

College of Business and Economics

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Course Outline

INFS 3002 Enterprise Systems in Business

Semester 02, 2009

STUDENTS: Course details change from semester to semester. **Please check** that you are reading the correct Course Outline.

Course description

This course prepares students for future managerial level appointments by introducing the important management and socio-technical concepts related to the strategic development, investment and use of Business IT systems in organizations and business enterprises. The course actively builds on the material introduced in INFS1001 Business Information Systems, by focusing on *integrated business systems thinking*, particularly in the areas of organizational enterprise architecture and business process management. The course also covers enterprise systems design principles; the "people" dimension of enterprise systems; trust, security and ethics in the enterprise; enterprise resource, supply chain and customer relationship management systems; and, the importance of executive information systems in the corporate decision-making process. A practically oriented research report targeted at a contemporary real-world business problem is required as part of the assessment.

Graduate Studies Select classification

Nil.

Contacts

	Office address	Email	Telephone	Consultation times
Course convener and lecturer (Course Authority) Dr Nigel Martin	PAP Moran Room 1043	nigel.martin@anu.edu.au	02 6125 9793	By appointment through Semester 2, 2009. Please ring or email prior to consult.
Tutor/s Dr Nigel Martin	PAP Moran Room 1043	nigel.martin@anu.edu.au	02 6125 9793	By appointment through Semester 2, 2009. Please ring or email prior to consult.
School Student Administrators: See school website: http://www.cbe.anu.edu.au/schools/abis	School Office:Room 2037 Bld 21Hanna Neumann	email enquiries: enquiries.abis@anu.edu.au	02 6125 0025 02 6125 7968	Office hours: 9am – 5pm Monday - Friday

Communication with students

Email If necessary, the lecturers and tutors for this course will contact students electronically using their official ANU student email address.

Announcements Students are expected to check the WATTLE / WEB CT site for announcements about this course, e.g. changes to timetables or notifications of cancellations. Notifications of emergency cancellations of lectures or tutorials will be posted on the door to the relevant room.

Course information

Suggested study schedule, including attendance requirements, lecture schedule and tutorial questions

Week beginning	Theme / Topic / Module	Activity (Seminar and Buzz Session)	Required student preparation	Assessment deadlines
20 st July	Course Introduction; Introduction to ES	Yes	TBA	
27 th July	Silos, mousetraps and islands; Challenges to Integration.	Yes	TBA	
3 rd August	Enterprise Architectures.	Yes	TBA	
10 th August	Data at the core of the Enterprise.	Yes	TBA	
17 th August	RLJ1 Completion	Nil	Nil	RLJ1
24 st August	ES Planning; ES Design.	Yes	TBA	
1 st September	ES Realization; People in the ES Approach.	Yes	TBA	
7 th September	Business Process re-engineering, management and modelling.	Yes	TBA	
14 th September	Security and Trust in ES.	Yes	TBA	
21 st September	RLJ2 Completion	Nil	Nil	RLJ2
Mid-Semester Break				
12 th October	Customer Relationship Management Systems.	Yes	TBA	
19 th October	Supply Chain Management Systems.	Yes	TBA	CP
26 th October	Course Review.	Yes	Nil	

Tutorial registration	<p>Enrolment in tutorials will be completed <i>online</i> using the Electronic Teaching Assistant (ETA). To enroll, follow these instructions:</p> <ol style="list-style-type: none">1. Go to http://eta.fec.anu.edu.au .2. You will see the Student Login page. To log into the system, enter your university ID (your student number) and password (your ISIS password) in the appropriate fields and hit the Login button.3. Read any news items or announcements.4. Select "Sign Up!" from the left navigation bar.5. Select your course/s from the list. To select multiple courses, hold down the control key (Ctrl on PCs) or the ⌘ key (Macs) while selecting courses with the mouse. Once courses are selected, hit the SUBMIT button.6. A confirmation of class enrolments will be displayed. In addition, an email confirmation of class enrolments will be sent to your student account.7. For security purposes, please ensure that you click on the LOGOUT link on the confirmation page, or close the browser window when you have finished your selections.8. If you are experiencing any difficulties, please contact the School office (see page 1 for contact details).
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Course URLs	<p>More information about this course may be found on</p> <ul style="list-style-type: none">• Study@ANU• the College of Business and Economics website at http://studyat.anu.edu.au/courses/INFS3002:details.html• WATTLE, the University's Learning Management System
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Learning outcomes	<p>On satisfying the requirements for this course, students should have the knowledge and skills to:</p> <ul style="list-style-type: none">• <i>analyse, design and architect IT systems within small, medium and large corporate enterprises</i>• <i>analyse, redesign and manage business processes within small, medium and large corporate enterprises</i>• <i>manage, resource, finance and control corporate information systems</i>
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Proposed assessment overview

Details about assessment may change during the first two weeks of semester. Please ensure that you check whether there have been changes with your lecturer or tutor. Changes to the assessment requirements will be posted on the course WATTLE / WEB CT site.

Assessment item	Description and detail of the assignment	Specific requirements	Due date	Weighting (%)
Assessment 1	RLJ 1	See RLJ Requirements Sheet	12.00pm Friday 21 August 2009	25%
Assessment 2	RLJ 2	See RLJ Requirements Sheet	12.00pm Friday 25 September 2009	25%
Assessment 3	Course Project (CP)	See CP Requirements Sheet	12.00pm Friday 23 October 2009	50%

Relationship between learning outcomes and assessment

	How well have you achieved the learning outcomes for this course? This table shows you how each assignment will check your achievements against the stated learning outcomes for the course.		
Course Learning Outcomes	Assessment 1 Learning Journal	Assessment 2 Learning Journal	Assessment 3 Course Project
On satisfying the requirements for this course, students will have the knowledge and skills to:			
<ul style="list-style-type: none"> <i>analyse, design and architect IT systems within small, medium and large corporate enterprises</i> 	Examine extended abstract, comparative and reflective learning and skills development in the EA discipline		Examine extended abstract, comparative and reflective learning and skills development in the EA discipline
<ul style="list-style-type: none"> <i>analyse, redesign and manage business processes within small, medium and large corporate enterprises</i> 		Examine extended abstract, comparative and reflective learning and skills development in the BPM discipline	Examine extended abstract, comparative and reflective learning and skills development in the BPM discipline
<ul style="list-style-type: none"> <i>manage, resource, finance and control corporate information systems</i> 			Examine extended abstract, comparative and reflective learning and skills development in the IS/IT management discipline

Assessment details and information about marking

Assessment 1 and 2

Due date	
Value (%)	25
Mandated length	MAXIMUM: 2,000-2,500 words. This equates to no more than 10 x A4 pages of double-spaced Times New Roman 12 font typed text. IMPORTANT: References/Bibliography, diagrams/figures, and tables are <u>in addition</u> to the ten A4 pages of manuscript.
Instructions	See RLJ 1 and RLJ 2 requirements Sheet
Purpose	See RLJ 1 and RLJ 2 requirements Sheet
Marking criteria	See below
Submission details	Submitted in hardcopy to the School of Accounting and Business Information Systems office by 12.00pm of the due date.

Marking rubric for Assessment 1 and 2

Marking criteria	<i>Excellent</i>	<i>Very good</i>	<i>Satisfactory</i>	<i>Needs some more work</i>	<i>Needs much more work</i>
A holistic description of what the student has learned from the course – quality evidence of principles, concepts and lessons that have been learned from participating in this course	Deeper learning, holistic and closely related concepts	←	Mixed learning, some relationship between concepts evident	→	Surface learning, atomistic concepts
Evidence of other reading, research and quality learning done as a consequence of participating in this course. Additional reading, research and exercises that have been done to improve learning	Quality published journals and literature based learning, deep learning	←	Textbook based learning and reading, some below surface or deeper learning	→	Internet based learning, surface and superficial learning
Reflections that show personalisation and relevance making activities in student learning. Expressions of how learning will be built upon in future years	Quality personalisations and life examples exhibiting insights, deep learning	←	Some personalisations and examples exhibiting limited insights, some below surface or deeper learning	→	Descriptive discussion with little introspection or insights, surface and superficial learning
Discussions of the major tensions or arguments in the principles, concepts and lessons that support deeper learning. Reconciliation of those arguments or ideas	Quality arguments and tensions resolution using critical and extended abstract thinking, deep learning	←	Some arguments exhibiting relationship thinking, some below surface or deeper learning	→	Descriptive discussion with little argument or reconciliation, surface and superficial learning
Overall coherence, conciseness, format, presentation, organization, understandability and quality of the journal	Quality presentation with coherent structures, significant effort	←	Limited errors and lack of attention to detail, moderate effort evident	→	Multiple errors, surface and superficial effort

Assessment 3

Due date	
Value (%)	50
Mandated length	MAXIMUM: 4,250-5,000 words. This equates to no more than 22 x A4 pages of double-spaced Times New Roman 12 font typed text. IMPORTANT: References/Bibliography, diagrams/figures, and tables are in <u>addition</u> to the twenty-two A4 pages of manuscript.
Instructions	See CP requirements Sheet
Purpose	See CP requirements Sheet
Marking criteria	See below
Submission details	Submitted in hardcopy to the School of Accounting and Business Information Systems office by 12.00pm of the due date.

Marking rubric for Assessment 3

Marking criteria	<i>Excellent</i>	<i>Very good</i>	<i>Satisfactory</i>	<i>Needs some more work</i>	<i>Needs much more work</i>
Coverage, completeness, consideration and integration of important points related to this ES project, issues, and balance of discussion	Deeper learning, holistic and closely related concepts	←	Mixed learning, some relationship between concepts evident	→	Surface learning, atomistic concepts
Use and explication of the relevant theory from the text and other sources of information (ie, quality journals, other texts, working papers, Internet sources) in the project report	Quality published journals and literature based learning, deep learning	←	Textbook based learning and reading, some below surface or deeper learning	→	Internet based learning, surface and superficial learning
Peer creativity, team-based innovation, and collective and collaborative 'thinking outside the box' in framing workable solutions for the project	Quality peer-derived and innovative solutions and examples exhibiting collaborative insights, deep learning	←	Some innovative solutions and examples exhibiting limited collective behaviour, some below surface or deeper learning	→	Descriptive examples and solutions with no integration or group insights, surface and superficial learning
Comprehensiveness, consistency, relevance, clarity and logic of the analysis and arguments in the project report	Quality arguments and tensions resolution using critical and extended abstract thinking, deep learning	←	Some arguments exhibiting relationship thinking, some below surface or deeper learning	→	Descriptive discussion with little argument or reconciliation, surface and superficial learning
Overall coherence, conciseness, format, presentation, organization, understandability and quality of the project report	Quality presentation with coherent structures, significant effort	←	Limited errors and lack of attention to detail, moderate effort evident	→	Multiple errors, surface and superficial effort

Assessment submission	No extensions will be granted for assessment submissions (no exceptions). Penalties for late submissions are as follows: 1 Day late – Minus 40% of awarded mark for assessment. 2 Days late – Minus 80% of awarded mark for assessment. 3 Days late – Assessment ungraded. Student awarded fail for the course.
Information about examinations	Nil examinations.
Workload	Students taking this course are expected to commit at least 6 hours a week to completing the work. This will include: <ul style="list-style-type: none"> • 3 hour a week: Seminar and buzz session • 3 hours a week: reading, research, writing and assessment preparation
Course delivery	Seminar, Integrated Buzz Sessions and Journal preparation of up to 3 hours in duration conducted every Tuesday from 2.00-5.00pm at CHEM T2 (Bldg 34).
Prescribed texts	The prescribed textbook for this course is Sandoe, K., Corbitt, G., and Boykin, R. (2001) <i>Enterprise Integration</i>. John Wiley and Sons. NOTE: A copy has been placed on 2 hour short loan in the ANU Hancock Library
Technology, software or other apparatus required for the course	Nil
Recommended reading / Course reading list / Supplementary reading	The prescribed reading for this course is taken from Sandoe, K., Corbitt, G., and Boykin, R. (2001) <i>Enterprise Integration</i>. John Wiley and Sons. NOTE: A copy has been placed on 2 hour short loan in the ANU Hancock Library Other course materials will be placed on WATTLE/ WEB CT or distributed during the class
Requisites, including assumed knowledge, required skills, and recommended courses	There are no specified prerequisites for this course. Students wishing to enrol in INFS3002 but who are not sure whether they have an appropriate background are advised to consult with and discuss their situation with the lecturer before enrolling.
Co-teaching	Nil
Other information	Nil

General information for all students

Enrolment details

For assistance with program and course selection, enrolment, change of program, variation to enrolment, status and other general matters, contact either the College Office or the Student Office in the Sir Roland Wilson Building (MBA and graduate Management programs only).

College Office

location: 1st floor of the Copland Building (room 1120)
phone: (61) 02 6125 3807
email: info.cbe@anu.edu.au
web: <http://www.cbe.anu.edu.au/>

Student Office, Sir Roland Wilson Building

(for students enrolled in the Master of Business Administration, the Master of Management and the Graduate Certificate in Management only)

location: Sir Roland Wilson Building (No.120) room 2.07
phone (61) 02 6125 9830
email: info.cbe@anu.edu.au

Main administrative dates

The main administrative dates regarding teaching sessions, course census dates, examination periods, and graduation and enrolment variations (i.e. deadlines for adding and dropping courses) are available from the ANU SEAP Guide 2009 <http://www.anu.edu.au/sas/SEAP_guide/>.

Associate Dean (Education)

Associate Professor Alex Clarke is the Deputy Dean/Associate Dean (Education) for the College.

ANU Student Support

The Academic Skills and Learning Centre <<http://www.anu.edu.au/academicskills/>>, in the Pauline Griffin Building, offers services to students regarding a range of academic issues including essay writing, note-taking, referencing, reading, examination preparation, and plagiarism.

ANU College <<http://www.anucollege.com.au/>> offers introductory and extended programs in maths bridging courses and English language support for students from non-English-speaking backgrounds.

The Information Literacy Program <<http://ilp.anu.edu.au/index.html>> offers workshops to undergraduate and graduate students to develop skills in handling information and communication technologies.

Policies, Procedures and Rules

Information about University policies, procedures and rules is provided in a number of places on the ANU website. These websites provide information on the Code of Practice for Student Academic Honesty, Assessment Arrangements for Students from Language Backgrounds Other Than English, Academic Progress Rules and Procedures, Special examinations/consideration, Supplementary examinations, and Review of assessment procedures.

1. Student Enrolment and Administrative Procedures Guide (SEAP) <http://www.anu.edu.au/sas/SEAP_guide/>
2. ANU Undergraduate Handbook information available on Study@ANU <<http://info.anu.edu.au/studyat/>>
3. ANU Rules <<http://www.anu.edu.au/cabs/rules/>>
4. Graduate Research website <<http://rss.anu.edu.au/default.asp?ref=16>>
5. Information for students in the College of Business and Economics <http://cbe.anu.edu.au/Current_Students/general_info/>

Information about examinations

Special Examinations

You must contact the College Office for guidance on the procedure for special examinations. Do not approach your lecturer for this information. Students who are unable to attend an examination for reasons outlined in the policies above may apply to sit a special examination by lodging an application with the College Student Administration Office no later than 3 working days after the scheduled examination. It is important to emphasise that travel arrangements are not normally acceptable grounds for special examinations. The granting of a request for special examination is not automatic and is at the discretion of the College. Supporting documentation from

any relevant independent person (or authority) including health professionals and/or ANU Disability Advisers must accompany the completed form. If the relevant Delegated Authority then approves a Special Examination, you will be notified in writing. It is the responsibility of the student to confirm with the relevant Delegated Authority whether or not a Special Examination has been granted. After receiving notification that a Special Examination has been granted, it is the responsibility of the student to confirm the date/time/locations for that examination with the relevant School Office.

For more detailed information, go to <http://www.cbe.anu.edu.au/Current_Students/general_info/specexam.asp>.

Special Consideration

Special Consideration is the process by which a marker takes your extenuating circumstances into consideration during the marking of an examination or other assessment item.

Requests for Special Consideration will not normally be considered if the application form is not lodged by the due date and/or does not include full original documentation. Supporting documentation from any relevant independent person (or authority) including health professionals and/or ANU Disability Advisers must accompany the completed form. Where relevant, a medical certificate is only valid if it attests to your illness at the time claimed. It is therefore important that you see a doctor when you are ill, not after recovery. Wherever possible a request for special consideration (consideration whilst marking the examination paper) should be submitted before the scheduled date of the examination. If you are ill during an examination you should notify the invigilator at once and report to a medical practitioner as soon as possible.

For more detailed information, go to <<http://www.anu.edu.au/sas/seap/examinationsandassessment/5.7.php>>.

Special Examination Arrangements

The University will endeavour to accommodate the special needs of students with a permanent or temporary disability. In such instances students should notify the Disability Services Centre (DSC) or the Examinations and Graduations Office well in advance of requiring alternative assessment arrangements. All requests for Special Examination Arrangements will require DSC or college approval.

For more information, go to <<http://www.anu.edu.au/sas/seap/examinationsandassessment/5.9.php>>.

Disabilities

If you have any queries about special arrangements with respect to disabilities and examinations, please refer to the Disabilities Services Centre <<http://www.anu.edu.au/disabilities/>>.

Supplementary Examinations

A course grade of PX indicates you are eligible to sit a supplementary examination. You must apply in writing within 7 working days from the date of release of the result unless otherwise advised by your college. The application to sit a supplementary examination must be lodged with the relevant Course Authority.

If you pass the supplementary examination you will receive the grade of PS (pass supplemental) and a mark of 50. If you are unsuccessful, or you decide not to sit the supplementary examination, your grade will be recorded as N (fail) and your original mark will stand.

Supplementary examinations will be held early in the next semester on dates to be advised. For information regarding the timing and venues for Supplementary examinations please refer to the School websites in the second week of the current semester:

ABIS: <http://www.cbe.anu.edu.au/schools/abis/>

ECONOMICS: <http://www.cbe.anu.edu.au/schools/eco/>

FAS: <http://www.cbe.anu.edu.au/schools/fas/>

MMIB: <http://www.cbe.anu.edu.au/schools/mmib/>

Results and Examinations

In accordance with the University Assessment Grades/Codes, the College applies the following scale when awarding grades:

Final pass grades		
HD	High Distinction	80—100 %
D	Distinction	70—79 %
CR	Credit	60—69 %
P	Pass	50—59 %
PS	Pass at supplementary examination	50 %
Final fail grades		
N	Fail	0—49 %
NCN	Not completed / Fail	Not graded
WN	Withdrawn with failure	Not graded
Interim codes		
DA	Deferred assessment	N/A
PX	Offered supplementary assessment	N/A
RP	Result pending	N/A
WA	Grade withheld for administrative reasons	N/A

Scaling

Scaling can increase or decrease a mark but does not change the order of marks relative to the other students in the course. If it is decided that scaling is appropriate, then the final mark awarded in a course may differ from the aggregation of the raw marks of each assessment component.

Results Notification

To access results students should check their ISIS accounts on the advertised date for release of examination results. After publication students enquiring about results must provide an ANU student card as proof of identification. For privacy reasons students should not make enquiries regarding the results of other students.

Examination Timetable: Final Examination Period

Details of the final examination timetable are available on the ANU Timetabling website <http://timetable.anu.edu.au/default.asp> . Students are expected to check the time of examinations themselves.

Examination Timetable: Mid-Semester Examinations

When a mid-semester exam is scheduled, timetable information will be posted by the relevant School.

Academic Misconduct

Misconduct in the preparation and submission of written work and/or examinations for assessment will have serious consequences for a student. Consequences include failure of the course, receipt of a mark penalty or in some circumstances disciplinary proceedings and exclusion.

The University's Discipline Rules apply to all students, undergraduate and graduate, and define misconduct in relation to an examination as including but not limited to:

- cheating
- plagiarism
- except with the approval of the Delegated Authority, submitting for an examination any work previously submitted for examination
- failing to comply with the University's instructions to students at, or in relation to, an examination
- acting, or assisting another person to act, dishonestly in or in connection with an examination
- taking a prohibited document into an examination venue

For further information on Academic Misconduct, go to <
<http://www.anu.edu.au/sas/seap/examinationsandassessment/5.12.php>>.