Department of Business & Information Technology Mission

“Capitalizing on the strong technological emphasis of Missouri University of Science & Technology (S&T), the Department of Business and Information Technology prepares professionals for careers in modern business organizations. The Department emphasizes management through technology with particular focus on information systems and their application in a fast-changing, global and competitive environment.

Through innovative instruction and research, the Department serves the economic interests of industry and the evolving needs of society. The Department provides distance education opportunities utilizing advanced learning technologies”

INSTRUCTOR AND COURSE INFORMATION

| Instructor: | Bih-Ru Lea, Ph.D. | Class Hours: | MWF 9 am – 9:50 pm |
| Office: | Fulton 102A | Class room: | Fulton 107A |
| Phone: | 573-341-6436 | Office Hours: | Monday & Wednesday: 10 am – 11 am |
| E-Mail: | leabi@mst.edu | Tuesday: 11 am – 12 noon | and by appointment (suggest a time via email) |
| Course Credit: | 3 semester hours of credit | Class Web: | http://blackboard.mst.edu |
| Prerequisite: | ERP 246 or preceded or accompanied by ERP 346 |

INSTRUCTOR: Bih-Ru Lea, Ph.D.

Office: Fulton 102A

Phone: 573-341-6436

E-Mail: leabi@mst.edu

COURSE CATALOG DESCRIPTION:

This course will study different performance management systems including dashboards, management cockpit, scorecards, and strategy maps in an organization. SAP's BW, Business Objects Xcelsius, Crystal Reports, Sybase Unwired Platform will be used to develop the applications.

COURSE OBJECTIVES

| Course Objectives | Program Learning Objectives |
| --- | --- | --- | --- | --- | --- | --- |
| Communication Skills | Critical Thinking | Information Technology | Teamwork & Leadership | Global & Multicultural Issues | Integrate Business Areas |
| • Understand and communicate underlying fundamental concepts of various performance measurement matrices | X | X | X | X | X | X |
| • Understand and communicate common reporting functions available in an ERP environment and their roles in corporate performance measurement | X | X | X | X | X | X |
| • An understanding of key components, tools, and techniques in a strategic management systems, including key performance indicators, performance dashboard, balanced scorecard, value based management, etc. | X | X | X | X | X | X |
| • Gain hands-on experience on various performance monitoring, dashboards, and scorecard systems in an Enterprise Resource Planning environment | X | | | | | X |
| • Understanding and communicate impact of mobile technology on performance management systems | X | X | X | | | X |
TEXTBOOK(S) AND MATERIALS FOR COURSE

- Required Textbook: *ERP348 Course Pack* (can only be purchased from the university bookstore, [http://www.mstbookstore.com/](http://www.mstbookstore.com/) or 573-341-4705). Students **MUST** bring their textbook when attending class.

GRADING POLICIES AND PROCEDURES:

<table>
<thead>
<tr>
<th>Category</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test 1</td>
<td>100 pts</td>
</tr>
<tr>
<td>Test 2</td>
<td>100 pts</td>
</tr>
<tr>
<td>Final Exam</td>
<td>110 pts</td>
</tr>
<tr>
<td>Assignments (lab, quizzes, etc.)</td>
<td>530 pts</td>
</tr>
<tr>
<td>Team/individual Project &amp; Presentation</td>
<td>160 pts</td>
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<tr>
<td>• Project in-progress report (40 pts)</td>
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<tr>
<td>• Project Presentation (60 pts)</td>
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<tr>
<td>• Project Prototype &amp; Report (60 pts)</td>
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**Grading Scale:**
- A: ≥ 895 pts
- B: 795 – 894 pts
- C: 695 – 794 pts
- D: 595 – 694 pts
- F: < 594 pts

**General Grading Policies:**

- **ALL ASSIGNMENTS AND TESTS ARE INDIVIDUAL WORKS UNLESS OTHERWISE SPECIFIED.**
- All assignments should be handed in at the beginning of class on the date announced. **NO LATE ASSIGNMENTS WILL BE ACCEPTED.**
- Please make every effort to make it to class on time. It is disruptive to the class to have members arriving late.
- Attendance is encouraged. If you are unable to attend a class, you need to **turn in assignments in advance** (ask a friend to turn it in for you, use digital drop box provided by blackboard, etc.). You are also responsible for finding out what was covered in class and what announcements were made as well as obtaining handouts.
- The instructor will assign NO incompletes in lieu of a regular grade.

**Exams, Tests, and Quizzes**

- There will be two tests and one final examination. **All exam materials may become property of the instructor after completion.**
- It is possible to have announced and pop quizzes throughout the semester. Student will be given the date of announced quizzes one week in advance.
- Exam dates and quizzes are a part of the class schedule. Failure to appear for an exam/quiz will result in the assignment of a zero for that exam/quiz. If you are going to miss an exam with a legitimate reason (e.g., scheduled surgery, official University business, etc.), contact the instructor **PRIOR** to the administration of that exam/quiz.
- A make-up quiz/test may be allowed **during the final exam period** only if convincing reasons and proper documentations (such as a doctor's note in case of a surgery/illness) are given for the absence. The make-up exam will be a comprehensive exam covering the material from throughout the course.
- All in-class quizzes and tests are closed books and closed notes unless otherwise specified.

**Class Participation:**

- Overall, student participation and discussion is essential to ensure that the course topics are understood and are made relevant to actual business situations encountered in the workplace. As such, attendance and participation are an essential factor in the learning process and a tool for assessing student learning. Therefore, you are encouraged and expected to attend all classes.
- Each 10% **unexcused absences will result in loss of a letter grade.** For example, if your grade is a B and you have missed 10% of classes without legitimate excuses, you will end up with a C.
- The instructor reserves the right to drop a student if a student has missed more than 20% of class time.
Discussion Board Participation

The sheer size of the SAP software limits the instructor from covering every aspect and screen that we will be using this semester. To help students to better understand course materials, to develop debugging skills, and to learn from each other, the instructor have enabled a discussion board on blackboard. **All technical support for SAP Labs and project will be provided through the Discussion Board on Blackboard.** SAP system related questions will NOT be answered through e-mail by the instructor.

a. If you do not understand a concept or encounter a problem/error that you do not know how to resolve yourself, you will need to post your questions on the discussion board. You are also expected to answer questions asked by your peers. Occasionally, the instructor will also post questions and answers.

b. Before post a question on the Discussion Board, it is the student’s responsibility to check and ensure no same question has been posted before.

c. By the end of the semester, every student is expected to have asked and answered 10-15 questions. These discussions **might earn you extra credit toward your course grade.** Straight forward questions (for example – how do I get to this transaction, where can I find this button etc) will not count. Do not post questions just for the case of posting.

GENERAL COURSE POLICIES:

**Academic Alert System:** [http://academicalert.mst.edu](http://academicalert.mst.edu)

Missouri S&T is committed to the success of its students by providing an environment conductive to teaching and learning. To ensure that every student takes full advantage of the educational opportunities and support programs on campus, the University has implemented an Academic Alert System, a web-based application. The purpose of the System is to improve the overall academic success of students by:

- Improving communication between students, instructors, and advisors;
- Reducing the time required for students to be informed of their academic status;
- Informing students of actions they need to perform in order to meet the academic requirements in the courses they are taking.

To assist you, the instructor will initiate an academic alert for students who are not meeting academic course requirements through poor performance on assignments or poor attendance. When an alert is initiated, an email is immediately sent to the instructor, student, and advisor. You are encouraged to respond quickly to all academic alerts. If you fail to open the alert within one week, email notification is sent to your advisor.

**Academic Dishonesty:** [http://registrar.mst.edu/academicregs/index.html](http://registrar.mst.edu/academicregs/index.html)

Violations of the University’s academic code include, but are not limited to, possession of or use of unauthorized materials during quizzes or tests; providing unauthorized information to another student; or copying the work of another person. Violations may result in academic penalties in addition to receiving an “F” on the assignment in question.

Page 30 of the Student Academic Regulations handbook describes the student standard of conduct relative to the University of Missouri System's Collected Rules and Regulations section 200.010, and offers descriptions of academic dishonesty including cheating, plagiarism or sabotage. Additional guidance for faculty, including the University’s Academic Dishonesty Procedures, is available on-line at [http://ugs.mst.edu](http://ugs.mst.edu). Other informational resources for students regarding ethics, integrity and the student honor code can be found online at [http://ugs.mst.edu/academicintegrity/studentresources-ai](http://ugs.mst.edu/academicintegrity/studentresources-ai) and [http://stuco.mst.edu/about/honor-code](http://stuco.mst.edu/about/honor-code).

**Disability Support Services:** [http://dss.mst.edu](http://dss.mst.edu)

If you have a documented disability and anticipate needing accommodations in this course, you are strongly encouraged to meet with me early in the semester. You will need to request that the Disability Services staff send a letter to me verifying your disability and specifying the accommodation you will need before I can arrange your accommodation. If you have a disability that might require academic accommodations, please visit Disability Support Services in 204 Norwood Hall (341-4211; [dss@mst.edu](mailto:dss@mst.edu)) very early in the semester.
Lateness
Normally, the instructor will be in class on time. However, if the instructor is late by more than fifteen minutes, students should check with the Department of Business Administration located in Fulton 101 whether the class will be canceled. Students are expected to be in class on time.

Classroom Egress Maps: [http://registrar.mst.edu/links/egress.html](http://registrar.mst.edu/links/egress.html)
Please familiarize yourself with the classroom egress maps posted online so you will know where emergency exits are located.

KEY DATES:
- The last day to add this course is Monday, March 4, 2013
- The last day to withdraw from this course without a “WD” showing on transcript is Monday, March 4, 2013
- The last day for dropping this course is Friday, April 19, 2013
ERP348 Spring 2013 Course Schedule

This is a tentative lecture schedule. The instructor will make a reasonable effort to adhere to this schedule. However, some changes will be necessary due to extenuating circumstances that exact coverage and sequencing of course content, grading criteria and weights may change. Students will be notified as far in advance of such changes.

<table>
<thead>
<tr>
<th>Week of</th>
<th>Topic</th>
<th>Assignments/ Readings</th>
</tr>
</thead>
</table>
| 1 1/23, 1/25 | Introduction to class  
Performance Measurement  
Getting More Results from Enterprise Systems |
| | Quiz 1 |
| 2 1/28, 1/30, 2/1 | Financial Performance: Financial Statements and Financial Ratios  
Review of ERP Basic Operations |
| 3 2/4, 2/6, 2/8 | Financial Performance: Financial Statements and Financial Ratios  
Do Accountants Lead or Mislead? |
| | Lab 1: Financial Statements Representation in ERP Environment |
| 4 2/11, 2/13, 2/15 | Mobile Applications Overview  
Lab 2: Mobile App: GL Account Balance |
| | Quiz 2 |
| 5 2/18, 2/20, 2/22 | Performance Dashboards Overview  
Types of Performance Dashboard |
| | Lab 3: Tactical dashboards - SAP Management Cockpit |
| 6 2/25, 2/27, 3/1 | Lab 4: Xcelsius Dashboard 1  
Test 1: 2/27 (Written Test) and 3/1 (Computer Operation) |
| 7 3/4, 3/6, 3/8 | Performance Dashboard Design & Implementation  
Lab 5: Xcelsius Dashboard 2 |
| 8 3/11, 3/13, 3/15 | Performance Evaluation and the Balanced Scorecard  
Strategy and Strategic management Process  
No class on March 15: Spring Recess |
| 9 3/18, 3/20, 3/22 | Quiz 3 |
| | Project in-progress report due  
The Balanced Scorecard: Measures that Drive Performance  
Lab 6: Balanced Scorecard in ERP Environment 1 |
| 11 4/1, 4/3, 4/5 | Lab 7: Balanced Scorecard in ERP Environment 2  
Test 2: 4/3 (Written Test) & 4/5 (Computer Operation) |
| 12 4/8, 4/10, 4/12 | Business Information Warehouse (BW) Overview  
Lab 8: BW Query Reporting |
| 13 4/15, 4/17, 4/19 | Reporting and Data Visualization in Enterprise Portal Environment  
Lab 9: SAP BW Reporting, Xcelsius Dashboards, and Portal |
| 14 4/22, 4/24, 4/26 | Reporting with SAP Business Object Crystal Report  
Lab 10: Crystal Report |
| 15 4/29, 5/1, 5/3 | Performance Dashboard in Mobile Environment  
Performance Dashboard and Sustainability  
Lab 11: Mobile Analytics Dashboard |
| 16 5/6, 5/8, 5/10 | 5/6: Project Working Time  
Project Presentation: 5/8, 5/10 |
| 17 5/13, 5/15, 5/17 | Final Exam:  
Final Prototype Report due at noon on Thursday, May 16, 2013 |

CP: Course Pack  
R#: Reading Assignment number as listed in Course Pack
Reading Assignments


R13: Chapter 16: Business Intelligence, by P. Mlreault In Readings on Enterprise Resource Planning, pp. 209-232,
