Xavier Institute of Management, Bhubaneswar
XIM University

Course Name	Enterprise Resource Planning (ERP)
Programme	Executive MBA
Batch	2023-24
Term	III
Credits	3
Course Instructor	Prof. Amit K. Srivastava

Course Introduction and Objectives

Enterprise Resource Planning (ERP) course is designed to cater the need of budding future managers to handle different business operations. An ERP system helps to integrate information from different business units of an organization. It facilitates in smooth functionality of an organization. With the help of theoretical concepts, case studies, and readings. participants will learn and appreciates different facets of implementing and managing a full ERP system life-cycle. The course will be lecture and discussion based with a flavor of hands-on demonstration.

Course Content

Through this course, students will:

- Understand the importance of an ERP in an organization
- Learn and understand implementation strategies and management of an ERP
- Learn best practices during and post-ERP implementation
- Learn and appreciate the critical success factors of ERP success in an organization

Course Learning Outcomes

- CLO1: Participants will gain comprehensive understanding of various functions of an ERP system and how the knowledge facilitates informed decision making in an organization.

- CLO3: Participants will gain experience of working in a group through case-study and in-class discussions.
- CLO4: Participants will understand role of ethics and privacy considerations while implementing and managing ERP.

Readings and References

- Reference Book:

  Leon, A. (2019). Enterprise resource planning (4th Edition). McGraw-Hill Education (India) Pte Limited.

- Cases:

  Shall be provided in the course handout

- Session Slides (wherever applicable):

  Shall be shared by Instructor

Pedagogy and Students Workload

Lectures and in-class discussions approach will be followed. A few selected case-studies will be discussed to let the participants understand about critical success factors of an ERP implementation. Participants are expected to come prepared with the reading/cases to be discussed on a specified session. It will help them to understand different perspectives of a business problem put forward by the participants and understand pros and cons of the same. Participants will frequently find themselves in such business scenarios while working with their organization.

Session Plan

Session	Topic	Session Learnings	Readings/Case Studies*
Module 1: Introduction			
1 - 2	Introduction & Overview of ERP	• Overview of ERP • Significance in business context • Overview of ERP life-cycle & implementation	
3 - 4	ERP Core Modules & Functionalities	• Core modules of an ERP system • Interconnectedness between different ERP modules • Capability of Reporting & Business Intelligence in an ERP	
Module 2: Implementation Strategies			
5 - 6	ERP Vendor Selection & Project Planning	• Project Planning • Stakeholder Identification	Case Study:

		• Risk assessment & mitigation	Cisco Systems, Inc.: Implementing ERP Available at (Print copy to be provided by library): HBPE, Product Number: 699022-PDF-ENG.
7 - 8	Business Process Re-engineering for ERP	• Functional mapping with existing systems/processes • Identifying areas for process improvement • Aligning processes with ERP System	Reading: CRM Done Right Available at (Print copy to be provided by library): HBPE, Product Number: R0411H-PDF-ENG.
9	Data Migration & Integration	• Data cleaning and mapping • Integration with existing systems	
10	ERP Customization & Configuration	• Master data management & configuration • Customization vs Configuration	
Module 3: Change Management in ERP Implementation			
11 - 12	Change Management & User Adoption	• Overcoming resistance to change • Change management strategies	Reading: Ghosh, A., Sengupta, T., & Srivastava, A. K. (2021). A Comparative Evaluation of ERP Implementation Factors in Higher Education. In Handbook of Research on Modern Educational Technologies, Applications, and Management (pp. 20-36). IGI Global. Available at (Print copy to be provided by library): IGI Global, DOI: 10.4018/978-1-7998-3476-2.ch002

13 - 14	User Training & Adoption	• Designing efficient training programs • User adoption strategies	Reading: Das, S., & Dayal, M. (2016). Exploring determinants of cloud-based enterprise resource planning (ERP) selection and adoption: A qualitative study in the Indian education sector. *Journal of Information Technology Case and Application Research*, *18*(1), 11-36. Available at: Access available through XIM Library account/credentials DOI: https://www.proquest.com/docview/1807680028/5BBD04848AED4AC3PQ
Module 4: Emerging Trends in ERP			
15	ERP in the era of Industry 4.0	• Considerations while selecting deployment models • ERP security challenges and data breach	
Module 5: Demonstration & Hands-On (Tool/Software: TBD)			
16 - 17	Demonstration & Hands-On with an ERP Software	Demonstration & Hands-On	Tool/Software: TBD
18 - 19	Demonstration & Hands-On with an ERP Software	Demonstration & Hands-On	Tool/Software: TBD
20	Project Submission/Presentation by Participants		

*Note: Case Studies/Readings are tentative. If need arises, there may be a change/addition in the benefit of the course and participants. However, the same will be intimated to the participants well-in-advance.

Assessment Scheme

Component	Weightage (%)	Assessment of Course Learning Outcome(s) (CLO)
In-Class Discussions & Participations	20	CLO1, CLO4
Project	40	CLO1, CLO3
End-Term	40	CLO1

Academic Discipline and Integrity

The standard guidelines & rules of XIM University with respect to academic discipline and integrity will be applicable.

Mapping Course Leaning Outcomes (CLO) with the Program Learning Goals (PLG)

PLG#	Program Learning Goal	Trait	Addressed by Course	
			Yes	No
PLG1	Functional and Business Skills	The students will demonstrate understanding of elements of all functional areas	Yes	
PLG2	Analytical Skills	The students will use analytical techniques to identify a business problem, and suggest a solution		No
PLG3	Collaboration and teamwork attributes	The students will exhibit voluntary cooperation and effective teamwork in a group setting	Yes	
PLG4	Ethical responsibility	The students will understand the ethical complexities of conducting business. The students will adopt techniques in scenarios involving ethical dilemma and offer resolution	Yes	
PLG5	Communication	The students will produce reasonably good quality business documents. The students will become effective and confident communicators		No