



DEPARTMENT of COMPUTING
College of Business & Technology

EAST TENNESSEE STATE UNIVERSITY

CSCI 4757/5757-001 Business Process Configuration

Course Syllabus v1.0

Course Information

Instructor

Dr. Doug Battleson, PMP Office: Brinkley Center 165
Associate Professor 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=U59NZvVFfbJuDPnPjWpGU9TBtQaMbN.1>

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

<https://etsu.zoom.us/j/83718692132?pwd=13iONDcbHDYLaubF8N8Osal37aFf2g.1>

Other Times By Appointment

Email: battleson@etsu.edu

Section Information

CSCI 4757-001/5757-001

Tuesday, 10:10 AM – 12:10 PM, Brinkley Center 220 Lab

Thursday, 10:10 AM – 12:10 PM, Brinkley Center 220 Lab

CSCI 4757/5757-001 Business Process Configuration for online section only

<https://etsu.zoom.us/j/81492634819?pwd=mM6d5wg09QZYbZyshPVARwTwm2CqJb.1>

CSCI 4747/5757-001 Business Process Configuration Final Exam for online section only

Dec 10, 2026, 08:00 AM – 12:00 PM

<https://etsu.zoom.us/j/84198342375?pwd=etfI9kMpmewsAatZs5DQUjv5Py4O84.1>

Catalog Description

Presents implementation and configuration issues in contemporary Enterprise Resource Planning (ERP) and other enterprise-scale information systems. Topics include configuration, organization modeling, role management, decision support, and data integrity. Implementation methodologies and project management are introduced.

Learning Outcomes

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

1. Explain the importance of information systems in business operations and common implementation and configuration processes.
2. Demonstrate knowledge of common key configuration decision points in enterprise software systems decision.
3. Present key project management considerations in enterprise software implementation and describe common success and failure characteristics for projects.
4. Demonstrate the interlocking nature of enterprise system configuration by configuring a standardized business process in a contemporary enterprise information system.

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

1. Explain the importance of information systems in business operations and common implementation and configuration processes.
2. Demonstrate knowledge of common key configuration decision points in enterprise software systems decision.
3. Present key project management considerations in enterprise software implementation and describe common success and failure characteristics for projects.
4. Demonstrate the interlocking nature of enterprise system configuration by configuring a standardized business process in a contemporary enterprise information system.
5. Synthesize literature with course outcomes (e.g., short essay questions, article review).

Major Course Topics

1. Enterprise Resource Planning (ERP) Configuration
2. Enterprise System Project Implementation Methodology
3. Organizational, Master, and Transactional Data
4. Business Processes
5. Information Systems Literature (Graduate Students)

Course Materials

Required:

1. Simha R. Magal and Jeffrey Word, Business Process Configuration with SAP ERP, 2017 ISBN: 9780997209211, Epistemy Press <http://store.epistemypress.com/books/configuration.html>
2. T. Davenport, "Putting the Enterprise into the Enterprise System," Harvard Business Review, Jul/Aug 1998, pp. 121-131. Can obtain from the ETSU online library.

Recommended (not required):

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: Application Associate Exam (SAP Press)*, 1st Edition, 2021, ISBN: 978-1-493220-67-0
3. Gerald Sullivan, *The SAP Project, More Than a Survival Guide*, 2014, ISBN: 978-1-59229-949-2, Galileo Press
4. 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

Course Format and Evaluation Policies

Course Format

This course is an in-person classroom modality. All course activities will be organized using Module- Based Learning. Online components will include content and assessment and other assignments for all students.

All course materials and assignments will be available through the course website: <https://elearn.etsu.edu>. The student should check this site daily for updates and announcements. The course schedule is in this syllabus and is subject to change with updates from the instructor.

Grading Policies

Undergraduate Grade 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 Grade Scale

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

Definition of Grade Levels

The following definitions will apply for the grading scale. Note that "C" is considered average. To achieve a mark of B or A, you must demonstrate above average or exceptional as described below. Graduate students are expected to achieve a B grade-point average in their programs of study.

Letter	Description	Numeric Equivalent	
A	<u>Exceptional</u> . Able to define terminology, perform analysis of topics, and synthesize information by relating topics from different domains.	A	93%
	Performs exceptionally in project work by going above and beyond the minimum requirements consistently.	A-	90%
B	<u>Above Average</u> . Able to define basic terminology associated with the course content and perform analysis of topics in the same domain.	B+	87%
	Performs work toward the goals of a project. Occasionally goes above the minimum requirements.	B	83%
		B-	80%

Letter	Description	Numeric Equivalent	
C	<u>Average</u> . Able to define basic terminology associated with the course work.	C+	77%
	Performs work in projects but does not demonstrate above average work.	C	70%
F	<u>Poor/Below Average</u> . Provides few insights into course materials.	F	69%
	Performs little to no work or performs work very poorly.	Zero	0%

Evaluation Policy

The final grade in the course is based on these categories. The percentage breakdown and an explanation of each category follows.

Evaluation/Assessment:

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

Grading

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. Late assignments are not accepted.

SAP Exercises

SAP exercises are completed and submitted to the respective D2L assignment folder (Dropbox). Late assignments are not accepted.

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.**

Students can collaborate to complete the SAP exercises but each student must complete their own work deliverables.

There may be impromptu graded class exercises. These cannot be made up except for an excused absence.

Student Article Presentation

You will be asked to provide a presentation on an assigned article.

Midterm Exam

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

Final Exam

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

Makeup Work Policy

All work is due at the date and time specified on the assignment specification.

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

documentation. The student should make every reasonable attempt to complete the work on-time to ensure proper progress through the course. The SAP exercises must be completed correctly and in the proper sequence in order for the student to begin the next exercise.

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.

If the due date or time changes, you will be notified either via email or D2L (or both).

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. It will remain fluid throughout the semester to give extra time on certain concepts, account for any University closings, or provide a better information flow. 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. Review D2L 3. Review Syllabus 4. Epistemy Press eTextbook 5. Introduction to Business Process Configuration 6. SAP Logon Pad 7. SAP Login 8. SAP Navigation	1. Business Process Configuration (BPC) Chapter 1	1.

Week	Lecture Topics	Readings	Deliverables Due (see times in D2L)
2 8/31-9/4	1. Introduction to Business Process Configuration 2. https://learning.sap.com/ 3. Intelligent Enterprise Certification 4. BPC SAP ERP vs. S/4HANA PPT	1. Chapter 1 General Notes Exercise	1. Chapter 1 Study Questions 2. Chapter 1 General Notes Exercise
3 9/7-9/11 (9/7 Labor Day)	1. Financial Accounting: Introduction and Enterprise Structure	1. BPC Chapter 2	1.
4 9/14-9/18	1. Financial Accounting: Business Rules and Parameters	1. BPC Chapter 2	1.
5 9/21-9/25	1. Financial Accounting: Business Rules and Parameters and Controlling Enterprise Structure	1. BPC Chapter 2	1. Chapter 2 Study Questions
6 9/28-10/2	1. Financial Accounting: Master Data and Testing	1. BPC Chapter 2	1. Chapter 2 Configuration Exercise
7 10/5-10/9	1. Midterm Exam Review 2. Midterm Exam: Wednesday, 10/8/25	1. BPC Chapter 2	1. Midterm Exam Practice Configuration 2. Midterm Exam
8 10/12-10/16 (10/12-13 Fall Break)	1. Procurement: Process, Enterprise Structure and Rules and Parameters	1. BPC Chapter 4	1.
9 10/19-10/23	1. Procurement: Master Data and Testing	1. BPC Chapter 4	1. Chapter 4 Study Questions

Week	Lecture Topics	Readings	Deliverables Due (see times in D2L)
10 10/26-10/30	1. Procurement: Master Data and Testing	1. BPC Chapter 4	1. Chapter 4 Configuration Exercise
11 11/2-11/6	1. Fulfillment: Process, Enterprise Structure and Rules and Parameters	1. BPC Chapter 5	1.
12 11/9-11/13 (11/11 Veterans Day)	1. Fulfillment: Master Data and Testing	1. BPC Chapter 5	1. Chapter 5 Study Questions
13 11/16-11/20	1. Fulfillment: Master Data and Testing	1. BPC Chapter 5	1. Chapter 5 Configuration Exercise
14 11/23-11/27 (11/25-27: Thanksgiving Holiday)	1. Project Management Institute (PMI) 2. Project Implementation: SAP ASAP Implementation Methodology 3. Project Implementation: SAP Activate Methodology	1. SAP ASAP 2. SAP Activate	1. ASAP Study Questions 2. Activate Study Questions
15 11/30-12/4	1. Final Exam Practice Configuration 2. Final Exam Review	1. "Putting the Enterprise into the Enterprise System"	1. Graduate Student Assignment
16 12/7-12/11	1. Final Exam: Thursday, 12/10, 8:00 AM to 10:00 AM, Brinkley Center 220 Lab Reserved	1.	1. Final Exam

Student Article Presentation

Each student prepares no more than 10 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(s): _____

Contents	Points
Executive Summary	10
Key Terms, Concepts, Contributions to IS and Business, Lessons Learned	50
Application to Job Search and Interview	10
Facilitated Discussion and Questions and Answers Session	10
Presentation Readiness and Execution Performance	20
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	Demonstrates a full understanding of the content and provides less than adequate relevant facts to	Demonstrates partial understanding of the content and provides less than adequate relevant facts to	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.

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>

Additional Guidelines:

1. Students are expected to attend all classes for the entire duration.
2. 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.
3. Unexcused Absences:
 - a. This policy is applied consistently and fairly to all students.
 - b. If you accumulate three unexcused absences, your course letter grade may be downgraded one level (e.g., B- to C+).
 - c. Five 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.

General Course Guidelines

1. Check the D2L site and your ETSU email account frequently. I may post announcements throughout the week. All course communication will be through the D2L site and your ETSU email address.
2. 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.
3. Assignments will be graded as promptly as possible—usually within one week after the due date.

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.

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.