

MIS 379 Business Process Management and ERP Systems

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Required Materials:

- **ISBN: 978-0-470-47844-8. Integrated Business Process with ERP Systems, Magal and Word, Wiley & Sons**
- **Software:** SAP GUI interface (provided as a download. *SAP GUI Interface software is available to you free since our university is a member of the SAP University Alliances program and you are enrolled in an MIS course using this software. I cover software download and installation instructions in an audio file in eCollege, as well as in class.*

Course description

In this course students will be introduced to key concepts and approaches to business process management and improvement. The main focus of this course is both understanding and designing business processes. Students will learn how to identify, document, model, assess, and improve core business processes. Students will be introduced to process design principles. The way in which information technology can be used to manage, transform, and improve business processes is discussed. Students will be exposed to challenges and approaches to organizational change, domestic and offshore outsourcing, and inter-organizational processes.

Learning objectives

Students will learn to:

1. Model business processes using basic business process modeling tools.
2. Assess business process performance.
3. Design business process improvement.
4. Understand the challenges of business process change.
5. Understand the challenges and risks concerning business process outsourcing, especially those dealing with ethnic cultural differences from offshore engagements.

6. Simulate simple business processes and use simulation results in business process analysis.

Specific Measures

In order to determine the value of this course and to ensure that the concepts, principles, and problem-solving skills developed in the course will be applied on the job or in future academic settings, a set of objectives has been established. By the end of the course you should be able to fulfill a number of roles that require competency in the following areas:

Objectives	Objective Measurement
Model business processes using basic business process modeling tools.	Results of Business Modeling Exercises and SAP exercises and demos
Assess business process performance.	Results of exams, SAP exercises
Design business process improvement.	Results of Business Modeling Exercises
Understand the challenges of business process change.	Results of group collaboration exercise and exams.
Understand the challenges and risks concerning business process outsourcing, especially those dealing with ethnic cultural differences from offshore engagements. .	Results of group collaboration exercise, exams, and SAP exercises.
Simulate simple business processes and use simulation results in business process analysis.	Results of SAP exercises

NOTE: Failure to demonstrate mastery of these objectives will result in a failing grade in the course, regardless of other grades.

Academic Integrity:

Academic integrity is the pursuit of scholarly activity free from fraud and deception and is an educational objective of this institution. Academic dishonesty includes, but is not limited to, cheating, plagiarizing, fabricating of information or citations, facilitating acts of academic dishonesty by others, having unauthorized possession of examinations, submitting work of another person or work previously used without informing the instructor, or tampering with the academic work of other students.

Course Policies:

- **Class Participation:** The University expects regular attendance by students in each course. Class attendance is useful to the student as a means of acquiring knowledge and clarification, and is a prerequisite for class participation. Class participation is the active engagement in questions and answers, taking part in analyses of business situations, and contribution of comments in the collaboration exercises.

- **Behavior:** "All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment." (See Student's Guide Book). During your collaboration with me and your fellow students online or in class, professionalism and respect will be expected. I encourage you to assist one another via the Facebook Group for this class, but always respect one another's opinion and communicate professionally with each other and with me.
- **Any form of cheating--copying, sharing files, submitting the work of another as your own--is not permitted.** Students who participate (as givers/receivers) in any form of cheating will **fail the course**

- **Students with Disabilities:**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services
Texas A&M University-Commerce
Gee Library
Room 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamu-commerce.edu

In this course, students play four roles (As you assume these roles, this may change the course syllabus): (1). Valued customers of Texas A&M University-Commerce; (2) Co-Managers of the teaching/learning process; (3) Products whom we supply to employers, and (4) To a lesser extent, in-process or raw materials as you acquire additional knowledge.

Class Calendar:

The class schedule will be provided in eCollege. Each assignment is listed with its due date. Since assignments and projects make up the majority of your grade, you should make every effort to complete them on time. Late assignments are **NOT** accepted, so plan your time accordingly.

Grading:

Assignments/Projects	Percentage
Class participation, collaboration exercises	20%
SAP Assignments	50%
Business Process Modeling	10%
Final Exam	20%
Total	100%

90-100%	A
80-89%	B
70-79%	C
60-69%	D
below 60%	F

NOTE: Failure to demonstrate mastery of the course objectives will result in a failing grade in the course, regardless of other grades.

Grading Rubrics for assignments

SAP Assignments: Objective scoring based on completion of required Document Flow elements or other output as assigned.

Business Modeling Exercises: see eCollege

Class Policies and Expectations

1. You are now in Business School and part of this course is to introduce you and prepare you for the professionalism required in business. I will treat you professionally and expect the same in return. Further, we will practice professionalism and mutual respect online among your peers in class, emails, discussion boards, and class blogs.
2. This class is web enhanced. This means a significant amount of material can be found in eCollege. You are expected to read this material in addition to the assigned readings for each week found in the Course Calendar. **Further, you are expected to check the FaceBook Group at least once per day.** I will respond to your emails or posts within 24 hours and from you, I expect the same courtesy.
3. Email, being an accepted form of business communication, will be used in a business-like and professional manner when you are communicating with me or your classmates. That is, text-messaging formats and IM formats are not allowed. Do not use 'i' when you mean I and 'u' when you should say 'you,' etc. All emails should include a salutation and your signature block that includes your full name and campus wide ID number.
4. **ANY** form of cheating will result in an automatic F for this course.

Texas A&M University-Commerce

College of Business and Entrepreneurship

Academic Honesty Policy

Statement of Ethical and Professional Conduct:

The College of Business and Technology at Texas A&M University-Commerce faculty, staff and students will follow the highest level of ethical and professional behavior. We will strive to be recognized as a community with legal, ethical and moral principles and to teach and practice professionalism in all that we do.

In an academic environment we will endeavor to not only teach these values but also to live them in our daily lives and work. Faculty and staff will be held to the same standards and expectations as our students.

Failure to abide by these principles will result in sanctions up to and including dismissal.

Actionable Conduct:

There are five different types of actions that will bring sanction. They are:

1. **Illegal activity:** Violation of any local, state or federal laws that prohibit the offender from performance of his or her duty.
2. **Dishonest Conduct:** Seeking or obtaining unfair advantage by stealing or receiving copies of tests or intentionally preventing others from completing their work. In addition falsifying of records to enter or complete a program will also be considered dishonest conduct.
3. **Cheating:** The unauthorized use of another's work and reporting it as your own.
4. **Plagiarism:** Using someone else's ideas and not giving proper credit.
5. **Collusion:** Acting with others to perpetrate any of the above actions regardless of personal gain.

Sanctions:

In the case of staff or faculty the immediate supervisor will be the arbiter of actionable behavior and will use Texas A&M University-Commerce and/or Texas A&M University System Policy and Procedures as appropriate to guide sanctions.

Faculty, guided by clearly delineated policy in the course syllabus, will be the arbiter for in-class violations. All violations will be reported to the Dean of the College of Business and Technology to assure equity and to provide appropriate counsel. In addition, the Dean will

maintain records of violations by students. Second violations will be reviewed by the Dean and sanctions beyond those of the faculty up to and including suspension and permanent expulsion from Texas A&M University-Commerce will be considered. Faculty and students are guided by the current undergraduate and graduate catalogs of the University as well as The Student's Guidebook.

Faculty, staff and students will always be afforded due process and review as appropriate.

I have read and received a copy of the Course Syllabus, Course Policies, and the Course Calendar. Further, I agree to comply with these documents. Please print your name below and submit to the drop box entitled Course Contract. This document is for a class participation Grade.

Printed Name, CWID – reply to this discussion in eCollege