems Installation/Decommissioning (HSIN)

Alignment of Learning Outcomes, Assessment and Graduate Attributes

| N/A Level | Introductory Level | Intermediate Level | Graduate Level | Professional Level | Advanced Level |

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Portfolio - 20%	●					
2 - Written Assessment - 20%	●	●				
3 - Presentation - 20%		●	●	●	●	●
4 - Written Assessment - 40%			●	●	●	●

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
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: Luvai Motiwalla and Jeffrey Thompson
Pearson
New Jersey , New Jersey , USA
ISBN: 13: 978-0-13-214576-3
Binding: eBook

Additional Textbook Information
This book is Out of Print and only available in eBook format.

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

Srimannarayana Grandhi Unit Coordinator
s.grandhi@cqu.edu.au

Schedule

Week 1 - 13 Jul 2020

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

Week 2 - 20 Jul 2020

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

Week 3 - 27 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
Organisational Change and Business Process Reengineering (BPR)	9	Introduce yourself and know each other, so that you can join a group in your class to work on Assignments 2, 3 and 4. For distance learning (DST) students, you may use the Moodle "General Discussion" page. Please refer to the Unit Moodle page for further details and guidelines.

Week 4 - 03 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Enterprise Systems Architecture	3	Group for Assignments 2, 3 and 4 should be formed by this week or earlier. Follow the guidelines of your local Lecturer / Tutor.

Week 5 - 10 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
System Development Life Cycle	4	**Portfolio by Critical Reviews** Due: Week 5 Friday (14 Aug 2020) 11:59 pm AEST

Vacation Week - 17 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic

Week 6 - 24 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Implementation Strategies	5	

Week 7 - 31 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Software and Vendor Selection	6	**Group Business Report** Due: Week 7 Friday (4 Sept 2020) 11:59 pm AEST

Week 8 - 07 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Operations and Post-Implementation	7	Follow the schedule set by your local Lecturer / Tutor to deliver Assessment 3 (Presentation). Presentations should be delivered by week 10 or earlier.

Week 9 - 14 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Program and Project Management	8	

Week 10 - 21 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Global, Ethical and Security Issues	10	**Group Presentation** Due: Week 10 Friday (25 Sept 2020) 11:59 pm AEST

Week 11 - 28 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Supply Chain Management	11	**Group Report - ERP Implementation** Due: Week 11 Friday (2 Oct 2020) 11:59 pm AEST

Week 12 - 05 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic
Customer Relationship Management	12	

Review/Exam Week - 12 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 19 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic

Assessment Tasks

1 Portfolio by Critical Reviews

Assessment Type
Portfolio

Task Description
This assessment task is worth 20% of the total available marks for this unit. This assessment task relates to the development of a portfolio of resources and critical reviews. Details of the format of the portfolio and the assessment requirements will be made available on the Unit Moodle page. If you have any queries in regard to this assessment task, please consult your local Lecturer / Tutor.

Submission: Online - Individual

Assessment Due Date
Week 5 Friday (14 Aug 2020) 11:59 pm AEST

Return Date to Students
Week 7 Friday (4 Sept 2020)
Within two weeks from the date of submission

Weighting
20%

Assessment Criteria
The assessment criteria include 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.

Please refer to the Unit Moodle page for further details and guidelines.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
Submit via the Unit Moodle website

Learning Outcomes Assessed

- Examine the role of ERP Systems in organisations, their adoption and use characteristics

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research

2 Group Business Report

Assessment Type
Written Assessment

Task Description
This assessment task is worth 20% of the total available marks for this unit. The aim of this assessment task is for you to respond to a case study. Details of the case study, description of the tasks and the requirements will be made available on the Moodle unit website. If you have any queries in regard to this assessment task, please consult your local Lecturer / Tutor.
Submission: Online - Group submission (max. 3 students in each group)
As students are given the opportunity to select their group members, separate groups are not created for this assessment task. Hence, all group members are required to submit the same assessment through the Moodle submission link. Please refer to the unit's Moodle site for a detailed description of the task.

Assessment Due Date
Week 7 Friday (4 Sept 2020) 11:59 pm AEST

Return Date to Students
Week 9 Friday (18 Sept 2020)
Within two weeks from the date of submission

Weighting
20%

Assessment Criteria
The assessment criteria include aspects such as:

- Argument for 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,
- Feasibility, e.g., convincing, well-structured argument with due consideration of at least project management and cost.
- Risks identification,
- BPR, "As-Is" and "To Be" processes, with insightful analysis of business processes in the context of process goals
- Organisation of your document, e.g., well-structured document,
- Your writing mechanics, e.g., spelling, grammar and referencing.

Please refer to the Unit Moodle page for further details and guidelines.

Referencing Style

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

Submission
Online

Submission Instructions
Include the names of your group members when you submit your file. All group members are required to submit the same file. Submit your Business Report as a Word document.

Learning Outcomes Assessed

- Examine the role of ERP Systems in organisations, their adoption and use characteristics
- Critically analyse organisational environment to develop arguments for ERP selection and implementation

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Ethical and Professional Responsibility

3 Group Presentation

Assessment Type
Presentation

Task Description
This is a group-based assessment worth 20% of the total available marks for this unit. The aim of this assessment task is to improve your industry based practical research skills as well as group-based working and learning, understanding about recent developments in ERP area and the use of ERP systems in the real world. In this assessment, as future ICT professionals, you are required to research on recent developments in an ERP area and deliver a presentation as a group

of up to 3 members during class time.
NOTE: Assessment task 3 has slightly different requirements for Distance Learning (DST) students. Please refer to the Moodle unit page for further details and guidelines.
Submission: Delivering presentation plus online submission of presentation materials (max. 3 students in each group). ***As students are given the opportunity to select their group members, separate groups are not created for this assessment task. Hence, all group members are required to submit the same assessment through the Moodle submission link. Please refer to the unit's Moodle site for a detailed description of the task.***

Assessment Due Date
Week 10 Friday (25 Sept 2020) 11:59 pm AEST

Return Date to Students
Week 12 Friday (9 Oct 2020)
Within two weeks from the date of submission

Weighting
20%

Assessment Criteria
The assessment criteria include 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; consistent colour, fonts and layouts; contrast between text and background; thoughtful transitions; relevant animation and images;
- Non-verbals: 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.

Please refer to the Moodle unit page for further details and guidelines.

Referencing Style

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

Submission
Online

Submission Instructions
Include the names of your group members when you submit your file. All group members are required to submit the same file. Submit your Business Report as a Word document.

Learning Outcomes Assessed

- Critically analyse organisational environment to develop arguments for ERP selection and implementation
- Critically assess risk factors associated with an ERP implementation project, and the alternatives for managing risks
- Assess 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
- Justify ways in which an organisation can capitalise on, and maximise its ERP investment.

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Ethical and Professional Responsibility
- Ethical and Professional Responsibility

4 Group Report - ERP Implementation

Assessment Type
Written Assessment

Task Description
This assessment task is worth 40% of the total available marks for this unit. The aim of this assessment task is for you to prepare a report relating to the strategies / approaches required to ensure a smooth implementation of ERP systems. More information relating to description of the tasks and the requirements will be made available on the Moodle unit website. If you have any queries in regard to this assessment task please consult your local Lecturer / Tutor. Submission: Online - Group submission (max. 3 students in each group).
As students are given the opportunity to select their group members, separate groups are not created for this assessment task. Hence, all group members are required to submit the same assessment through the Moodle submission link. Please refer to the unit's Moodle site for a detailed description of the task.

Assessment Due Date
Week 11 Friday (2 Oct 2020) 11:59 pm AEST

Return Date to Students

As per the University's policy, grades for this assessment will not be released until the certification date.

Weighting
40%

Assessment Criteria
The assessment criteria include aspects such as:

- Operations: Insights 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 Harvard Referencing Style.
- Mechanics, Grammar, and Proofing: Your assessment is virtually free from grammatical, punctuation, and spelling errors.

Please refer to the Moodle unit page for further details and guidelines.

Referencing Style

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

Submission
Online

Submission Instructions
Include the names of your group members when you submit your assessment. All group members are required to submit the same file. Submit your ERP Implementation Report as a Word document.

Learning Outcomes Assessed

- Critically assess risk factors associated with an ERP implementation project, and the alternatives for managing risks
- Assess 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
- Justify 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
- Ethical and Professional Responsibility

- 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