MODULE **DESCRIPTOR**

MODULE TITLE	ERP Systems		
MODULE CODE	CO4102 (L7)	CREDIT VALUE	20 credits/10ECTS
SCHOOL	SCHOOL OF SCIENCE		

MODULE **AIMS**

The aims of the module are to:

- Discuss the evolution of information systems and their historical role in organizations and importance of systems integration.
- Introduce and discuss the components and architecture of ERP (Enterprise Resource Planning) systems.
- Explore the role of an ERP system in an organization in terms of its efficiency and worker productivity.
- Critically evaluate the implementation process of an ERP system, including ERP selection, selection criteria, success factors and effective programme management.
- Identify the ethical, legal, global and security challenges related to ERP systems and implementations and how to protect the company assets.
- Discuss the role and goals of CRM (Customer Relationship Management) systems in the context of ERP.

MODULE **CONTENT**

Overview of Enterprise Resource Planning
> Overview, historical evolution, benefits and drawbacks, leading vendors and industry trends.

ERP Systems
> Systems Integration
> Enterprise systems architecture

ERP Implementation
> Review of the development life cycle
> Implementation strategies
> Selection of software (and vendor)
> Operations implementation

People and Organization
> Identify critical success factors in an ERP implementation (skills, people, commitment, management)
> Business processes re-engineering, best-practices awareness
> Cultural implications, outsourcing, legal issues, security and how to protect company assets

ERP Extensions
> Supply chain management
> Customer Relationship Management (CRM)

INTENDED **LEARNING OUTCOMES**

On successful completion of this module a student will be able to:

1. Critically discuss the evolution of information systems and their historical role in organizations leading to systems integration and eventually Enterprise Resource Planning (ERP).
2. Describe ERP systems and their components and architecture. Critically evaluate the benefits and drawbacks of implementing ERP systems, the role of ERP systems in systems integration, and how they can help an organization improve its efficiency and worker productivity.
3. Describe and analyse the ERP implementation process (e.g., the ERP life cycle, business process re-engineering, project management, and change management).
4. Evaluate and discuss the role of staff, vendors, consultants, and the organization in making the ERP implementation process successful.
5. Critically discuss the concepts relating to ethical, legal, global and security challenges related to ERP systems and implementations and how to protect the company assets.

TEACHING METHODS

Teaching will comprise of a combination of lectures, practical and workshops. Lectures will introduce the relevant theory on the evolution, role and importance of ERP systems in organizations. Guest industry speakers from leading vendors in ERP systems will be invited to present and discuss their experiences with the students.

During the workshops, students will have group discussions on the implications of ethics, legal issues, and security and management commitment requirements. Students will also apply their knowledge on real life ERP requirements and implementation issues through different case study assignments, and they will be given the opportunity to present their findings.

During the practical, students will apply the theory discussed in the lectures and workshops (e.g., practical work related to setting up various components of a CRM system or an ERP system).

As this is a skills based course, the assessment is both focused on knowledge content and skills. The content component of the module is mainly assessed in the module examination, whereas the skills and practical understanding of the module content is assessed in the coursework component. Therefore, the coursework assessment component for this module requires that students do work in between taught classes and that this is reviewed before the examination component of the assessment – to that end the students can get feedback on the coursework assessment to contribute to their preparation for the examination assessment component.

ASSESSMENT METHODS

This module is assessed through a Report and practical portfolio (60%) and an examination (40%).