

INFO 3230
Enterprise Systems
UNC Charlotte
Fall 2019

Instructor: Dr. Kexin Zhao
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Class Hours: TR 11:30-12:45 pm

Classroom: Friday 280
Office Hours: TR 9:30-11:00 am in my
office, or by appointment
Website: Canvas

Course Description

This course exposes students to core business processes and how these processes are executed via enterprise systems in organizational settings. The class will meet in computer labs regularly in order to provide hands-on experience with business processes through SAP's ERP solution. Using core modules from the SAP enterprise systems will provide students with experiential learning and reinforce the conceptual content of the course.

Learning Objectives

Upon completion of this course, students should be able to:

- Define the concept of an ERP system and its role in business process integration.
- Discuss the organizational data, master data, and steps involved in financial accounting, the fulfillment process, the production process, and the procurement process.
- Explain how and why procurement, production, and fulfillment are integrated with other processes.
- Use an ERP system to execute key business processes

Course Materials

Magal, Simha R. & Word, Jeffrey, Integrated Business Processes with ERP Systems. ISBN: 978-0-470-92094-7 (Required)

SAP course packet, power-point slides, assignments, and additional helpful resources will be posted on Canvas. You can print the posted material and bring them to class. Please note that I will not provide printed copies of the posted materials in the class.

Software: SAP installation and client access will be provided by the instructor.

Access to a personal computer outside of class time to practice SAP exercises is required

Grading

Component	Percentage
Three exams (3 @ 20%)	60%
Assignment (7 @ 5%)	35%
Class participation	5%
Total	100%

Final letter grade will be calculated based on the following scale:

A: 90 and above; B: 80-89.9; C: 70-79.9; D: 60-69.9; E: 59.9 and below.

The course grades are posted on Canvas for informational purposes only. The official overall grade is computed and kept in the instructor's grade book.

Exams

Exams are **closed** book and notes when they are administered in class. Questions on the exams will be taken from the assigned readings of texts, class lectures, SAP course packet, and assignments.

If the answer to an exam question is disputed, the student should submit a written appeal, citing the source to the instructor. The instructor will take these appeals into account during grading.

Exams are a form of intellectual property belonging to those who create them. Consequently, exams must remain in my possession or under my control at all times. This means that exams may not be taken out of the room or copied. Students are encouraged to review their exams during office hours or by appointment. However, failure to return an exam after taking or reviewing it or removing an exam from my presence at any time or copying an exam will be considered theft of intellectual property. Such action will result in an exam grade of zero and may warrant further disciplinary action.

Missed exams

In the event that the excuse is **approved before the exam date** (a rare case and requires documentation), the student will be given a make-up exam.

Assignments

The best way to become familiar with ERP Fundamentals concepts is by using them. To aid in your learning there will be **individual** assignments in this class. These assignments will be submitted **on Canvas before 5:00pm on the due date**. Assignments submitted after the due date will be considered late. A penalty of **20% of the assignment value per day** (including weekends) is assessed on late assignments beginning on the due date.

You must complete each assignment on your own. Any sharing between students will be considered a violation of the Academic Integrity Code and will result at a minimum in a grade of zero for the assignment with a possibility for further disciplinary action.

All changes in assignments or schedules will be posted on Canvas. It is your responsibility to keep up with the changes that are posted on Canvas.

Class Policies

Attendance and Participation Policy

Attendance and participation are required and tardiness or early departure is disruptive and is, of course, discouraged. Students will be held responsible for any material covered, announcements made, assignments passed out, and any other type of work that they may miss during any absence from class.

Class Behavior Policy

Inappropriate behavior distracts from the ability of others to profit from their in-class experience. Such behavior includes arriving late, leaving early, talking, surfing the net, and so on.

Rude and inappropriate behavior **will not be tolerated**. Since it is my responsibility to provide an environment that is conducive to learning for everyone in the class, I will deduct points from the grade of any student who chooses to repeatedly distract others. In particularly egregious cases, I will have the student permanently removed from the class.

Under no circumstances will students be permitted to spend their lab time working on assignments for other classes, checking e-mail, surfing the Web, or printing out homework. Attempts to engage in such behavior will be reflected in lower grades and may lead to removal from the course.

Electronic Devices in Class

Use of cellular phones, pagers, music players, radios, and similar devices are prohibited in the classroom and laboratory facilities. Cellular phones **MUST BE TURNED OFF DURING CLASS**, except in cases of medical emergencies. Pagers must be set to vibrate, rather than beep. Calculators and computers are prohibited during examinations and quizzes, unless specified. Laptop-size computers may be used in lecture for the purpose of taking notes. **Use of instant messaging, email or other communication technologies during class time is prohibited.** Use of computing devices for purposes other than those required for the purposes of the class topic are prohibited. This includes use of laptops, lab computers, phones or other devices for Internet browsing, game playing, reading news, texting, chatting, IM and other activities not required for the class.

Grade Appeals Policy

If you believe that the grade you received on an assignment or an exam was in error or unfair, you can appeal to the professor **in writing within 7 calendar days after the**

grades are posted. The appeal should clearly state the reasons why you believe the grade to be unfair or the nature of the error. Overdue appeals will not be considered.

Academic Integrity

As a program that helps to create business and government leaders, the College of Business has an obligation to ensure academic integrity is of the highest standards. Standards of academic integrity will be enforced in this course.

University regulations will be strictly enforced in all cases of academic irregularities, cheating or plagiarism or any variations thereof. Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity shall be that a student's submitted work, examinations, reports, and projects must be his/her own work.

All UNCC students have the responsibility to be familiar with and to observe the requirements of The **UNCC Code of Student Academic Integrity** (see the Catalog and also <http://integrity.uncc.edu/>). This code forbids cheating, fabrication or falsification of information, multiple submission of academic work, plagiarism of written materials and software projects, abuse of academic materials (such as library books on reserve), and **complicity in academic dishonesty** (helping others to violate the code). Additional examples of violation of the Code include:

- Representing the work of others as your own.
- Using or obtaining unauthorized assistance in any academic work.
- Giving unauthorized assistance to other students.
- Modifying, without instructor approval, an examination, paper, record, or report for the purpose of obtaining additional credit.
- Misrepresenting the content of submitted work.

Students are expected to report cases of academic dishonesty they become aware of to the course instructor who is responsible for dealing with them.

For this course, it is permissible to assist classmates in general discussions about the homework. General advice and interaction are encouraged. Each person, however, must develop his or her own solutions to the assigned homework and laboratory exercises. Students may not "work together" on graded assignments. Such collaboration constitutes cheating, unless it is a group assignment. A student may not use or copy (by any means) another's work (or portions of it) and represent it as his/her own. If you need help on an assignment, contact your instructor or the TA, not other classmates.

Any further specific requirements or permission regarding academic integrity in this course will be stated by the instructor, and are also binding on the students in this course.

Students who violate the code can be punished to the extent of being permanently expelled from UNCC and having this fact recorded on their official transcripts. The normal penalty is zero credit on the work involving dishonesty and further substantial reduction of the course grade. In almost all cases, the course grade is reduced to "F."

If you are unclear about whether a particular situation may constitute an honor code violation, you should meet me to discuss the situation. Feel free to discuss the definition of cheating and/or plagiarism with me if you are unclear on these terms or have questions about the acceptability of a particular type of action.

The instructor may ask students to produce identification at examinations and may require students to demonstrate that graded assignments completed outside of class are their own work.

Disability Accommodations

UNC Charlotte is committed to access to education. If you have a disability and need academic accommodations, please send me your accommodation letter as early as possible. You are encouraged to meet with me to discuss the accommodations outlined in your letter. For more information on accommodations, contact the Office of Disability Services at 704-687-0040 (Fretwell 230).

Diversity

The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

Incomplete Grade Policy

Receiving a grade of incomplete ("I") is not based solely on a student's failure to complete work or as a means of raising his/her grade by doing additional work after the grade report time. An incomplete grade can be given only when a student has a serious medical problem or other extenuating circumstance that legitimately prevents completion of required work by the due date. In any case, for a student to receive an 'I' grade, the student's work to date should be passing, he/she must have completed a significant portion of the course, and the student must provide proper written proof (e.g., a doctor's note) of the extenuating circumstances.

Course Changes Policy

The instructor reserves the right to make any necessary changes to the course content, schedule, and policies. Changes will be announced in class and will also be posted online.

Religious Accommodation for Students Policy

The instructor will observe University Policy 409 (<https://legal.uncc.edu/policies/up-409>) on matters of religious accommodation. Please note that the procedure prescribed by this policy requires a notice to the instructor prior to the census date of the semester.

Tentative Class Schedule

*** This tentative schedule is subject to change ***

Week	Date	Topics	Due Dates
Week 1	Aug 20	• Course Introduction	
	Aug 22	• Ch. 1 Intro to Business Processes • Ch. 2 Intro to Enterprise Systems	
Week 2	Aug 27	• Ch. 2 Intro to Enterprise Systems • Course Packet: SAP Introduction • Course Packet: Intro to Global Bike Inc. (GBI)	
	Aug 29	• Course Packet: SAP Navigation	
Week 3	Sep 3	• Ch. 4 The Procurement Process	
	Sep 5	• Course Packet: Material Management	Assignment 1
Week 4	Sep 10	• Course Packet: Material Management	
	Sep 12	• Course Packet: Material Management	
Week 5	Sep 17	• Ch. 6 The Production Process	
	Sep 19	• Course Packet: Production Planning	Assignment 2
Week 6	Sep 24	• Course Packet: Production Planning	
	Sep 26	Exam 1 (Ch. 1, 2, 4, SAP Intro and GBI Intro)	
Week 7	Oct 1	• Ch. 5 The Fulfillment Process • Course Packet: Sales and Distribution	
	Oct 3	• Course Packet: Sales and Distribution	Assignment 3
Week 8	Oct 8	Student Recess, no class. ☺	
	Oct 10	• Course Packet: Sales and Distribution	
Week 9	Oct 15	• Ch. 7 Inventory and Warehouse Management	
	Oct 17	• Course Packet: Warehouse Management I	Assignment 4
Week 10	Oct 22	• Course Packet: Warehouse Management II	
	Oct 24	• Ch. 8 Material Planning Process	
Week 11	Oct 29	• Ch. 8 Exercises	
	Oct 31	Exam 2 (Ch. 5, 6, 7)	
Week 12	Nov 5	• Ch. 3 Intro to Accounting	
	Nov 7	• Course Packet: Financial Accounting	Assignment 5
Week 13	Nov 12	• Course Packet: Management Accounting	
	Nov 14	• Course Packet: Project Management	
Week 14	Nov 19	• Course Packet: Project Management	
	Nov 21	• Course Packet: Project Management	Assignment 6
Week 15	Nov 26	• Catch up	
	Nov 29	Thanksgiving Break, no class. ☺	
Week 16	Dec 4	• Ch. 9 Process Integration	Assignment 7
Week 17	Dec 10	Exam 3 (Ch. 3, 8, 9 & project management)	