



UNIVERSITY
OF TASMANIA

School of Information Systems

Faculty of Business

BSA308 Advanced Systems Development

Semester 2/2007

Unit Outline

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Unit summary

Unit code	BSA308
Unit title	Advanced Systems Development
Unit description	This unit helps students understand Enterprise Systems through readings and discussions of general concepts of enterprise systems and hands-on use of an ERP package, SAP ECC5.0.
Special notes	None
Teaching staff	Ying Chen
Campus & mode	Hobart & Internal
Unit weight	12.5%
Teaching pattern	Each week is allocated one hour for lecture and two hours for tutorial or workshop
Pre and Corequisites	BSA101
Mutual exclusions	None
Assessment	Continual assessment (60%) and one final examination (40%). See more details in the assessment section of the unit outline.
Required texts, etc	<ul style="list-style-type: none">• Monk, E & Wagner, B <i>Concepts in Enterprise Resource Planning 2nd Edition</i>, Thomson Course Technology, 2005
Recommended reading	<ul style="list-style-type: none">• Sandoe K. et al <i>Enterprise Integration</i>, John Wiley & Sons, Inc 2001• Linthicum D S. <i>B2B Application Integration</i>, Addison-Wesley, 2001• Ruh W. et al. <i>Enterprise Application Integration: A Wiley Tech Brief</i>, John Wiley & Sons, Inc, 2001• Cummins F. <i>Enterprise Integration: An Architecture for Enterprise Application and Systems Integration</i>, John Wiley & Sons, Inc, 2002• Yee A & Apte A. <i>Integrating Your e-Business Enterprise</i>, Sams Publishing, 2001
Further Learning resources	Supplementary readings and case studies, if any, will be provided on the unit website and during tutorials.
Technical requirements	Skills in Microsoft Office suite and navigating through a software package with provided instructions.

Software requirements Required software is installed in the computer labs of the School of Information System.

Access to information technology Hobart, IS PC Labs, Information Systems Building
Students will have access to the computer laboratories during the academic year. Proximity cards have to be used to gain access to laboratories.

Notes:

Login codes are printed on the student's Statement of Fees and Enrolment. Use of these login codes is based on the assumption that each student has read and agreed to abide by the Ethics Agreement form.

Courses C3S, L3K, C6P, C3L, F3R, G3B, G3C, R3K

Faculty web site www.utas.edu.au/business/

Aim

This unit helps students understand Enterprise Systems through two pathways. First, students read and discuss the general concepts of enterprise systems via the use of a prescribed textbook and some supplementary online readings. Second, students are asked to gain a clear understanding of the broad capabilities of a package from one particular vendor, namely SAP. Through lectures and a total of about 20 hours of hands-on use of SAP (accessed via the internet from a server in Queensland) students gain a quite good appreciation of SAP from a user viewpoint.

Learning outcomes and Evidences

On completion of this unit, you should be able to:

1. Understand the business initiatives and managerial issues of Enterprise Systems;
2. Obtain a good understanding of the role of Enterprise Systems (including ERP, CRM, and SCM etc) in the worldwide packaged application software marketplace;
3. Develop an appreciation of the factors that need to be managed if Enterprise System software is to be implemented on time and within budget, and produce ongoing benefits for its host organization;
4. Gain a good working knowledge of the core functionality provided by one of the most popular Enterprise System software packages, SAP ECC5.0.
5. Enhance the skill of teamwork and enrich the experience in the techniques of group problem solving.

Assessment criteria:

Detailed criteria for assessment will be provided with the specifications of assignments for the unit to be released in the second week of the semester. The following is the general guideline for your reference.

- | | |
|----|--|
| HD | Demonstrate a deep and complete understanding of the areas and topics covered in the unit. |
| DN | Demonstrate an extended understanding of the areas and topics covered in the unit. |
| CR | Demonstrate a good understanding of the areas and topics covered in the unit. |
| PP | Demonstrate a basic understanding of the areas and topics covered in the unit. |

NN Inability to provide a basic understanding of the areas and topics covered in the unit.

Generic graduate attributes

Successful completion of the unit will contribute to the development of the following aspects of the Generic Graduate Attributes, as identified by the University. The example in brackets will indicate where in the Unit the attribute is developed and/or assessed.

1. Graduates will have an in-depth knowledge in their chosen field of study and the ability to apply that knowledge in practice. They will be prepared for life-long learning in pursuit of personal and professional development.
 - a. Apply appropriate technical and informational skills (internal assessment, case study analysis);
 - b. Use a wide range of academic skills, including analysis and synthesis (internal assessment);
 - c. Identify, evaluate and implement personal learning strategies (preparation for tutorial and workshop activities);
 - d. Learn both independently and cooperatively (workshop sessions);
 - e. Learn new skills and apply learning to new situation (case studies);
 - f. Recognize opportunities (alignment of organizational strategy and enterprise system projects).
2. Graduates will be able to communicate effectively across a range of contexts
 - a. Demonstrate oral and written communication (presentations and report);
 - b. Present well-reasoned arguments (presentations, report and examination);
 - c. Access, organise and present information, particularly through technology-based activity (most assessment activities);
 - d. Listen to and evaluate the views of others (workshops, student or guest presentations).

3. Graduates will be effective problem-solvers, capable of applying logical, critical and creative thinking to a range of problems. They will have developed competencies in information literacy
 - a. Identify critical issues in enterprise systems (most sessions);
 - b. Conceptualise problems and formulate a range of solutions (case studies);
 - c. Work effectively with others (workshop activities);
 - d. Find, acquire, evaluate, manage and use relevant information in a range of media (most assessment activities, readings).
4. Graduates will be able to demonstrate a global perspective and inter-cultural competence in their professional lives
 - a. Demonstrate an awareness of the local and global context in enterprise systems (discussions on issues related to B2B integration).
5. Graduates will act ethically, with integrity and social responsibility
 - a. Acknowledge the social and ethical implications of their actions (in referencing in some assessment tasks);
 - b. Appreciate the impact of social change.

Prior knowledge &/or skills

Existing knowledge as covered in BSA101.

Details of teaching arrangements

Lectures

- Lectures will be delivered in INFOSYS 215 at 12 noon every Wednesday.

Tutorials/workshops

Workshops will be conducted from 1:10pm – 3:00pm in INFOSYS 214. All students are expected to attend workshops, a total of 2 hours per week after each lecture except Week One. Participation and completion of workshop activities will be monitored for assessment purposes (see section on Assessment Summary).

Occupational health and safety (OH&S)

The University is committed to providing a safe and secure teaching and learning environment. In addition to specific requirements of this unit you should refer to the University's policy at:

http://www.admin.utas.edu.au/hr/ohs/pol_proc/ohs.pdf

Lecture schedule

Due to the rapidity of change in this field, the content of this unit will change significantly over time. Currently, the proposed topics are:

Weeks	Time	Lecture Topic	Reference
14	16/07 – 20/07	Unit Introduction	
15	23/07 – 27/07	Introduction to Enterprise Systems (ES)	Monk: chap 1
16	30/07 – 03/08	Development of ERP	Monk: chap 2
17	06/08 – 10/08	Marketing & Sales with ERP	Monk: chap 3
18	13/08 – 17/08	Production & SCM with ERP	Monk: chap 4
19	20/08 – 24/08	Accounting with ERP	Monk: chap 5
20	27/08 – 31/08	Human Resources with ERP	Monk: chap 6
Semester Break			
21	10/09 – 14/09	Process Modeling and Process Improvement	Monk: chap 7
22	17/09 – 21/09	ERP and Electronic Commerce	Monk: chap 8
23	24/09 – 28/09	Challenges of Enterprise Systems	Varied resources
24	01/10 – 05/10	Industry project discussions	
25	08/10 – 12/10	Industry project presentations	
26	15/10 – 19/10	Revision	

Workshop schedule

Weeks	Time	Workshop Topic	Venue
14	16/07 – 20/07	No workshop this week	
15	23/07 – 27/07	Module 1: Getting Started Module 3: General Ledger	Venue: IS 214
16	30/07 – 03/08	Module 3: General Ledger	Venue: IS 214
17	06/08 – 10/08	Module 4: Procurement	Venue: IS 214
18	13/08 – 17/08	Module 4: Procurement	Venue: IS 214
19	20/08 – 24/08	Module 5: Accounts Payable	Venue: IS 214
20	27/08 – 31/08	Module 5: Accounts Payable	Venue: IS 214
Semester Break			
21	10/09 – 14/09	Module 6: Sales and Distribution	Venue: IS 214
22	17/09 – 21/09	Module 6: Sales and Distribution	Venue: IS 214
23	24/09 – 28/09	Module 7: Accounts Receivable	Venue: IS 214
24	01/10 – 05/10	Module 7: Accounts Receivable	Venue: IS 214
25	08/10 – 12/10	Over view of modules and finishing up	Venue: IS 214
26	15/10 – 19/10	Revision	

Learning expectations and strategies

Expectations

The University is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies within the special environment the University offers.

The University's Code of Conduct for Teaching and Learning states:

Students are expected to participate actively and positively in the teaching/learning environment. They must attend classes when and as required, strive to maintain steady progress within the subject or unit framework, comply with workload expectations, and submit required work on time.

It is expected that students will familiarise themselves with access and use of the WebCT/Vista system operated by the University for the electronic delivery of course materials, and for various forms of communication.

It is expected that students will consult email sent to their University email address at least twice a week for notices relating to the administration of the unit, and for notification of the results of assignments.

It is expected that students will read the background material specified in the course curriculum, will actively attend and participate in tutorials, and be

prepared to discuss relevant issues arising with tutors, lecturers and fellow students.

Student Expectations of the Unit

Students enrolled in this Unit may reasonably expect the following:

1. To have all appropriate course material available electronically (on a week-by-week basis) via the University WebCT or Vista systems.
2. To be able to contact a lecturer or tutor by electronic mail, to raise issues arising in the unit, either relating to content or student performance within the unit.
3. Subject to availability, to be able to discuss such issues in person with the lecturer or tutor.
4. That assignments will be marked and the marks will be returned with 3 weeks of due dates.
5. That all relevant notices regarding the administration of the unit, including any necessary changes, will be communicated to all students enrolled in the unit via email.

These expectations are in addition to those specified in relevant University regulations.

Learning strategies

If you need assistance in preparing for study please refer to your tutor or lecturer. For additional information refer to the Learning Development website : <http://www.utas.edu.au/learndev/>

If you will be using WebCT/Vista for the first time and would like some information on how to use WebCT/Vista refer to the following guide: http://www.utas.edu.au/coursesonline/docs/using_webct.pdf

Some of the units you will study use videoconferencing to deliver lectures and tutorials. To enable you to get the best out of a videoconference please refer to the following guide.

<http://www.its.utas.edu.au/videoconf/vcstudentguide.pdf>

Specific attendance/performance requirements

Participation and the active contribution of all students in their allocated workshop will be monitored for assessment purposes (see section on Assessment details).

Assessment Details

Component	Weight/Value	Due date
Workshop tasks	20%	Continual
Topic related presentation	15%	Individually assigned
Group assignment	25%	Friday midnight on 28 September, 2007
Final exam	40%	TBA

How your final result is determined

In order to pass a unit, the School of Information Systems expects that students:

- Achieve a total of at least 45% in the continuing assessment of the unit; and
- Achieve a total of at least 45% in the examination component of the unit; and
- Achieve a total mark of at least 50% in the total assessment of the unit.

Note:

In exceptional circumstances, the School reserves the right to adjust the above assessment rule.

Submission of assignments

Students must submit assignments for the unit by the specified dates and times (if given), unless prior approval has been granted via an assignment extension form, at least 24 hours before the assignment is due to be submitted.

Every assessment task has a due date and method of submission. These due dates and methods of submission must be adhered to.

For each piece of assessment, there will be only one method of submission. For BSA308 all assignments are to be submitted via WebCT/Vista. No email submissions will be accepted. Students are to name their files in the following manner: <username>_Assignment<Number>. For example: bloggsj_Assignment1.

Notes:

Students must take responsibility for the correct submission of their assignments. Students are expected to adhere to the following procedure for submission:

- Once submitted to WebCT/Vista, submitted files **MUST** be checked by the student to ensure that correct submission of the file has been undertaken.
- Students are expected to notify the Lecturer **WITHIN TWO HOURS** of submission if their files have not been submitted correctly.

Students must take responsibility for safely backing up of their own files during the academic year to ensure that no files are permanently lost.

Requests for extensions

Extensions will be given only under the following conditions:

- Employment related issues: Arrangements for an extension must be made with the lecturer prior to the assignment due date. Documentation from your employer is required.
- Illness: A medical certificate must be presented to the lecturer either prior to the due date or as soon as possible after the due date.

The lecturer of the unit will address any extraordinary extension falling outside of these criteria.

All extensions must be applied for on the appropriate form, which is available at http://www.infosys.utas.edu.au/students/forms/asst_extension.pdf. Verbal extensions will not be accepted.

Students should not assume that all extension applications will be granted. Students must have received confirmation of the extension by the Lecturer in order for an extension to be granted.

Any extension granted will have a new submission due date and time.

Assignments that are not submitted by the due date and time will incur the following penalties:

Penalties

10% (of mark achieved) per day or part thereof (excluding extensions) for late submissions.

Review of assessment and appeals

1. It is expected that students will adhere to the following policy for review of any piece of **continuous assessment**.
 - a) Within 5 days of the release of the assessment result, the student should request an appointment with the Lecturer. **The student should be prepared to discuss specifically which section of the marking criteria they are disputing and why they consider the mark is inappropriate.**

- b) Following this discussion, students may request a formal remark of the original submission (in accordance with Rule of Academic Assessment 111, clause 22.1). This remark will be undertaken, where practicable, by an alternative assessor.
2. Students under Rule of Academic Assessment 111, clause 23 may also request a review of the **final result** in a unit. The request and payment must be made within 10 days from the date of the result notification. Students are referred to:
<http://www.admin.utas.edu.au/HANDBOOKS/UTASHANDBOOKS/RULES/RULE111.html> and
http://www.admin.utas.edu.au/ac_serv/flowchart_review_assesment.pdf

Complaints procedure

It is expected that students will adhere to the following policy for making any complaint or grievance directly related to a Unit:

- a) In the first instance, students are to approach the Lecturer or Unit Coordinator concerned and arrange a time to speak with them about their concern.
- b) If an issue remains unresolved, the student should approach the Head of School and arrange a time to speak with them about their concern.

If the School's internal policy of complaints is unable to resolve an issue, students should consult Ordinance 8 Student Complaints for further direction.

Academic referencing

In your written work you will need to support your ideas by referring to scholarly literature, works of art and/or inventions. It is important that you understand how to correctly refer to the work of others and maintain academic integrity.

Failure to appropriately acknowledge the ideas of others constitutes academic dishonesty (plagiarism), a matter considered by the University of Tasmania as a serious offence.

The appropriate referencing style for the School of Information Systems is Harvard Referencing. Students are expected to adhere to the School of Information System's preferred method of Referencing and Citation, as outlined in <http://www.utas.edu.au/library/assist/gpoa/gpoa2.html>.

For information on presentation of assignments, including referencing styles: <http://www.utas.edu.au/library/assist/gpoa/gpoa.html>

Please read the following statement on plagiarism. Should you require clarification please see your unit coordinator or lecturer.

Plagiarism

While students are encouraged to discuss the assignments in this unit and to engage in active learning from each other, it is important that they are also aware of the University's policy on plagiarism. Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example downloading an essay wholly or in part from the internet, copying another student's work or using an author's words or ideas without citing the source. Plagiarism detection software is currently being tested by the University of Tasmania.

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example, using an author's words without putting them in quotation marks and citing the source, using an author's ideas without proper acknowledgment and citation, copying another student's work.

If you have any doubts about how to refer to the work of others in your assignments, please consult your lecturer or tutor for relevant referencing guidelines, and the academic integrity resources on the web at <http://www.utas.edu.au/tl/supporting/academicintegrity/index.html>.

The intentional copying of someone else's work as one's own is a serious offence punishable by penalties that may range from a fine or deduction/cancellation of marks and, in the most serious of cases, to exclusion from a unit, a course or the University. Details of penalties that can be imposed are available in the Ordinance of Student Discipline – Part 3 Academic Misconduct, see <http://www.utas.edu.au/universitycouncil/legislation/>

The University reserves the right to submit assignments to plagiarism detection software, and might then retain a copy of the assignment on its database for the purpose of future plagiarism checking.

For further information on this statement and general referencing guidelines, see <http://www.utas.edu.au/plagiarism/>

Further information and assistance

If you are experiencing difficulties with your studies or assignments, have personal or life planning issues, disability or illness which may affect your course of study, you are advised to raise these with your lecturer in the first instance.

There is a range of University-wide support services available to you including Student Services, International Services and Learning Development. Please refer to the *Current Students* homepage at: <http://www.utas.edu.au/students/> Should you require assistance in accessing the Library visit their website for more information at <http://www.utas.edu.au/library/>

Help resolving concerns about this unit

In the first instance you should contact your lecturer. If the matter is still unresolved and you would like to know who to contact or the procedures for resolving your concern refer to the following website:

http://www.admin.utas.edu.au/ac_serv/complaints_info.html

The Hobart based Tasmanian University Union (TUU) or the Launceston/Burnie based Student Association (SA) may also be able to assist.

Appendix 1: Assessment Details

Workshop tasks: individual work (20%)

Task description	Students are required to go through the provided workshop materials and provide evidence of your work. Details of this assessment will be module specific and will be provided in due course.
Task length	NIL
Links to unit's learning outcomes	Learning outcomes specific to the unit: 2,4. Generic graduate attributes: 1, 2, 3.
Assessment criteria / guidelines	Full credits are given to those who participate in the workshops and complete required tasks with evidence of completion.
Due Date	Assessed on a weekly basis.

Topic related presentation: individual or pair work (15%)

Task description	This piece of assessment requires students to do extensive research in your chosen area of interest and give a presentation on how ERP systems can help improve the business processes in the chosen area.
Task length	35 minute presentation followed by 10 minutes Q & A.
Links to unit's learning outcomes	Learning outcomes specific to the unit: 1,2,3. Generic graduate attributes: 1, 2, 3, 4, 5.
Assessment criteria / guidelines	Criteria for effective business presentation will be used for the evaluation of this piece of assessment. The criteria will cover the following aspects: <ul style="list-style-type: none">○ Content quality○ Quality of slides (eg, use of visual aids, fonts, color etc)○ Voice articulation○ Communication with audience○ Pacing and time control
Due Date	NIL

Group Assignment (25%)

Task description	Students working in groups of 4 to 5 will be required to seek an organization that has either implemented or is implementing or will consider implementing systems integration projects and report on the industry cases in terms of business initiatives, identified issues (either managerial and technical) and managerial decisions. The final deliverable is a formal group report. Details of the requirements will be provided in due course.
Task length	A report is approximately 3000 words in length.
Links to unit's learning	Learning outcomes specific to the unit: 1,2,3,4, 5. Generic graduate attributes: 1, 2, 3, 4.

outcomes

Assessment criteria / guidelines

HD A professionally presented report with a deep and thorough knowledge of the area under assessment.

DN A well presented report with an extended understanding of the area under assessment

CR A fairly well presented report with a good and practical understanding of the area under assessment

PP A report that provides descriptions showing basic understanding of the area under assessment.

NN Inability to demonstrate a basic understanding of the of the area under assessment.

Due Date

Friday midnight, 28 September 2007

Final exam (40%)

Description / conditions

Two hour closed book exam

Date

The final exam is conducted by the University Registrar in the formal examination period. See the *Current Students* homepage on the University's website.

Appendix 2 - What is academic integrity?

Academic integrity is about mastering the art of scholarship. Scholarship involves researching, understanding and building upon the work of others and requires that you give credit where it is due and acknowledge the contributions of others to your own intellectual efforts.

At its core, academic integrity requires honesty. This involves being responsible for ethical scholarship and for knowing what academic dishonesty is and how to avoid it.

Commonly used terms

Attribution: the ascribing of a work or an idea to a particular author or artist.

Citation: the act of directly quoting or giving intellectual credit to another person's work or ideas.

Collusion: “any form of joint effort, between students, or between students and other persons, intended to deceive an assessor as to who was actually responsible for producing the material submitted for assessment”. (University of Western Sydney 2000).

Common Knowledge: can be defined as facts known by a large number of people. These "facts" do not have to be cited.

Group work: can be described as “a formally established project to be conducted by a number of students in common, resulting in a single piece of assessment or a number of associated pieces of assessment”. (Newcastle University 2002).

Legitimate collaboration: Newcastle University describes legitimate collaboration as “any constructive educational and intellectual practice that aims to facilitate optimal learning outcomes through interaction between students”.

Paraphrasing:

1. A restatement of a text or passage in another form or other words, often to clarify meaning.
2. The restatement of texts in other words as a studying or teaching device.

Plagiarism: the stealing or passing off as one's own (the idea or words of another); use (a created production) without crediting the source; to commit literary theft; present as new and original an idea or product derived from an existing source (*Webster's Third New International Dictionary of the English Language*, Unabridged, p. 1728).

Quoting: to place an excerpt from a source word for word into one's paper. The source must be cited, giving credit to the original author.

Summarising: to put someone else's concept or main ideas into one's own words.

Appendix 3 - Common forms of academic dishonesty

- Cheating in an exam either by copying from other students or using unauthorised notes or other aids.
- Submitting, as your own, an assignment that another person has completed.
- Downloading information, text, computer code, artwork, graphics or other material from the Internet and presenting it as your own without acknowledgment.
- Quoting or paraphrasing material from a source without acknowledgment.
- Preparing a correctly cited and referenced assignment from individual research and then handing part or all of that work in twice for separate subjects/marks.
- Copying from other members while working in a group.
- Contributing less, little or nothing to a group assignment and then claiming an equal share of the marks.
-

From: James R, McInnis, C and Devlin, M (2002)
Assessing Learning in Australian Universities
Centre for the Study of Higher Education - University of Melbourne
Viewed 29 December 2002
<<http://www.cshe.unimelb.edu.au/assessinglearning/03/plagMain.html>>

Using words, ideas, computer code, or any work by someone else without giving proper credit is academic dishonesty. Academic dishonesty is often referred to as plagiarism or cheating.



When you use information from a source, you must cite it.

Appendix 4 - How to achieve and maintain academic integrity

Utilise the right sources

In order to articulate your ideas, defend your own argument and refute counter-arguments, you will need to identify the most appropriate sources of material to help you. In order to identify the most appropriate material you will need to evaluate your research results.

Start writing

The next step in the process is to document the validity of your position, and crediting those whose work you have used to establish your position. To do this you will need to apply the appropriate referencing style for your discipline to your work. If you are not sure what style you should be using check with your tutor or your unit outline. The University also provides a list of preferred text referencing system for undergraduate students at http://www.utas.edu.au/staff/tl/policies/School_referencing_system_table.htm

When you begin writing your assignment/project report you must give credit to the sources for the ideas you are using. There are standard ways to properly integrate sources into your assignment. They include:

- *Direct quotes* – This is when you place an excerpt from your source word for word into your paper. The source must be cited, giving credit to the original author.
- *Paraphrasing* – This means to restate a passage from your source in your own words. The source and author of the passage you paraphrase must be cited.
- *Summarising* – When you summarise the key concept or main idea from someone else's work in your own words, you must give credit for summarised ideas to the original source.

More information on writing skills

Developing your own writing style is an important part of good scholarship. For information and assistance on essay writing go to the Learning Development website at <http://www.utas.edu.au/learndev/essays.html>



Remember that when you use a direct quote, paraphrase or summarise to not only provide the in-text reference but also provide a full reference in your reference list.

Appendix 5 - What happens if I don't maintain academic integrity?

While studying at University you are expected to submit work that is your own. This does not mean that you can't use other people's ideas to support your own or to enhance your argument. What it does mean is that you are required by the University to acknowledge the source of those ideas as in text references in your assignments and the setting out of a list of references or a bibliography at the end of your assignment, acknowledging all sources utilised.

The academic tradition, on which Australian universities are founded expects that all scholarly efforts undertaken be done so in keeping with the rules of attribution. This means that all material that is submitted or presented for assessment that contains work other than your own, must be attributed to its source.

Failure to do so constitutes academic dishonesty (plagiarism). It is important that students understand how to correctly refer to the work of others and maintain academic integrity.

Ordinance 58: Student Discipline outlines the process for initiating formal discipline procedures for academic/general misconduct matters.

<http://www.utas.edu.au/universitycouncil/legislation/ord58.pdf>

You should also refer to any policies and procedures specific to your Faculty/School.