

INFS3040: ENTERPRISE SYSTEMS AND INTEGRATED BUSINESS

FINAL EXAM NOTES

COURSE OBJECTIVES

EXPLORING THE STRATEGIC MANAGERIAL ISSUES THAT ARISE FROM THE IMPLEMENTATION AND USE OF ENTERPRISE SYSTEMS AS A MEANS OF INTEGRATING DATA AND STANDARDISING PROCESSES

USING PRACTICAL SESSIONS AND CASE STUDIES TO EXPLORE LONG TERM EFFECTS OF STRATEGIC IMPLEMENTATION DECISIONS

EXPLORING THE EMERGENCE AND IMPLICATIONS OF CLOUD-BASED ENTERPRISE SYSTEMS

UNDERSTANDING THE PART THAT ENTERPRISE SYSTEMS PLAY IN AN ORGANISATIONS BROADER INFORMATION INFRASTRUCTURE

WEEK 1: INTRODUCTION TO BUSINESS PROCESSES, ES AND SAP

Business Process: a sequence of tasks or activities that produce desired outcomes, they are linked together through data flows

Enterprise Systems: broad suite of systems across an organisation

- Enterprise Resource Planning (ERP)
 - o backbone of the systems
 - o focuses on the internal operations of an organisation
 - o integrates functional and cross-functional business processes
- Customer Relationship Management (CRM) – links to SRM
- Supplier Relationship Management (SRM) – links to CRM
- Supply Chain Management (SCM)
- Product Lifecycle Management (PLM)

Goals	Business Value	Spread
<ul style="list-style-type: none"> o Standardising processes – increased flexibility and best practice o Integrating data – single source of truth, no duplication of data, easier maintenance, instant access to correct data 	<ul style="list-style-type: none"> o Operational efficiency o Organisation wide decision-making o Rapid response for customers or stakeholders 	<ul style="list-style-type: none"> o Y2K encouraged ES o Vendors – SAP, Oracle, PeopleSoft o Change – more mid range companies and smaller vendors o Trends – SOA, Cloud solutions