

University of West Georgia

College of Business, Department of Management

CISM 4350 Enterprise and Decision Support Systems

Fall 2019

3 Credit Hours

Prerequisite CISM 2201, 2335, 3330, 4310

Instructor: Jeannie Pridmore

Office RCOB 2225

Tuesday & Thursday – 12:15pm – 2:00pm

Thursday – 5:00 pm – 5:30pm

E-mail Address jpridmor@westga.edu

Please keep all communication in CourseDen. I prefer to use the discussion boards for questions so the entire class can benefit from the answer. If you must contact me privately about something, please email through CourseDen.

Online Support	CourseDen Home page CourseDen Help & Troubleshooting Distance Learning Library Services Ingram Library Services UWG Bookstore Disability Services <i>Additional resources and links are available in the UWG Online CourseDen (D2L) Resources widget on your course homepage</i>
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Course Materials:

ERPsim simulation license purchased online (Approximately \$40)

Required Software: SAP GUI 750, SAP HANA Cloud, SAP Lumira Discovery, SAP Predictive Analytics, SAP Cloud Analytics, Tableau, & ERPsim-You will be provided links to download on your personal computer or urls for cloud access. Windows operating system is a requirement for the SAP BI software.

Required Software: Installed on computer lab workstations

Course Description:

Globally, organizations are investing in Enterprise Systems to increase efficiencies and reduce costs. The majority of organizations both big and small use Enterprise Systems today for all of their operations as well as their analytics. This course will give students an understanding of the theoretical and practical issues related to Enterprise systems and Decision Support Systems. It will introduce students to the technologies involved in enterprise systems and will examine the need to share, communicate, and manage organizational information.

The course will have a substantial amount of hands on practice working with SAP. SAP is an industry leader in Enterprise Systems. This course is the final course required to qualify for the SAP Student Award Certificate.

COURSE LEARNING OBJECTIVES:

1. Understand the Decision Process. (MIS 1)
2. List the components of a Decision Support System and Enterprise Systems. (MIS 1)
3. Explain the importance of the user-interface/visualization components. (MIS 1)
4. Examine and evaluate Decision Support Systems and Enterprise Systems. (MIS 1)
5. Work in face to face and virtual teams and orally present a Decision Support Application (BBA 1)

Course Specific Aims:

- 1) Develop a comprehensive understanding of Enterprise systems, their use in various organizations, clinical settings, and their potential for improving efficiency and enhancing business processes as well as the quality of healthcare.
- 2) Learn about the components of an Enterprise system, data standards and information representation, technical issues in data integration and interoperability, and data security and privacy.
- 3) Understand business process workflows and how these affect system design, and gain insights into organizational decision making and information needs at the point of use.
- 4) Understand Enterprise implementation, common barriers to adoption.
- 5) Gain insights into the change management principles necessary for successful technology adoption at the organizational and systems levels.
- 6) Gain insight into the resources and methods required to optimize the use of information technology in all areas of the organization.
- 7) Acquire hands-on practice conceptualizing data models, workflows and decision support tools through guided projects and assignments using SAP software.

Topics Covered

Enterprise Systems
Decision Support & Business Intelligence
IT Alignment and Strategic Planning
Assessing and Achieving Value

Data Quality
 User Interaction & Dashboards
 Data Regulations, Laws, and Standards
 Privacy & Security
 Current and Emerging Uses

Course Approach: Course materials will give you multiple ways to learn the material presented in this course. The assigned readings will provide one source of information. Lectures in class and recordings will be based on, and extend, the material in assigned readings. Assignments and projects give you an opportunity to learn about Enterprise and Decision Support Systems using a hands-on approach. You should take the opportunity to apply course material in assignments. The instructor will be available at scheduled lab times to assist you. Learning how Enterprise Systems work or how to design a Decision Support Application is not things that you can do in a few hours but they take a significant amount of time. This is not a course that you can easily get "A"; you'll earn it by hard work and dedication.

Grading:	
HANA GBI SD and SAP Cloud Analytics	10%
HANA Development	10%
HANA Mobile App Development	10%
Analytic Project	15%
ERPsim Team Project	20%
In Class Participation	15%
Final	20%
Total	100%

- A: 90% and above**
- B: 80 – 89.999%**
- C: 70 – 79.999%**
- D: 60 – 69.999%**
- F: 59.999% and below**

Assignments. They are all individual work assignments expect for the group projects. All individual assignments must be “submitted” through CourseDen. **No additions or corrections will be accepted once the assignments have been submitted for grading after the due date.** Late assignments will be accepted up to only **24 hours** later. There is a 20% penalty assessed against late exercises that are

unexcused. Assignments not turned in by 24 hours after the due date will be marked **MISSED** and will not receive any credit. All exercises must be reviewed within two days after grades are posted.

NOTE 1: It is cheating to share work on the individual assignments. Only team members working together on a team can share work.

NOTE 2: Good practices to adopt when using Lab computers is "**Save and Save Often**" and "**Save to more than one place / media**". Lab computers are open to everyone and can be restaged at any time during the semester. Therefore, do not save your work on the lab computers and expect it to be there days later for you to submit.

NOTE 3: If you are working on other work or using your phone or lab computer to do things unrelated to the course during class time, you will be asked to leave the room and to not return until class is over. This type of behavior is distracting to the professor, others around you, and completely invalidates you coming to class.

Scholastic Dishonesty: The State University of West Georgia Academic Honesty Policy will be enforced. You can read this policy at <http://www.westga.edu/~vpaa/handrev/207>.

Note: Study partners are encouraged in the completion of assignments. However, each student is required to complete and submit his/her own work. Copied work will be considered plagiarism and will result in academic discipline.

UWG CourseDen. The instructor uses UWG CourseDen to post lecture recordings, exercise files, assigned readings, and assignment specifications for you to download. **Communication with the**

Instructor

The Management Department believes in work-life balance for both faculty and students. I will typically respond to student emails within 24 hours. Students should not expect a response during non-business hours, which includes nights, weekends, holidays, and school breaks. My preference is to be contacted through the email; that should always be your first option.

Please contact me directly through my UWG email (jpridmor@westga.edu) for anything that is confidential or private. I do check the CourseDen email regularly. You can email through CoruesDen as well. All UWG students should use their Campus (MyUWG) E-Mail accounts or CoruesDen when emailing the instructor. I will send out class announcements and assignment reminders via CourseDen. All students must have, and read on a daily basis, their campus email accounts and CourseDen. If you would like to ask questions via email, please make sure you use CISM4350 as the subject line, so that I recognize that it is from one of you, and so that my spam filter do not accidentally delete your message. **IF YOU DO NOT GET A REPLY WITHIN 24 BUSINESS HOURS, ASSUME I DID NOT RECEIVE IT AND PLEASE RESEND. I REPLY TO ALL EMAILS.** You can also meet me in person in my office during my on campus office hours.

Students Rights and Responsibilities

Please carefully review the information at the following link:

[Student's Rights and Responsibilities](#)

The document at this link contains important information pertaining to your rights and responsibilities in this class. Because these statements are updated as federal, state, university, and accreditation standards change, you should review the information each semester.

Credit Hour Policy (3 credit hours)

For approximately fifteen weeks, students in this class will generally spend 150 minutes with direct faculty instruction (either face-to-face or online) and work about 360 minutes outside of the classroom each week. This out-of-class work may include, but is not limited to, readings, assignments, projects, group work, research, and test preparation.

Course Attendance and Team Work Expectations

It is essential that each student attends the in class required days and the required online days as specified on the calendar. Several of these required days are to work on the team projects. If you cannot attend any of these required class days, you must contact me and your team to explain why you will miss and how you will make up for the work you must complete to be a productive team member. Attending the required days is critical to be a productive team member. Each team project includes a peer evaluation where students report the work each team member contributed to the project. If a team member contributes nothing, and all of the other team members are in agreement, the team member who has done nothing can be kicked off the team. If this happens, the student who has been kicked off the team will either receive a zero on the project or can complete the project fully by themselves.

Americans with Disabilities Act

If you are a student who is disabled as defined under the Americans with Disabilities Act and require assistance or support services, [The Office of Disability Services](#) will help you understand your rights and responsibilities under the Americans with Disabilities Act and provide you further assistance with requesting and arranging accommodations.

If you need course adaptations or accommodations because of a disability or chronic illness, or if you need to make special arrangements in case the building must be evacuated, please notify your instructor using the course email system by the end of the second full week of class and attach a PDF copy of your Student Accommodations Report (SAR) which is available only from the Office of Disability Services. Accommodation requests require appropriate notice and paperwork.

UWG Honor Code

At the University of West Georgia we believe that academic and personal integrity are based upon honesty, trust, fairness, respect and responsibility. Students at West Georgia assume responsibility for upholding the honor code. West Georgia students pledge to refrain from engaging in acts that do not maintain academic and personal integrity. These include, but are not limited to, plagiarism, cheating, fabrication, aid of academic dishonesty, lying, bribery or threats, and stealing.

You are responsible for the safeguarding of your computer account. Your account and network connection are for your individual use. A computer account is to be used only by the person to whom it has been issued. You are responsible for all actions originating through your account or network connection. You must not impersonate others or misrepresent or conceal your identity in electronic messages and actions.

Proprietary Material Agreement

The materials on this course website are only for the use of students enrolled in this course for purposes associated with this course and may not be retained or further disseminated.

Online Privacy

This course may require you to work with other sites and entities beyond UWG and CourseDen (D2L) where some personal information (e.g. your name, affiliation with UWG, or current employment) may be displayed. You have the right to regulate the displaying of information pertaining to yourself on the Internet. If you are uncomfortable displaying information that you deem overly personal, you may take steps to post more anonymous manner (such as posting online your first name and last initial only or other pseudonym). You also agree to respect other people's wishes to remain anonymous.

Links to and From Third-Party Sites

There may be links established between this course and other entities and sites on the World Wide Web, Internet or other areas that are not under the control of, nor maintained by your professor or the University of West Georgia (UWG). These links do not necessarily constitute an endorsement by your professor or UWG, and UWG has no obligation to monitor such sites, and the user agrees that neither your professor nor UWG is responsible for the content of such sites or for any technical or other problems associated with any such third-party site, links, or usage.

Tentative Schedule: *The instructors reserve the right to change the schedule and/or requirements*

Date		Activity	Activities due	Special Instructions
08/15/2019	Thursday	Introduction to Course and Enterprise Systems and Decision Support Systems		Required In Class Day
08/20/2019	Tuesday	Assigned Reading		Online Day
08/22/2019	Thursday	Introduction to Enterprise Systems and Decision Support Systems GBI HANA and Cloud Analytics		Required In Class Day
08/27/2019	Tuesday	GBI HANA and Cloud Analytics		Online Day
08/29/2019	Thursday	GBI HANA Cloud Analytics		Required In Class Day
09/03/2019	Tuesday	GBI HANA Cloud Analytics		Online Day
09/05/2019	Thursday	GBI HANA Cloud Analytics And Analytic Project		Required In Class Day
09/10/2019	Tuesday	GBI HANA Cloud Analytics And Analytic Project	GBI SD on HANA & Cloud Analytics Due	Online Day
09/12/2019	Thursday	Analytic Project ERPsim Manufacturing Intro		Required In Class Day

Date		Activity	Activities due	Special Instructions
09/17/2019	Tuesday	Analytic Project ERPsims Manufacturing Intro		Online Day
09/19/2019	Thursday	ERPsims Manufacturing Introduction		Required In Class Day
09/24/2019	Tuesday	ERPsims Manufacturing Extended BI	Analytic Project	Online Day
09/26/2019	Thursday	ERPsims Manufacturing Introduction Hana Development and HANA Mobile App Development		Required In Class Day
10/01/2019	Tuesday	Hana Development and HANA Mobile App Development		Online Day
10/03/2019	Thursday	Fall Break		Required In Class Day
10/08/2019	Tuesday	Hana Development and HANA Mobile App Development		Online Day
10/10/2019	Thursday	Hana Development and HANA Mobile App Development		Online Day
10/15/2019	Tuesday	Hana Development and HANA Mobile App Development	Hana Development	Online Day
10/17/2019	Thursday	ERPsims Manufacturing Extended BI And Design Thinking		Required In Class Day
10/22/2019	Tuesday	ERPsims Manufacturing Extended BI and Design Thinking	HANA Mobile App Development	Online Day
10/24/2019	Thursday	ERPsims Manufacturing Extended BI and Design Thinking – Train the Trainer		Required In Class Day
10/29/2019	Tuesday	ERPsims Manufacturing BI and Design Thinking – Create Persona's		Online Day

Date		Activity	Activities due	Special Instructions
10/31/2019	Thursday	ERPsims Manufacturing Extended BI and Design Thinking – Create Persona's		Online Day
11/05/2019	Tuesday	ERPsims Manufacturing Extended BI and Design Thinking – How can we help	ERPsims Design Thinking Project Plan and Created Persona's	Online Day
11/07/2019	Thursday	ERPsims Manufacturing Extended BI and Design Thinking Project - Ideate		Required In Class Day
11/12/2019	Tuesday	ERPsims Manufacturing Extended BI and Design Thinking Project		Online Day
11/14/2019	Thursday	ERPsims Manufacturing Extended BI and Design Thinking Project		Required In Class Day
11/19/2019	Tuesday	ERPsims Manufacturing Extended BI and Design Thinking Project	ERPsims Draft Due	Online Day
11/21/2019	Thursday	ERPsims Manufacturing Extended BI and Design Thinking Project and Review		Required In Class Day
11/26/2019	Tuesday	Thanksgiving Break		
11/28/2019	Thursday	Thanksgiving Break		
12/03/2019	Tuesday	ERPsims Manufacturing Extended BI and Design Thinking Project		Online Day
12/05/2019	Thursday		Final Exam	Required In Class
12/10/2019	Tuesday	Final 5:00pm – 7:00pm	ERPsims Final Project Due and Presentations	Required In Class