Amrita School of Business, Coimbatore
Amrita Vishwa Vidyapeetham

Trimester V

Enterprise Resource Planning (ERP)

Course Facilitator: Shri Krishnan J

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Course contributes mostly to:
Employability/ Entrepreneurship/ Skill Development
/ Value-add
Introduction

Integration of information/processes is one of the biggest challenges faced by organizations. This course introduces students to enterprise systems (also called ERP systems) and provides an overview of the managerial and technical issues in planning, designing, implementing, and extending enterprise systems and technologies. The focus of the course is managerial with some technical content and hands-on exercises using ERP software from the industry-leader SAP.

Objectives

Upon completion of this course, students should be able to

1. Understand and appreciate the challenges of Automation and integration.
2. Able to understand issues of ERP architecture, design, development, implementation, and project management.
3. An appreciation of concepts, technologies, and trends in ERP systems including forward, backward, and upward integration of the enterprise using supply chain management and customer relationship management.
4. Get hands-on experience with enterprise software from SAP.
5. Evolution of ERP and Integrating with Emerging technologies and ideas like Industry 4.0, IoT, Design Thinking etc.
6. Best practices and Effective Management concepts implemented in ERP solutions like Kanban Replenishments, Balanced Score card etc.

Pedagogy

Presentations on ERP Project Management

Case study discussions on successful and unsuccessful ERP Implementations

Select examples of SAP Implementation blueprints

The course requires extensive hands-on practices. Working on SAP GBI exercises gives the student hands-on exposure which supplements the Instructor led lecture and demo sessions.

Assignment on Emerging topics in ERP
Prerequisites

None. No Programming skills are required however Working with SAP may require some technical skills.

Alignment of course objectives (CO) with learning goals (LG) of Assurance of Learning

The course objectives mapped to The Five Learning Goals derived from the mission statement of ASB

<table>
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<th>LG&gt;&gt; CO</th>
<th>Critical and integrative Thinking</th>
<th>Effective written and oral communication</th>
<th>Societal and Environmental Awareness</th>
<th>Ethical Reasoning</th>
<th>Leadership</th>
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Key: 3 – Highly relevant; 2 – Moderately relevant; 1 – Low relevance; 0 – No relevance

Course Objectives mapped with Bloom’s Taxonomy

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<th>CO 1</th>
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Required Reading

Alexis Leon
ERP Demystified, Third Edition

Anderson George W.
Sams Teach Yourself SAP, 5th edition
Pearson education, ©2011
ISBN-10: 0672337401

Performance Evaluation

Individual Evaluation

Participation 5%
Mid-Term Examination 15%
End-Term Examination 30%
Quizzes 15%

Total 65%

Group Evaluation

Case Study Discussion 10%
SAP Exercises and Case studies 10%
Assignment on Emerging trends and Best practices 15%

Total 35%
Session Plan

Session 1: Introduction
Students are introduced to the Syllabus, the Pedagogy and the Evaluation Scheme. Project Groups are formed.

Session 2: Introduction to Enterprise Systems for Management
Information Systems in Organizations, ERP systems, ERP Implementation, People and Organization, ERP Vendors

Session 3: Systems Integration
Functional Silos, Business Process and Silos, Evolution of IS in Organizations, Systems Integration, ERP and Systems Integration

Session 4: Enterprise Systems Architecture
ERP Modules, ERP Architecture, Types of ERP Architectures

Session 5: Development Life Cycle
Systems Development Life cycle, ERP Implementation Life cycle, Implications for Management

Session 6: Implementation Strategies
ERP components, Third Party Products, Database Requirements, ERP Approaches, ERP Implementation Examples

Session 7: Software and Vendor Selection
Vendor Research, Matching User Requirements to Features, Requests for Bids, Vendor Analysis and Elimination, Contract Management and License Agreements, Implications for Management

Session 8: Operations and Post Implementation
Go-Live Readiness, ERP Training, Stabilization, Post Production Support, Knowledge Transfer

Session 9: Program and Project Management
Project Team, Module Experts and SMEs, Project Leadership, CSFs, Managing Scope creep

Session 10: Organizational Change and BPR
Reason for change, Organizational Commitment, Business Process Change, Project Organization, Project Roles and Responsibilities

Session 11: Global, Ethics and Security Management
Outsourcing, Ethics, Legal Issues, Security

Session 12: SCM and CRM
Supply chain management, E-business and Supply Chain Management, Integration, CRM concepts, Customer Relationship Process, CRM Technology, CRM Life cycle

Sessions 13 to 24: SAP GBI Hands-on Practices