



DEPARTMENT of COMPUTING

College of Business & Technology

EAST TENNESSEE STATE UNIVERSITY

CSCI 4747-001/5747-001 & 941 – Business Process Integration

Course Syllabus v1.1

Course Information

Instructor

Dr. Doug Battleson, PMP
Associate Professor

Office: Brinkley Center 165
Office Hours:

M: 11:30 AM – 12:30 PM (Office & Zoom)

<https://etsu.zoom.us/j/88616209162?pwd=Lxhaf0LSNTRAdzA8b113QiUN8kdWhK.1>

M and W: 1:30 PM – 2:30 PM (Office & Zoom)

<https://etsu.zoom.us/j/84857748295?pwd=U59NZvVFbJuDPnPjWpGU9TBtQaMbN.1>

T and TR: 3:30 PM – 5:00 PM (Office & Zoom)

<https://etsu.zoom.us/j/83718692132?pwd=13iQNDcbHDYLaubF8N8Osal37aFf2g.1>

Other Times by Appointment

Email: battleson@etsu.edu

Section Information

CSCI 4747/5747-001 Business Process Integration

Monday, 2:55 PM – 4:55 PM, Brinkley Center 125

Wednesday, 2:55 PM – 4:55 PM, Brinkley Center 120 Lab

CSCI 5747-941 Classes

<https://etsu.zoom.us/j/88032930181?pwd=UZ5Sgnyp4sCRZa03zz6QfiySCLFbBq.1>

CSCI 5747-941 Final Exam

<https://etsu.zoom.us/j/89819297332?pwd=pTj8wo86ss9W2HiW2vHyLMhehJUzes.1>

Catalog Description

This course will explore the concepts of the enterprise structure and organizational data, master data, transactional data, business scenarios and processes, and business process integration points. Understanding the integration points between business processes is critical to properly set up and maintain the Enterprise Resource Planning (ERP) system. Such an example is the integration between the Order to Cash post goods issue transaction and the results for Financial Accounting and Inventory Management.

Key business processes may include financial accounting, procurement, fulfillment, production, warehouse management and material planning. These processes will be discussed in terms of how they are executed and their impact on accounting and inventory.

Learning Outcomes

At the completion of this course, Undergraduate Students are expected to do the following.

1. Adopt and apply an integrative perspective to key Enterprise Resource Planning (ERP) business processes.
2. Differentiate and describe key ERP processes in terms of process steps, organizational data, master data, transactional data, documents, and information for business processes such as:
 - a. Accounting
 - b. Procurement
 - c. Fulfillment
 - d. Inventory and Warehouse Management
 - e. Production
3. Effectively apply the concepts covered in this course to the running case study, Global Bike, Inc. (GBI), by executing the key steps in various business processes.
4. Identify and demonstrate the main integration points between the business processes and the resulting transactional data.
5. Review and analyze ERP reporting options to extract meaningful information about various processes.
6. Understand the cross-functional nature of business processes and their relationship to organizational areas.
7. Explain the role of enterprise systems in supporting business processes.

At the completion of this course, Graduate Students are expected to do the following.

1. Adopt and apply an integrative perspective to key Enterprise Resource Planning (ERP) business processes.
2. Differentiate and describe key ERP processes in terms of process steps, organizational data, master data, transactional data, documents, and information for business processes such as:
 - a. Accounting
 - b. Procurement
 - c. Fulfillment
 - d. Inventory and Warehouse Management
 - e. Production
3. Effectively apply the concepts covered in this course to the running case study, Global Bike, Inc. (GBI), by executing the key steps in various business processes.
4. Identify and demonstrate the main integration points between the business processes and the resulting transactional data.
5. Review and analyze ERP reporting options to extract meaningful information about various processes.
6. Understand the cross-functional nature of business processes and their relationship to organizational areas.

7. Explain the role of enterprise systems in supporting business processes.
8. Synthesize literature with course outcomes (e.g., short essay questions, article review).

Major Course Topics

1. Business Process Integration
2. Enterprise Resource Planning
3. Organizational, Master, and Transactional Data
4. SAP S/4HANA
5. Information Systems Literature (Graduate Students)

Course Materials

Required:

1. Simha R. Magal and Jeffrey Word, *Business Process Integration with SAP S/4HANA*, 2020 ISBN: 9780997209235, Epistemy Press <http://epistemypress.com/books/BPI/>.

Recommended:

1. Robert Szymanski and Viswa Viswanathan, *Certification guide for SAP TS410, Integrated Business Processes in SAP S/4 HANA*, 2nd Edition, 2021 ISBN: 978-1-941773-06-2
2. Murat Adivar, *SAP S/4HANA Business Process Integration Certification Guide*, 1st Edition, 2021 ISBN: 978-1-4932-2067-0

Optional:

1. John Von Aspen, *Getting Started in SAP, How to Transform Your Career and Become a Highly Paid SAP Expert*, ISBN: 978-1-497434-00-4
2. Olaf Schulz, *Using SAP: An Introduction to Beginners and Business Users*. 3rd Edition, 2017, ISBN: 978-1-4932-1405-1, Galileo Press
3. Davenport, T. H. 1998. Putting the enterprise into the enterprise system. *Harvard Business Review*, July-August: 121–31.
4. Battleson, Douglas A. and Mathiassen, Lars (2020) "How to Turn Around a Failing ERP Implementation: Project Management Routines as Boundary Objects," *Engaged Management ReView*: Vol. 4 : Iss. 1 , Article 1. Available at: <https://doi.org/10.28953/2375-8643.1051>

Course Format and Evaluation Policies

Course Format

All course materials and assignments will be available through the course website: <https://elearn.etsu.edu>. You should check this site daily for updates and announcements.

Grading Policies

Grade Scales and Definitions of Grade Levels

Undergraduate Grading Scale

A	A-	B+	B	B-	C+	C	C-	D+	D	F
100-93	92-90	89-87	86-83	82-80	79-77	76-73	72-70	69-67	66-60	<60

Graduate Grading Scale

A	A-	B+	B	B-	C+	C	F
100-93	92-90	89-87	86-83	82-80	79-77	76-70	<70

Graduate students are expected to achieve a B grade-point average in their programs of study.

Letter	Description
A	Exceptional. Able to define terminology, perform analysis of topics, and synthesize information by relating topics from different domains. Performs exceptionally in project work by going above and beyond the minimum requirements consistently.
B	Above Average. Able to define basic terminology associated with the course content and perform analysis of topics in the same domain. Performs work toward the goals of a project. Occasionally goes above the minimum requirements.
C	Average. Able to define basic terminology associated with the course work. Performs work in projects but does not demonstrate above average work. Meets minimum requirements with no errors.
D	Poor/Below Average. Provides few insights into course materials.
F	Failed to meet the minimum requirements of the problem, instructions not followed. Performs little to no work or performs work very poorly.

Evaluation Policy

The grade weight of course deliverables are available by referencing the syllabus and the D2L Brightspace grades.

The final course grade is calculated as:

Study Questions	SAP Exercises	Midterm Exam	Final Exam
20%	30%	25%	25%

Chapter Study Questions

Study questions use the D2L quiz functionality and are graded as completed. This is an individual assignment and collaboration is not allowed. See D2L for assignment due dates and times. Late submissions are not accepted and will receive zero points.

SAP Exercises

SAP exercises are completed and submitted to the respective D2L assignment folder (Dropbox). This is an individual assignment and collaboration is allowed. In other words, students can work together but must complete and submit their own exercises. See D2L for exercise due dates and times. Late submissions are not accepted and will receive zero points.

The SAP exercises must be completed correctly and in the proper sequence in order for the student to begin the next exercise. **Fabrication of test results is academic misconduct.**

There may be impromptu graded class exercises to reinforce the learning objectives. These cannot be made up except for an excused absence with documentation.

The GBI exercise deliverable is one PDF document which contains the following documents:

1. GBI Part V – Exercise Deliverables
2. Screenshots when required: Students must have their user ID visible on exercise print screens or receive zero points.
3. PDF naming convention example: *Chapter 2 FI First Name Last Name*. Update chapter number and chapter name accordingly.

Student Article Presentation

Each student prepares no more than 12 PowerPoint slides to present:

1. An executive summary of the assigned reading
2. Key Terms, Concepts, Contributions to IS and Business, Lessons Learned
3. Explain how you will use this in your job search and interview
4. 2 to 4 questions to ask the class to facilitate discussion and knowledge transfer
5. Demonstrate proficiency with preparing and presenting assigned reading

The student should identify and discuss the business and/or IS scenario at the individual and/or organizational levels. If possible, your presentation should reference other relevant class reading assignments. You are allotted a maximum of 30 minutes for your presentation including questions and answers.

Upload one presentation per article to D2L Student Article Presentation folder no later than the start of class on the assigned presentation date. Presentations submitted late incur a 10% penalty towards the grade.

Grading

Student: _____

Contents	Points
Executive Summary	10
Key Terms, Concepts, Contributions to IS and Business, Lessons Learned	60
Application to Job Search and Interview	10
Facilitated Discussion and Questions and Answers Session	10
Presentation Readiness and Execution Performance	10
Total	100

Content Grading Criteria Rubrics

Criteria	Maximum points earned	51% or greater than of the maximum points earned	50% or less than of the maximum points earned	0 points earned
Content	Demonstrates a full understanding of the content and provides adequate relevant facts to support requirements.	Demonstrates a full understanding of the content and provides less than adequate relevant facts to support requirements.	Demonstrates partial understanding of the content and provides less than adequate relevant facts to support requirements.	Content was not attempted or was not answered correctly.

Following Assignment Instructions Grading Criteria Rubrics

Criteria	0 points deducted	1-2 points deducted	4-3 points deducted	5 points deducted
Following Assignment Instructions	Zero errors.	1-2 error.	4-3 errors.	5+ errors.

Midterm Exam

Midterm exam is completed using the D2L quiz functionality and assignment folder if a deliverable is due (e.g., SAP exercise). You must be present and accounted for before the exam begins. Late admittance and makeup exams are not granted.

Final Exam

Final exam is completed during finals week and uses the D2L quiz functionality and assignment folder if a deliverable is due (e.g., SAP exercise). You must be present and accounted for before the exam begins. Late admittance and makeup exams are not granted.

Late and Makeup Work Policy

All work is due at the date and time specified on the assignment specification. If the due date or time changes for any reason, you will be notified either via email or D2L or both.

Accepting late work is at the instructor's discretion and requires extenuating circumstances with

documentation. More importantly, you should make every reasonable attempt to complete the work on-time to ensure proper progress through the course. If you are unable to complete an activity by the due date listed on D2L, you will need to contact the instructor before the deadline to discuss opportunities to submit items past the due date.

The Grade of Incomplete

The College of Graduate & Continuing Studies policy on Incomplete Grades states:

A grade of "I" (incomplete) indicates that a student was passing the course at the end of the semester, but due to circumstances beyond the student's control, was unable to complete the course requirement. It also indicates that the student has received consent from the instructor to complete the work for which an "I" is assigned. The "I" grade cannot be used to allow a student to do additional work to raise a deficient grade or to repeat a course. An "I" grade must be removed no later than one calendar year from the time the grade is awarded. Time extension requests for removal of "I" grades must be submitted to and approved by the Dean of the School of Graduate

Studies before the allotted time expires. An "I" grade not removed under the guidelines noted above will be converted to an "F." When an "I" grade converts to an "F" after one calendar year, the GPA is adjusted retroactively; consequently, a student may be subject to dismissal without a probationary term. A student cannot withdraw from or drop a course after a grade of "I" has been assigned or after one year has elapsed. To remove an "I" grade, the student must complete the work independently and must not register for the course a second time or attend the same course at a later time in order to complete the course requirements.

In general, the grade of incomplete is only given in the cases of serious, uncontrollable situations that will prevent the student from completing the assigned coursework. A request for a grade of incomplete must be submitted in writing with the reason for the request and any appropriate documentation. Instructors reserve the right to discuss your request with the department chair or other university employees. Remember that an incomplete could have financial aid or graduation implications; check into those issues before you make a request.

Course Schedule

While the provisions of this syllabus are as accurate and complete as possible, your instructor reserves the right to change any provision herein at any time. Every effort will be made to keep you advised of such changes, and information about such changes will be available from your instructor.

Week	Lecture Topics	Readings	Deliverables Due (See times in D2L)
1 8/24-8/28	1. Instructor Introduction 2. Intelligent Enterprise (IE) 3. Review Syllabus 4. Review D2L 5. Epistemy Press Online Class and eTextbook. 6. https://learning.sap.com 7. Introduction to Business Process	1. Business Process Integration (BPI) Chapter (Reading) 1 2. Chapter 1 Videos	

Week	Lecture Topics	Readings	Deliverables Due (See times in D2L)
2 8/31-9/4	1. Introduction to Business Process 2. Introduction to Enterprise Systems 3. Install SAP Logon Pad 4. SAP Login 5. SAP Navigation 6. Signavio	1. BPI Chapter 2 2. Chapter 2 Videos 3. SAP Navigation PPT	1. Chapter 1 Study Questions 2. Chapter 2 Study Questions 3. Chapter 2-01 General Notes, Cautions, and Assignment Deliverables Exercise
3 9/7-9/11 (9/7 Labor Day)	1. BPI SAP ERP vs. S/4HANA 2. Global Bike, Inc. (GBI) Overview 3. Introduction to Accounting	1. BPI SAP ERP vs. S/4HANA PPT 2. Global Bike, Inc. Overview 3. BPI Chapter 3 4. Chapter 3 Videos	1. S/4HANA Study Questions 2. Chapter 3-01 FI Acct. Master Data Exercise
4 9/14-9/18	1. Introduction to Accounting	1. BPI Chapter 3 2. Chapter 3 Videos	1. Chapter 3 Study Questions 2. Chapter 3-02 FI Acct. Process Execution Exercise
5 9/21-9/25	1. The Procurement Process	1. BPI Chapter 4 2. Chapter 4 Videos	1. Chapter 4-01 Procurement Master Data Exercise
6 9/28-10/2	1. The Procurement Process 2. Midterm Exam Review	1. BPI Chapter 4 2. Chapter 4 Videos	1. Chapter 4 Study Questions 2. Chapter 4-02 Procurement Process Execution Exercise
7 10/5-10/9	1. Midterm Exam: Monday, 10/5, BC 125 Lab 2. The Fulfillment Process	1. BPI Chapter 5 2. Chapter 5 Videos	1. Midterm Exam 2. Chapter 5-01 Fulfillment Master Data Exercise
8 10/12-10/16 (10/12-13 Fall Break)	1. The Fulfillment Process	1. BPI Chapter 5	1.
9 10/19-10/23	1. The Fulfillment Process	1. BPI Chapter 5 2. Chapter 5 Videos	1. Chapter 5 Study Questions 2. Chapter 5-02 Fulfillment Process Execution Exercise

Week	Lecture Topics	Readings	Deliverables Due (See times in D2L)
10 10/26-10/30	1. The Production Process	1. BPI Chapter 6 2. Chapter 6 Videos	1. Chapter 6-01 Production Master Data Exercise
11 11/2-11/6	1. The Production Process	1. BPI Chapter 6 2. Chapter 6 Videos	1. Chapter 6 Study Questions 2. Chapter 6-02 Production Process Execution Exercise
12 11/9-11/13 (11/11 Veterans Day)	1. Fulfillment Practice Quiz 1 2. Inventory and Warehouse Management Processes	1. BPI Chapter 5 2. BPI Chapter 7 3. Chapter 7 Videos	1. Fulfillment Practice Quiz 1 2. Chapter 7-01 WM Master Data Exercise
13 11/16-11/20	1. Fulfillment Practice Quiz 2 1. Inventory and Warehouse Management Processes	1. BPI Chapter 5 2. BPI Chapter 7 3. Chapter 7 Videos	1. Fulfillment Practice Quiz 2 2. Chapter 7-02 WM Process Exercise
14 11/23-11/27 (11/25-27 Thanksgiving Holiday)	1. Inventory and Warehouse Management Processes	1. BPI Chapter 7 2. Chapter 7 Videos	1. Chapter 7-03 WM Procure from Plant Process Exercise 2. Graduate Student Article Presentation
15 11/30-12/4	1. Inventory and Warehouse Management Processes 2. Graduate Student Article 3. Final Exam Review	1. BPI Chapter 7 2. Chapter 7 Videos	1. Chapter 7 Study Questions 2. Graduate Student Article Presentation
16 12/7-12/11	1. Final Exam: Wednesday, DEC 9, 10:30 AM to 12:30 PM, BC 120 Lab. Lab is reserved.		1. Final Exam

Required Technical Skills and Assistance:

- Recommend you have access to a personal computer (you may need administrator rights to install programs); otherwise, you have access to the computer lab.
- A Windows computer is recommended.
- A MAC computer is *not* recommended for this course.
- You may be able to access a loaner Windows laptop from technical support.
- Have access to an internet connection (high-speed is desired).
- Be able to access D2L and email
- Be able to create and format text documents, saved as Microsoft Word (.docx).
- Be able to open PDF files.

Attendance Policy

Class attendance and punctuality requirements are established by the faculty in the printed syllabus for each

course.

Students are expected to attend classes regularly and on time and are responsible for giving explanations/rationale for absences and lateness directly to the faculty member for each course in which they are enrolled.

In cases where student absences are the result of emergency circumstances (e.g., death in the family, a student's serious injury or incapacitating illness), for which students are unable to make immediate contact with faculty, the student may contact the Office of Student Affairs for assistance in providing such immediate notification to faculty. However, the student remains responsible for verifying the emergency circumstances to faculty and for discussing arrangements with faculty for completion of coursework requirements. Both give guidance and clarification to both students and faculty on matters of classroom conduct and attendance requirements.

<https://www.etsu.edu/curriculum-innovation/syllabusattachment.php#Class%20Attendance>

General Course Guidelines

1. Students are expected to attend all classes and for the entire duration.
2. Poor quality of participation may count as an unexcused absence.
3. Unexcused absences:
 - a. This policy is applied consistently and fairly to all students.
 - b. If you accumulate three or more unexcused absences, your course letter grade may be downgraded one grade (e.g., B- to C+).
 - c. Three tardiness's count as one unexcused absence.
 - d. Poor quality of participation may count as an unexcused absence.
4. Excused absences are university approved (e.g., athletics) or documented emergencies and illnesses.
5. Check the D2L site and your ETSU email account frequently. I may post announcements throughout the week. By default, all course communication will be through the D2L site—and, in conjunction, your ETSU email address.
6. In general, you should expect to spend 2-3 hours each week working on content, and another 4-6 hours working on assignments. ETSU defines a credit hour as one hour of direct faculty instruction and a minimum of two hours of out-of-class student work each week for approximately fifteen weeks. Therefore, a total of at least 9 hours should be devoted to this class each week. This may include content review (videos and reading), preparing for and taking module quizzes, completing reflective journals, and projects.
7. Assignments will be graded as promptly as possible—usually within one week after the due date.
8. Class Participation:
 - a. Cell phones must be off or set to silent mode in classrooms. Remove any headphones once class sessions begin. Surfing the Web, playing games, doing homework, and/or checking e-mail and social media are all activities disruptive to class. Should your conduct interfere with the learning environment, your instructor will ask you to leave.
 - b. Collegial participation and informed discussion in class are expected. Participation will include exercises given in class. This requires completing readings and assignments before class. Please be considerate not to interrupt. If in doubt, raise your hand to be recognized before speaking. The quality of your contributions to discussions will be evaluated using the following criteria:
 - i. Does the contribution represent a solid analysis and some insight into the class material or is it just a reiteration of assigned reading material facts?
 - ii. Does the contribution demonstrate an ability to listen to and build from what others have said?
 - iii. Does the contribution demonstrate useful ideas, coherently and succinctly expressed?
 - iv. Does the contributor regard, respect and acknowledge other's contributions?
 - v. If the contributor disagrees with other's positions or analysis does s/he offer constructive disagreement?
 - vi. Does the contribution move the discussion to an important area or does it just rephrase what has already been said?
 - vii. If "cold called," was the student prepared?
 - viii. If you require an extended discussion, see me during office hours.
 - ix. If you disagree with something, be professional and tactful in your response.

9. Inform instructor of accessibility issues.

Syllabus Attachment Information

Syllabus Attachment Information: The University's approved Syllabus Attachment Information page provides information about relevant University and Academic Policies that all students should know.

<https://www.etsu.edu/curriculum-innovation/syllabusattachment.php>

Communication Policy

Students must make every reasonable effort to contact the instructor as soon as possible to discuss any issues that arise. Please respect posted office hours. However, if office hours do not align with your schedule, make an appointment.

Note that electronic communication via email is likely the best way to get in touch. Please include both instructors in all email correspondence. Responses will be given within 1-2 business days. You might not receive responses to electronic communications late at night, early in the morning, or on weekends. If you do not receive a response after 2 business days, please resend your email to ensure it was not missed. *Generally, you will not receive a response to questions about an assignment within 12 hours of the due date/time unless related to a submission problem. In other words, start early so you have ample time to finish and to ask questions.*

Disability Services Policy

It is the policy of ETSU to accommodate students with disabilities, pursuant to federal law, state law and the University's commitment to equal educational opportunities. Any student with a disability who needs accommodation, for example note taking assistance, exam time adjustment or seating placement, should meet with Disability Services. Faculty accommodation forms are provided to eligible students and should be shared with the instructor as early in the semester as possible. Disability Services can be reached via telephone at (423) 439-8346 or web at <https://www.etsu.edu/students/ds/>.

Academic Misconduct Policy

ETSU Honor Code

East Tennessee State University is committed to developing the intellect and ethical behavior of its students. Students found to be in violation of policies on plagiarism, cheating, and/or fabrication will be held accountable for their actions. Any knowledge of academic misconduct should be reported. Students are expected to act with honesty, integrity, and civility in all matters.

ETSU Honor Pledge

By becoming a member of the campus community, students agree to live by the standards of the honor code and thereby pledge the following: "I pledge to act with honesty, integrity, and civility in all matters."

Course Honor Policy

Academic Misconduct in any form will not be tolerated. East Tennessee State University defines Academic Misconduct as an offense "for which both individuals and organizations may be subject to disciplinary action."

See these policies in the catalog, located at

<https://catalog.etsu.edu/content.php?catoid=37&navoid=1618#academic-and-classroom-misconduct>

The University defines academic misconduct as follows:

Academic Misconduct. Plagiarism, cheating, fabrication. For purposes of this section the following definitions apply:

1. *Plagiarism. The adoption or reproduction of ideas, words, statements, images, or works of another person as one's own without proper attribution,*

2. *Cheating. Using or attempting to use unauthorized materials, information, or aids in any academic exercise or test/examination. The term academic exercise includes all forms of work submitted for credit or hours,*
3. *Fabrication. Unauthorized falsification or invention of any information or citation in an academic exercise.*

If you observe or learn about a violation of academic integrity, it is your responsibility to report it. I will employ all means available to identify academic misconduct—including electronic plagiarism detection.

ETSU Student Disciplinary Policies, Part III Academic and Classroom Misconduct, Paragraphs B and C, state:

B. Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly, through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the university's academic misconduct policy as a result of academic misconduct, the instructor has the authority to assign an "F" or a zero ("0") for the exercise or examination, or to assign an "F" in the course.

C. Students may appeal a grade assignment associated with a finding of academic misconduct, as distinct from a student disciplinary sanction, through the university's academic misconduct procedure. Courses may not be dropped pending the final resolution of an allegation of academic misconduct. (See Part 5 Disciplinary Procedures, Paragraph F. Academic Misconduct Procedures).

Given these definitions and restrictions, this course will enforce the following policies regarding academic integrity violations.

- The first offense of academic misconduct will result in a grade of zero ("0") on the assignment. A notice will be sent to the student, to the Office of the Dean of the College of Graduate and Continuing Studies, and to the Chair of the Department of Computing. University-wide records are kept for academic misconduct, and this offense will be reported through appropriate channels.
 - The second offense of academic misconduct will result in a grade of "F" for the course. A notice will be sent to the student, to the Office of the Dean of the College of Graduate and Continuing Studies, and to the Chair of the Department of Computing. University-wide records are kept for academic misconduct, and this offense will be reported through appropriate channels.
 - Be aware that ETSU Academic Misconduct Procedures state: "For a second academic misconduct offense the penalty may be permanent expulsion from the University."
 - A zero received as the result of academic misconduct cannot be dropped as a "lowest grade."
- If you share your work with someone who copies your work, BOTH PARTIES are subject to the penalty for academic misconduct without regard to who copied whom.
- Know and understand your right to appeal.