

OPM 7300 (G04) (3.0 CH)
Business Processes Management
WINTER 2022
Virtual/in-person
Thursdays 6:15-9:30

INSTRUCTOR

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COURSE DESCRIPTION

Enterprise architecture exists at the intersection of technology and business strategy and consists of the vision, principles, and standards that guide the purchase of resources and deployment of technology within an enterprise. Students explore the design, implementation, and management of enterprise-wide IT solutions using Oracle Netsuite. Frameworks and strategies for infrastructure and resource management are explored. Students examine enterprise resource planning (ERP) systems and supply chain management (SCM) systems. Cloud computing, a widely-used architecture to deploy enterprise applications as a service over the Internet, is also included. Case studies are employed to expose the students to real- world scenarios.

Enterprise systems are critical to the success of today's dynamic and global corporations. These systems are a conglomeration of complicated architectures; ERP, SCM, and Customer Relationship Management (CRM) systems. Such systems are comprised of sophisticated back-end databases, and customer-facing, web-based services that must be integrated, maintained and managed. These systems are ubiquitous, complex, increasingly expensive and challenging to upgrade.

Within the Oracle Netsuite cloud based software, students will build upon baseline knowledge of the Netsuite ERP application, use the applications to confirm company-wide configuration, settings and user-level preferences. Students will identify the purpose of user roles, and their relationship to security and navigation. They will consider business challenges and Netsuite solutions associated with key business processes and review administrative and end-to-end tasks involved in the end-to-end business processes that encompass the ERP processes workflows. They will monitor process and business performance through targeted analytics, and will leverage additional tools for user adoptions and account functionality.

COURSE OBJECTIVES

Within the Oracle Netsuite cloud based software, students will build upon baseline knowledge of the Netsuite ERP application, use the applications to confirm company-wide configuration, settings and user-level preferences. Students will identify the purpose of user roles, and their relationship to security and navigation. They will consider business challenges and Netsuite solutions associated with key business processes and review administrative and end-to-end tasks involved in the end-to-end

business processes that encompass the ERP processes workflows. They will monitor process and business performance through targeted analytics, and will leverage additional tools for user adoptions and account functionality.

Program Learning Outcomes addressed by the course:

- Analyze, determine requirements, design, and evaluate the kind of information systems that can help achieve business goals, as well as evaluate the feasibility and optimal implementation of such systems
- Build secure, reliable, and accurate software systems using programming and database skills,
- Apply systems-thinking and design-thinking skills across a broad range of industries and environments
- Solve problems, think critically, communicate effectively verbally and in writing, and make ethical decisions.

COURSE FORMAT AND COVID19-RELATED PROTOCOL

This course will be taught remotely until February 26 and in-person thereafter, unless there's a different directive from the university or the government. For the in-person portion of the course, we will observe the health-related protocol mandated by the university. Please check the [COVID-19 Updates](#) webpage of the university and the [COVID-19 health and safety protocols](#) to know what is expected of you for the in-person part of the course.

For the in-person portion of the course, we will observe the health-related protocol mandated by the university. Please check the [COVID-19 Updates](#) webpage of the university for the latest information. Pay particular attention to the "Protocols and need-to-knows before you arrive on campus" section on that webpage.

Students will learn how to relate business processes to a real-time enterprise software environment. Students will use a cloud-based ERP program to do setups, entries and analysis of real time data for various business processes in a supply chain operation within a company. There will be in class exercises that students will build upon after class.

ONLINE ACCESS (until Feb 26)

This course will be conducted "live" via Zoom during the scheduled class time and will not involve in-person instruction **until Feb 26**. Classes will be during the scheduled class time.

Zoom Link:

<https://umanitoba.zoom.us/j/62596457612?pwd=RVU3QkljSWdzZ0hmRjFnVWdGY3NpQT09>

This link along with the passcode is also available in the UM Learn course.

To join the class from your computer, install Zoom Client for Meetings from zoom.us/download. To join from your smartphone, install the Zoom app. Detailed instructions are available [here](#).

You will be expected to turn on your camera when attendance is being recorded. You are highly encouraged to leave your camera on for the duration of the class, if possible.

Please note that all classes will be recorded and the video recordings may be shared with other students in the class.

TECHNOLOGICAL REQUIREMENTS

As classes until Feb 26 will be delivered synchronously via videoconferencing, a device enabled with a camera and microphone is required. Further, you are expected to be in a location with a reliable Internet connection that is strong enough for streaming video. You may also want to consider using earphones/headset with a mic, unless you have a computer/tablet with good speakers/mic.

AACSB Assurance of Learning Goals and Objectives.			
The Asper School of Business is proudly accredited by AACSB. Accreditation requires a process of continuous improvement for the School and our students. Part of “student improvement” is ensuring that students graduate with the knowledge and skills they need to succeed in their careers. To do so, the Asper School has set the learning goals and objectives listed below for the MBA Program . The checked goal(s) and objective(s) will be addressed in this course and done so by means of the items listed next to the checkmark.			
	Goals and Objectives in the MBA Program	Goals and Objectives Addressed in this Course	Course Item(s) Relevant to these Goals and Objectives
1	Strategic Thinking Students will think critically and creatively about solutions to organizational problems, considering short-term and long-term goals, resources, risks, and opportunities.	X	Sections on procure to pay and order to cash
	A.Students are able to identify situations where strategic thinking is necessary.		
	B.Students are able to identify different strategies.		
	C.Students are able to perform a basic strategic analysis.	x	Procure to pay
	D.Students are able to recommend strategic alternatives and their implementations.	x	Procure to pay and order to cash
2	Global Perspective Students will adopt a global mindset in considering organizational decisions.	X	Procure to Pay
	A.Students have an awareness of global diversity, and multicultural awareness.		
	B.Students have an awareness of different global perspectives.		
	C. Students have been exposed to global business environments through course materials		
3	Ethical Mindset Students will consider ethical and moral issues when analyzing and recommending solutions to organizational problems.	X	PROCURE TO PAY AND ORDER TO CASH
	A.Students demonstrate an understanding of the responsibility of business in society.		

	B. Students demonstrate an understanding of ethical decision making.		
	C. Students demonstrate moral development in ethical decision making.		
	D. Students demonstrate an understanding of the responsibilities of a leader's role as it relates to ethics.	X	PROCURE TO PAY
4	Quantitative and Financial Proficiency Students will demonstrate the ability to approach organizational issues using quantitative and financial analysis.	X	THROUGHOUT THE COURSE
	A. Students are able to identify that a problem containing a quantitative aspect exists.	X	THROUGHOUT THE COURSE
	B. Students are able to apply financial methodologies in the answering of business questions.	X	THROUGHOUT THE COURSE
	C. Students are able to demonstrate a basic financial proficiency in understanding the role and flow of money in an organization.	X	THROUGHOUT THE COURSE
	D. Students are able to interpret the results of a financial analysis.	X	THROUGHOUT THE COURSE

COURSE MATERIALS

It is recommended that students also are familiar with concepts of business operations that can be found in the following textbook:

Textbook:

Purchasing and Supply Management

Johnson, F. 16th Edition. McGraw-Hill Irwin. ISBN #9781260548112

ORACLE Netsuite training materials on ERP Fundamentals. To be available on Ulearn. As this is a CLOUD based course, actual use of the materials will be software based.

COURSE ASSESSMENT

Grades will be determined based on the 2 tests, class participation (along with assignments) and one case presentation as follows:

Tests: 2 X 15 points	30% of the total grade
Class participation:	20% of the total grade
Group presentation and paper	20% of the total grade
Final Exam	30% of the total grade
Total:	100%

Marks	Letter Grade
93 and above	A+
90 – 92.99	A
85 – 89.99	B+

80 – 84.99	B
75 – 79.99	C+
70 – 74.99	C
60 – 69.99	D
Below 60	F

NOTE: Class attendance is required. Missing more than 20% of this course due to absences may result in a failing grade. It is your responsibility to inform your professor in advance of your absence and the reason for it (medical documentation or employer note if away for a work commitment) is required. The professor decides how to deal with the impact of missed classes on your final grade.

In the event of a skewed distribution of grades, the total course marks may be curved up or down as necessary (the weighting of each component will remain unchanged).

Group Project: The project instructions will be posted on *UM Learn* and explained in class. You will be assigned to a team of 6 or more students for this project. Teamwork is expected. After your group has submitted its group project, there will be a confidential peer evaluation. Those receiving a poor peer evaluation will be downgraded.

In the event one group member commits academic dishonesty such as plagiarism, the entire group will be subject to disciplinary hearings until the 'guilty' person is identified. Therefore, it is in your best interest to check and confirm the group paper is 'legit' before it is submitted.

Class Participation: You will be graded based on the quality (and to a lesser extent, quantity) of your contribution to class discussions. Coming to class having read the assigned material will help you greatly in this regard. This is especially important for the days when we will be discussing cases. Missing class will impact your class participation grade although you may have participated actively on other days. Likewise, attendance by itself will not earn you any points. You can have 100% attendance and still get a 0 on class participation if you did not contribute to the class discussions. It is important that you attend class regularly, be attentive, and participate actively in class discussions to get a good class participation grade.

For recording your class participation during the remote-taught classes, you are highly encouraged to have your camera and microphone on when you speak, if possible. I cannot guarantee I will be able to read postings to the Chat.

COURSE SCHEDULE

SESSION	DATE	Topic
1	Jan 27	Course overview, Netsuite and its fit to Business processes Navigation
2	Feb 3	Navigation Account Configuration and Processes Netsuite Data Model Roles Overview

3	Feb 10	Financial and Accounting Setup Item Master-Items and Pricing Manage Inventory Transactions
4	Feb 17	Order-to-Cash
5	Mar 3 TEST	Return- to- Credit
6	Mar 10	Procure-to-Pay
7	Mar 17	Procure to Pay
8	Mar 24 TEST	Financial Tools
9	Mar 31	Additional Access and Functionality
10	Apr 7	Group Project presentations
11	TBD	Final Exam (Timing to be determined)

ACADEMIC REGULATIONS AND STUDENT SERVICES

HUMAN ETHICS APPROVAL FOR DATA COLLECTION

As part of coursework, if you will be collecting data from people who are not students in this class, you must obtain Human Ethics approval from the UofM's Research Ethics Board (REB) prior to data collection. This applies to data collection such as surveys, interviews, focus groups, experiments, video recording, etc., where a respondent is solicited for participation.

If the entire class will be working on the same project, your instructor will apply for human ethics approval from the REB. If individuals or small groups of students will be working on different projects, it is the responsibility of the students to obtain approval (only one group member needs to apply). Your instructor will tell you whether s/he will be or you need to. When in doubt, please talk to your instructor.

Instructions and forms to apply for human ethics approval can be found at:

<http://umanitoba.ca/research/orec/ethics/guidelines.html>

In most cases, you will be using the "Protocol Submission Form" which is under the "REB Forms - Fort Garry Campus" heading.

It can take up to six weeks to process human ethics applications and obtain approval. Therefore, plan early. Note that approval must be obtained prior to data collection and cannot be obtained during the data collection phase or retroactively. Violation can get you, your instructor, and the Asper School in serious trouble with the REB.

If you will be collecting data only from other students in the class, you do not need REB approval. If you have any questions, please contact humanethics@umanitoba.ca or your instructor.

UNCLAIMED ASSIGNMENT POLICY

Pursuant to the FIPPA Review Committee's approved recommendations of August 15, 2007, all unclaimed student assignments will become the property of the faculty and will be subject to destruction six months after the completion of any given academic term.

STUDENT SERVICES AND SUPPORTS

The University of Manitoba provides many different services that can enhance learning and provide support for a variety of academic and personal concerns. You are encouraged to visit the below websites to learn more about these services and supports. If you have any questions or concerns, please do not hesitate to contact your instructor or the Graduate Program Office.

For Information on...	...follow this link
Course Outlines, Year-at-a-Glance, Concentrations, Textbooks, VW Dates and Final Exams	MBA Course Information
Exam Rescheduling Policy - <i>Please refer to Missing a Test/Exam on page 18 of the MBA Student Handbook</i>	MBA Student Handbook
Help with research needs such as books, journals, sources of data, how to cite, and writing	Library Resources
Tutors, workshops, and resources to help you improve your learning, writing, time management, and test-taking skills	Writing and Learning Support
Support and advocacy for students with disabilities to help them in their academic work and progress	Student Accessibility Services
Copyright-related questions and resources to help you avoid plagiarism or intellectual property violations	Copyright Office
Student discipline bylaws, policies and procedures on academic integrity and misconduct, appeal procedures	Academic Integrity
Policies & procedures with respect to student discipline or misconduct, including academic integrity violations	Student Discipline
Students' rights & responsibilities, policies & procedures, and support services for academic or discipline concerns	Student Advocacy
Your rights and responsibilities as a student, in both academic and non-academic contexts	Your rights and responsibilities
Full range of medical services for any physical or mental health issues	University Health Service
Information on health topics, including physical/mental health, alcohol/substance use harms, and sexual assault	Health and Wellness
Any aspect of mental health, including anxiety, stress, depression, help with relationships or other life concerns, crisis services, and counselling.	Student Counselling Centre
Support services available for help regarding any aspect of student and campus life, especially safety issues	Student Support Case Management
Resources available on campus, for environmental, mental, physical, socio-cultural, and spiritual well-being	Live Well @ UofM
Help with any concerns of harassment, discrimination, or sexual assault	Respectful Work and Learning Environment
Concerns involving violence or threats, protocols for reporting, and how the university addresses them	Violent or Threatening Behavior

ACADEMIC INTEGRITY

I.H. Asper School of Business, The University of Manitoba

It is critical to the reputation of the I. H. Asper School of Business and of our degrees that everyone associated with our faculty behaves with the highest academic integrity. As the faculty that helps create business and government leaders, we have a special obligation to ensure that our ethical standards are beyond reproach. Any misconduct in our academic transactions violates this trust. The University of Manitoba Graduate Calendar addresses the issue of academic misconduct under the heading "Plagiarism and Cheating." Specifically, acts of academic misconduct include, but are not limited to:

- using the exact words of a published or unpublished author without quotation marks and without referencing the source of these words
- duplicating a table, graph or diagram, in whole or in part, without referencing the source
- paraphrasing the conceptual framework, research design, interpretation, or any other ideas of another person, whether written or verbal (e.g., personal communications, ideas from a verbal presentation) without referencing the source
- copying the answers of another student in any test, examination, or take-home assignment
- providing answers to another student in any test, examination, or take-home assignment
- taking any unauthorized materials into an examination or term test (crib notes)
- impersonating another student or allowing another person to impersonate oneself for the purpose of submitting academic work or writing any test or examination
- stealing or mutilating library materials
- accessing tests prior to the time and date of the sitting
- changing name or answer(s) on a test after that test has been graded and returned
- submitting the same paper or portions thereof for more than one assignment, without discussions with the instructors involved.

Many courses in the I. H. Asper School of Business require group projects. Students should be aware that group projects are subject to the same rules regarding academic misconduct. Because of the unique nature of group projects, all group members must exercise extraordinary care to insure that the group project does not violate the policy on Academic Integrity. Should a violation occur on a group project, all group members will be held jointly accountable, no matter what their individual level of involvement in the specific violation.

Some courses, while not requiring group projects, encourage students to work together in groups (or at least do not prohibit it) before submitting individual assignments. Students are encouraged to discuss this issue as it relates to academic integrity with their instructor to avoid violating this policy.

In the I. H. Asper School of Business, all suspected cases of academic misconduct involving a graduate student (i.e. MBA, MFin, MSCM, MSc or PhD student) will be reported directly by the instructor to the Dean of the Faculty of Graduate Studies.

FACULTY BIOGRAPHY

I.H. Asper School of Business, The University of Manitoba

Name: Allan Amundsen

MBA, C.P.P./SCMP, CPM, FPMAC

I.H. Asper School of Business

Allan Amundsen is the Director, Purchasing Services at the University of Winnipeg. He has over 35 years of experience in the Supply Chain field in a Public setting. He has taught Supply Chain courses at the University of Manitoba for over 30 years and has been an instructor at the I.H. Asper School of Business for over 15 years. He holds a Fellow Designation from the Supply Chain Management Association.