

**OPM 7300 (Go4) (3.0 CH)**  
**BUSINESS PROCESSES MANAGEMENT USING AN ERP SYSTEM**  
**FALL 2020**

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**INSTRUCTOR**

Name:	Allan Amundsen	Office Location:	Online
Phone:	204-801-3106	Office Hours:	Thursdays: 4:30pm – 6:15pm
Email:	<a href="mailto:allan.amundsen@umanitoba.ca">allan.amundsen@umanitoba.ca</a>	Class Room:	Zoom
		Class Time:	Thursdays: 6:15pm – 9:30pm

**COURSE DESCRIPTION**

This course is delivered remotely. It uses a combined synchronous-asynchronous course design. Students are expected to be online during the scheduled class times and are expected to log in between class times to keep up with discussion and readings. Your computer or device, and Internet connection must meet the UM minimum requirements found here <https://centre.cc.umanitoba.ca/wp-content/uploads/2020/04/Student-Connectivity-Recommendations.pdf>. These are required for all Fall 2020 classes. Students must have WebEx installed, a computer camera and hi-speed internet access.

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

### 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.

### 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	<b>Strategic Thinking</b> Students will think critically and creatively about solutions to organizational problems, considering short-term and long-term goals, resources, risks, and opportunities.		
	A. Students are able to identify situations where strategic thinking is necessary.	X	Throughout the course
	B. Students are able to identify different strategies.	X	
	C. Students are able to perform a basic strategic analysis.		
	D. Students are able to recommend strategic alternatives and their implementations.	X	Throughout the course
2	<b>Global Perspective</b> Students will adopt a global mindset in considering organizational decisions.		
	A. Students have an awareness of global diversity, and multicultural awareness.		
	B. Students have an awareness of different global perspectives.	X	Throughout the course
	C. Students have been exposed to global business environments through course materials		
3	<b>Ethical Mindset</b> Students will consider ethical and moral issues when analyzing and recommending solutions to organizational problems.		
	A. Students demonstrate an understanding of the responsibility of business in society.	X	Throughout the course
	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.		
4	<b>Quantitative and Financial Proficiency</b> Students will demonstrate the ability to approach organizational issues using quantitative and financial analysis.		
	A. Students are able to identify that a problem containing a quantitative aspect exists.		
	B. Students are able to apply financial methodologies in the answering of business questions.		
	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.		

## COURSE MATERIALS

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 FORMAT

The course is delivered remotely. It uses a combined synchronous-asynchronous course design. Students are expected to be online during the scheduled class times and are expected to log in between class times to keep up with discussion and readings. Your computer or device, and Internet connection must meet the UM minimum requirements found here <https://centre.cc.umanitoba.ca/wp-content/uploads/2020/04/Student-Connectivity-Recommendations.pdf>. These are required for all Fall 2020 classes. Students must have WebEx installed, a computer camera and hi-speed internet access.

This course will be conducted “live” via videoconferencing using Zoom and will not involve in-person instruction. Classes will be during the scheduled class time.

For recording attendance and class participation, you will be expected to have your camera and microphone on during class time and exams. The instructor may tell you to leave your camera/mic on for the duration of the class or may require you to mute yourself and unmute yourself only at certain times.

While all of the classes will be by live on-line lectures, as there is a significant number of marks assigned to in-class participation, each week will have the students complete small assignments given out on the Thursday class and submitted prior to the following end of day Tuesday.

## COURSE ASSESSMENT

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

Test: 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
<b>Final Exam</b>	<b>30% of the total grade</b>
<b>Total</b>	<b>100%</b>

**NOTE: Attendance is required because that will affect your merits for the participation and contribution points. If you miss a class (including the group presentation classes), you will not receive any participation and attendance credit for that class; there is no way to “make up” for the activities of a missed day. A grade of zero will be assigned to those classes, unless you have a valid reason (medical documentation or employer note if away for a work commitment). If you have a valid reason for your absence, I will then decide how to deal with the impact of missed classes on your final grade.**

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

### COURSE SCHEDULE

SESSION	DATE	Topic
1	Sept 24	Course overview, Netsuite and its fit to Business processes Navigation
2	Oct 1	Navigation <b>Account Configuration and Processes</b> Netsuite Data Model <b>Roles Overview</b>
3	Oct 8	Financial and Accounting Setup <b>Item Master-Items and Pricing</b> Manage Inventory Transactions
4	Oct 15	Order-to-Cash
5	Oct 22	Return- to- Credit
6	Oct 29	Procure-to-Pay
7	Nov 5	Procure-to-Pay
	Nov 12 Nov 9 - 13	<b>No class</b> <b>Fall Term Break (Reading/Study week)</b>
8	Nov 19	Financial tools
9	Nov 26	Additional Access and Functionality
10	Dec 3	Group project presentations
	TBD	FINAL EXAM (Timings will be provided later)

## 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](mailto: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.

### ELECTRONIC DEVICE POLICY

Use of a computer and microphone and ability to record lectures is a requirement.

### OUT-OF-CLASS COMMUNICATION

WE will use UM Learn as a portal for distributing the course outline, class handouts, grades, etc., and also for emailing the class.

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

## ACADEMIC INTEGRITY

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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 dishonesty in our academic transactions violates this trust. The University of Manitoba Graduate Calendar addresses the issue of academic dishonesty under the heading "Plagiarism and Cheating." Specifically, acts of academic dishonesty 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 dishonesty. 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 dishonesty involving a graduate student (i.e. MBA, MSc or PhD student) will be reported directly by the instructor to the Dean of the Faculty of Graduate Studies.

## FACULTY BIOGRAPHY

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

**Name: Allan Amundsen**

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.