MODULE **DESCRIPTOR**

MODULE TITLE	ERP SYSTEMS		
MODULE CODE	CO4102 (L7)	CREDIT VALUE	20 UK CREDITS / 10 ECTS
SCHOOL	SCHOOL OF SCIENCES		

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**

Indicative syllabus 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

The module tutor will deliver live online lectures through Microsoft Teams. During the live lectures the participating students will have the opportunity to engage in discussions, present their views and ask questions. The lecture sessions will be recorded and made available to the students through Blackboard. Students who cannot participate in a live lecture will have the opportunity to answer and reflect on guided questions in the subsequent live lectures or participate asynchronously on discussion boards. The module tutor will provide appropriate feedback to students' comments, as a result of the discussions. Feedback will primarily provided asynchronously through Blackboard, but when the need arises, the module tutor will schedule live sessions to provide further feedback. Where appropriate, students will be also provided with relevant further reading, web links and resources for independent study. Speakers from leading organizations will be invited, where possible, to deliver invited talks and enhance the students' experience. Students will be provided with access to relevant cloud platforms through which they will be able to complete the practical components of the module. The students will obtain the practical sheets from Blackboard and they are expected to follow the instructions included in the practical sheets to complete the lab work. If students have difficulties with a particular exercise, they are expected to contact the module tutor or post a question on the discussion forum, where the module tutor and/or their peers can provide feedback. Different means of communication will be utilized by the tutor to offer 37 support to the students based on the reported issue, i.e. email, Skype, Microsoft Teams, etc.

ASSESSMENT METHODS

This module is assessed through one Report and Practical Portfolio and one Examination.