INSTRUCTOR: **Naser Islam**
OFFICE: Room 240A COBA
OFFICE HOURS: Tuesday & Thursday 5:00 PM to 5:30 PM or by appointment
E-MAIL: naser.islam@uta.edu
CLASS TIME, PLACE: Tuesday & Thursday 7:00 PM to 8:20PM Room 424 LS

Text Book: ***The Adventures of an IT Leader*** **by Robert D. Austin, Richard L. Nolan, and Shannon O'Donnell, Harvard Business Press, 2009, ISBN: 978-1-4221-4660-6.**
SAP Book: **Suggested SAP ERP Book: Magal, S. R and Word, J.**
          Integrated Business Processes with ERP Systems 2011, Wiley.
          Free PDF www.m5zn.com/newuploads/2013/02/16/pdf/m5zn_1073d1de2c663d8.pdf
HBR: **Harvard Business Review Link:**   `https://cb.hbsp.harvard.edu`

Prerequisites: This is the capstone course for Information Systems majors.

Course Objectives: This course is designed to provide INSY majors, who already have a strong technical background, a broad managerial view of deployment and management of IT resources. Information technology (IT) has dramatically altered the way organizations conduct business and compete in a global marketplace. The commercialization of the Internet has created new electronic market places, and new channels of supply and distribution. New business models are continuing to emerge and challenge our notion of how best to organize a business. This course aims to discuss the challenges of managing a business in a global networked economy and to provide an understanding of the influence of IT on business decisions from a senior management perspective. This course will:
1. Provide a process-oriented view of organizations
2. Provide an understanding of how end-to-end business processes work in organizations
3. Facilitate an understanding of the role of ERP (enterprise resource planning) systems
4. Give students hands-on experience with a real-world ERP system
5. Expose students to emerging trends in enterprise software development, deployment, and architectures; including SOA (service-oriented architecture), cloud-computing, and business intelligence

Course Requirements:

Lab Exercises: There will be 5 lab assignments. Details will be given in class and/or via Blackboard.

Exams: There will be 5 quizzes, a mid-term, and a final exam. The exams will be primarily based on concepts from the textbook, slides, and any additional content prescribed for the course.

Case Presentations: The class will be divided into groups for the purpose of case presentations. Each group will analyze a case and make a presentation to the class. The cases are meant to reinforce concepts taught in the lectures, slides, and/or additional readings. Points will be taken off if you do not attend the case presentations. Further details will be provided in class and/or Blackboard. **NO FREE RIDE.**

Research Paper: Each group will research an ERP module, write a term-paper and make a presentation to the class. The research is meant to reinforce concepts taught in the lectures and lab excesses. Points will be taken off if you do not attend the presentations. Further details will be provided in class and/or Blackboard. **NO FREE RIDE.**

CLASS POLICIES

Attendance/ Class Behavior: At The University of Texas at Arlington, taking attendance is not required. Rather, each faculty member is free to develop his or her own methods of evaluating students' academic performance, which includes establishing course-specific policies on attendance. As the instructor of this section, I have established the following attendance policy: Attendance is considered mandatory for all lectures. If you miss a class, you are responsible for the materials covered. Frequent absences, talking during lecture, cell phone usage, non-class related computer use, sleeping in class, etc. may negatively affect the student's final grade. Please be considerate and respectful of your classmates and your instructor at all times.

Assignments: All assignments are due at the beginning of class on the date specified in the schedule. <u>Late assignments will be accepted with a 20% penalty for each day that it is late. Assignments turned in on the due date, but after class has been dismissed, will be considered one day late—NO EXCEPTIONS</u>. If you know you are going to miss class, you should turn your assignment in early. **Cheating is not acceptable and will be handled in accordance with the policies and procedures of the University of Texas at Arlington.**

> **Reading assignments:** You are expected to read and study the assigned textbook. You should read each chapter/section assigned in this syllabus prior to coming to the class lecture on the assigned chapter/section. You will be responsible for any assigned material in the textbook regardless of the class coverage. If you don't understand the material, please ask your instructor.

> **Lab Assignments:** You will be assigned four (4) SAP lab assignments and one (1) dashboard software lab assignment, all of which will require a computer with an Internet connection and additional free software. Specific instructions for installing and/or accessing the software and/or websites will be discussed in class and/or posted in Blackboard.

Quizzes and Exams: There will be no makeup quizzes or exams. If you miss a quiz, your grade on that quiz will be zero. ***If you miss an EXAM (midterm or final) without a valid excuse, then your grade on that exam will be zero***. If you miss the midterm exam with a valid excuse and provide proper documentation to the instructor within one (1) week of the missed exam, your final exam grade will be used to replace the missed-exam grade. Documentation must be given to your instructor no later than 1 week following the missed exam. Examples of valid excuses are serious illness, death in the family, and participation in University sponsored events. Examples of valid documentation are a doctor's note, death certificate or funeral program, memo from the UTA Athletic Department, etc. If you have any questions concerning a grade you receive on a quiz or exam, it is your responsibility to inform the instructor within 1 week of the exam. Grades will not be discussed after that time. During an exam, if you are caught sending text messages, accessing e-mail or the Internet, talking on your cell phone or to another individual, etc.; your test will be ended/taken up, you will receive a zero for that examination, and appropriate disciplinary action will be taken. **Cheating is not acceptable and will be handled in accordance with the policies and procedures of the University of Texas at Arlington.**

Pop Quizzes and In-Class Activities: Pop quizzes and/or in-class assignments may be administered at the instructor's discretion and may be figured into project and/or exam grades. **No makeups** will be given, so if you miss a pop quiz or an in-class assignment, a grade of 0 will be given

Incomplete Grades: Instructors are not obligated to give "incomplete" grades. A grade of Incomplete will only be given under extraordinary unforeseen circumstances, at the instructor's discretion, for students who have completed more than 90% of the course and cannot complete the remaining requirements. Poor performance, absences, and travel are not considered sufficient grounds for incompletes.
Communication: The instructor may use [Blackboard](), MavMail, and other forms of e-mail to communicate with students outside of class.

Grade Calculation:

Case Analysis & Presentation	10%
Attendance & Participation:	10%
Quizzes (5):	10%
Lab Exercises	10%
ERP Term Paper	10%
Mid Term Exam:	25%
Final Exam:	25%

<u>Grades:</u>
A = 90% and above
B = 80% - 89%
C = 70% - 79%
D = 60% - 69%
F = 0% - 59%

Tentative Course Schedule

Date	Chapter/Topic	Materials/Source
Week – 1 08/25	Course Introduction Business Models - Introduction to SAP ERP	
Week – 2 8/30, 9/1	Discuss Syllabus Business Models - Introduction to SAP ERP (cont.)	Discuss SAP ERP R/3 Future of IT – Video Exercise
Week – 3 9/06, 9/08	CIO Role, Challenges, Leadership **Thursday:** Quiz - 1	Textbook – Part 1
Week – 4 9/13, 9/15	Working with Tableau – **No class on 9/13/16** Cost & Value of IT, Project Management, IT Priorities/Board of Directors **Thursday:** Group Case Presentation (G-1)	Textbook – Part 2, Harvard Business Review: Product ID: R0910B-PDF-ENG When Hackers Turn to Blackmail
Week – 5 9/20, 9/22	Crisis, Damage, Communication **Thursday:** Quiz -2 and Group Case Presentation (G-2)	Textbook – Part 3 Harvard Business Review: Product ID: 398008-PDF-ENG Providian Trust: Tradition and Technology (A)
Week – 6 9/27, 9/29	Enterprise System Architecture **Thursday:** Group Case Presentation (G-3)	Harvard Business Review: Product ID: 609092-PDF-ENG Denial of Service Attack
Week -7 10/4, 10/06	Standardization, Innovation **Thursday:** Quiz – 3 and Group Case Presentation (G-4)	Textbook – Part 4 Harvard Business Review: Product ID: IMB411-PDF-ENG Making Business Social (A)
Week – 8 10/11, 10/13	The Procurement Process (SAP - MM) **Tuesday:** SAP Lab Assignment – 1 Due **Thursday:** Group Case Presentation (G-5)	Harvard Business Review: Product ID: 809099-PDF-ENG Software as a Service (SaaS) in the Security Solutions Market
Week - 9 10/18, 10/20	Managing Risk, Looking Forward, IT Mgt. "Systems" **Tuesday:** Midterm Exam Review **Thursday: MIDTERM EXAM – 10/20/2016 from 7:00 to 8:15PM**	Textbook – Part 5
Week -10 10/25, 10/27	The Fulfillment Process (SAP – SD) **Tuesday:** SAP Lab Assignment – 2 Due **Thursday:** Quiz – 4 and Group Case Presentation (G-6)	Harvard Business Review: Product ID: 301099-PDF-ENG Cisco System Architecture: ERP and Web-enabled IT
Week – 11 11/1, 11/3	Managing IT Service Delivery; Cloud Computing Business Intelligence **Thursday:** Quiz – 5 and Group Case Presentation (G-7) **ERP Term Paper Due on Thursday 11/03/16**	Harvard Business Review: Product ID: 607088-PDF-ENG Prediction Markets at Google
Week -12 11/8, 11/10	The Production Process (SAP – PP) Project Risk Management (Security) **Tuesday:** SAP Lab Assignment – 3 Due **Thursday:** Group Case Presentation (G-8)	Harvard Business Review: Product ID: 304019-PDF-ENG Royal Caribbean Cruises Ltd.

Week – 13 11/15, 11/17	SAP Financial Accounting (SAP – FI/CO) **SAP Lab 4 Due Thursday** **Tuesday:** SAP Lab Assignment – 4 Due **Thursday:** Group Case Presentation (G-9)	Harvard Business Review: Product ID: 809092-PDF-ENG Fostering High-Touch with High-Tech
Week -14 11/22, 11/24	SAP Integrated Process Big Data Dashboard Software THANKSGIVING NO CLAS	
Week – 15 12/6, 12/8	**Tuesday:** SAP Lab Assignment – 5 Due **Final Exam Preparation – No class this week**	
Week – 16 12/13	**FINAL EXAM – Tuesday from 7:00 to 8:15PM**	

SYLLABUS CHANGES: The instructor reserves the right to make changes to the above syllabus as necessary; students are responsible to be attentive to changes announced in class and/or announced via Blackboard/e-mail.

UNIVERSITY and COLLEGE POLICIES

Drop Policy: Students may drop or swap (adding and dropping a class concurrently) classes through self-service in MyMav from the beginning of the registration period through the late registration period. After the late registration period, students must see their academic advisor to drop a class or withdraw. Undeclared students must see an advisor in the University Advising Center. Drops can continue through a point two-thirds of the way through the term or session. It is the student's responsibility to officially withdraw if they do not plan to attend after registering. **Students will not be automatically dropped for non-attendance**. Repayment of certain types of financial aid administered through the University may be required as the result of dropping classes or withdrawing. For more information, contact the Office of Financial Aid and Scholarships (http://wweb.uta.edu/aao/fao/).

Americans with Disabilities Act: The University of Texas at Arlington is on record as being committed to both the spirit and letter of all federal equal opportunity legislation, including the *Americans with Disabilities Act (ADA)*. All instructors at UT Arlington are required by law to provide "reasonable accommodations" to students with disabilities, so as not to discriminate on the basis of that disability. Any student requiring an accommodation for this course must provide the instructor with official documentation in the form of a letter certified by the staff in the Office for Students with Disabilities, University Hall 102. Only those students who have officially documented a need for an accommodation will have their request honored. Information regarding diagnostic criteria and policies for obtaining disability-based academic accommodations can be found at www.uta.edu/disability or by calling the Office for Students with Disabilities at (817) 272-3364.

Title IX: The University of Texas at Arlington is committed to upholding U.S. Federal Law "Title IX" such that no member of the UT Arlington community shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity. For more information, visit www.uta.edu/titleIX.

Academic Integrity: Students enrolled in this course are expected to adhere to the UT Arlington Honor Code:

> *I pledge, on my honor, to uphold UT Arlington's tradition of academic integrity, a tradition that values hard work and honest effort in the pursuit of academic excellence.*
>
> *I promise that I will submit only work that I personally create or contribute to group collaborations, and I will appropriately reference any work from other sources. I will follow the highest standards of integrity and uphold the spirit of the Honor Code.*

UT Arlington faculty members may employ the Honor Code as they see fit in their courses, including (but not limited to) having students acknowledge the honor code as part of an examination or requiring students to incorporate the honor code into any work submitted. Per UT System *Regents' Rule* 50101, §2.2, suspected violations of university's standards for academic integrity (including the Honor Code) will be referred to the Office of Student Conduct. Violators will be disciplined in accordance with University policy, which may result in the student's suspension or expulsion from the University.

Student Support Services: UT Arlington provides a variety of resources and programs designed to help students develop academic skills, deal with personal situations, and better understand concepts and information related to their courses. Resources include tutoring, major-based learning centers, developmental education, advising and mentoring, personal counseling, and federally funded programs. For individualized referrals, students may visit the reception desk at University College (Ransom Hall), call the Maverick Resource Hotline at 817-272-6107, send a message to resources@uta.edu, or view the information at www.uta.edu/resources.

Electronic Communication: UT Arlington has adopted MavMail as its official means to communicate with students about important deadlines and events, as well as to transact university-related business regarding financial aid, tuition, grades, graduation, etc. All students are assigned a MavMail account and are responsible for checking the inbox regularly. There is no additional charge to students for using this account, which remains active even after graduation. Information about activating and using MavMail is available at http://www.uta.edu/oit/cs/email/mavmail.php.

Student Feedback Survey: At the end of each term, students enrolled in classes categorized as "lecture," "seminar," or "laboratory" shall be directed to complete an online Student Feedback Survey (SFS). Instructions on how to access the SFS for this course will be sent directly to each student through MavMail approximately 10 days before the end of the term. Each student's feedback enters the SFS database anonymously and is aggregated with that of other students enrolled in the course. UT Arlington's effort to solicit, gather, tabulate, and publish student feedback is required by state law; students are strongly urged to participate. For more information, visit http://www.uta.edu/sfs.

Final Review Week: A period of five class days prior to the first day of final examinations in the long sessions shall be designated as Final Review Week. The purpose of this week is to allow students sufficient time to prepare for final examinations. During this week, there shall be no scheduled activities such as required field trips or performances; and no instructor shall assign any themes, research problems or exercises of similar scope that have a completion date during or following this week *unless specified in the class syllabus*. During Final Review Week, an instructor shall not give any examinations constituting 10% or more of the final grade, except makeup tests and laboratory examinations. In addition, no instructor shall give any portion of the final examination during Final Review Week. During this week,

classes are held as scheduled. In addition, instructors are not required to limit content to topics that have been previously covered; they may introduce new concepts as appropriate.

Emergency Exit Procedures: Should we experience an emergency event that requires us to vacate the building, students should exit the room and move toward the nearest exit. When exiting the building during an emergency, one should never take an elevator but should use the stairwells. Faculty members and instructional staff will assist students in selecting the safest route for evacuation and will make arrangements to assist handicapped individuals.

Network Logon Assistance:
To obtain your NetID or for logon assistance, visit https://webapps.uta.edu/oit/selfservice/. If you are unable to resolve your issue from the Self-Service website, contact the Helpdesk at helpdesk@uta.edu.
THE INSTRUCTOR RESERVES THE RIGHT TO MAKE CHANGES TO THE SYLLABUS AS NECESSARY; IT IS THE STUDENT'S RESPONSIBILITY TO BE AWARE OF THESE CHANGES.