

**MBA K725
International Human Services Operations
Fall 2019 Course Outline**

**Information Systems Area
DeGroote School of Business
McMaster University**

COURSE OBJECTIVE

The objective of this course is to demonstrate, directly and by case studies, the relationships between business processes and the information systems, human resources, and organizational capabilities that support the performance of the processes. Students also become acquainted with the competitive and strategic context for re-engineering and with the use of ERP (SAP) software for integration of processes throughout the organization. This course can be used toward SAP Certificate in Business Integration.

INSTRUCTOR AND CONTACT INFORMATION

Mon 14:30 – 17:20
Dr. Mahdi Mirhoseini
Instructor
mirhos1@mcmaster.ca
Office: RJC #433
Office Hours: Weekdays (Contact in Advance)
Tel: (905) 525-9140 x28145
Class Location: TBA

Student TA
TA
TAsMACID@mcmaster.ca
Office:
Office Hours: Mon 1-4pm
Tel: (905) 525-9140 x27438

COURSE ELEMENTS

Credit Value:	3	Leadership:	Yes	IT skills:	No	Global view:	Yes
Avenue:	Yes	Ethics:	No	Numeracy:	Yes	Written skills:	No
Participation:	Yes	Innovation:	Yes	Group work:	Yes	Oral skills:	Yes
Evidence-based:	Yes	Experiential:	No	Final Exam:	No	Guest speaker(s):	Yes

COURSE DESCRIPTION

In the face of intense competition and other business pressures on organizations, quality initiatives and continuous, incremental process improvement, though still essential, will no longer be sufficient. Radical levels of change require powerful information technology tools to facilitate the fundamental redesign of business processes. This course is taught through the case method, readings, lectures, videos, workshops and a number of hands-on exercises using different systems, including SAP.

LEARNING OUTCOMES

Upon completion of this course, students will be able to complete the following key tasks:

- Identify and discuss business process management steps
- Model business processes using BPMN2
- Understand the role of information systems in managing business processes within organizations
- Apply business process re-engineering rules
- Use SAP S/4 HANA capabilities to integrate business processes such as sales & distribution, production & planning, procurement, and management and financial accounting.

REQUIRED COURSE MATERIALS AND READINGS

Avenue registration for course content, readings and case materials

- <http://avenue.mcmaster.ca>

\$ FREE

The ERPsim business simulation has a required textbook that each student must purchase. Information on how to purchase and download the book will be provided to students during the first class session.

\$ 32.95 CAD

EVALUATION

Learning in this course results primarily from in-class discussion and participation of comprehensive business cases as well as out-of-class analysis. The balance of the learning results from the lectures on strategic concepts, from related readings, and from researching your presentations, cases, assignments, and simulation decisions. Evaluation will be both on an individual and group basis. For group assignments, group members will share the same grade. Your final grade will be calculated as follows:

Components and Weights

Assignments	3 written assignments (individual)	15%
Case Studies	5 SAP case studies (group)	50%
Case Presentation	1 SAP case	5%
Midterm Exam	Week 6 (individual)	15%
Participation	In-class Contribution (individual)	15%
Total		100%

Grade Conversion

At the end of the course your overall percentage grade will be converted to your letter grade in accordance with the following conversion scheme:

LETTER GRADE	PERCENT	POINTS
A+	90-100	12
A	85-89	11
A-	80-84	10
B+	75-79	9
B	70-74	8
B-	60-69	7
F	00-59	0

Communication and Feedback

Students that are uncomfortable in directly approaching an instructor regarding a course concern may send a confidential and anonymous email to the respective Area Chair or Associate Dean:

<http://mbastudent.degroote.mcmaster.ca/contact/anonymous/>

Students who wish to correspond with instructors or TAs directly via email must send messages that originate from their official McMaster University email account. This protects the confidentiality and sensitivity of information as well as confirms the identity of the student. Emails regarding course issues should NOT be sent to the Administrative Assistant.

Instructors are encouraged to conduct an informal course review with students by Week #4 to allow time for modifications in curriculum delivery. Instructors should provide evaluation feedback for at least 10% of the final grade to students prior to Week #8 in the term.

Assignments – Three Written Assignments

Each assignment is worth **5%** of your final grade and will be marked individually. The assignments include questions about BPM concepts and the ERP simulation game.

Midterm Exam

The midterm exam covers BPM concepts introduced in the first 5 weeks of this course and is worth **15%** of your final grade. The exam include both open questions and multiple choice questions. The exam will cover material from the text book, readings, lectures and class discussion.

Case Studies – Five SAP Case Studies

You will use SAP S/4 HANA system to complete five case studies which cover different business processes within an organization.

Participation

Name cards and class pictures are used to help give credit for your participation. You must have a name card with your **full first and last name** clearly written and displayed in front of you for every class.

ACADEMIC DISHONESTY

You are expected to exhibit honesty and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity.

Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences, e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: “Grade of F assigned for academic dishonesty”), and/or suspension or expulsion from the university.

It is your responsibility to understand what constitutes academic dishonesty. For information on the various types of academic dishonesty please refer to the Academic Integrity Policy, located at:

www.mcmaster.ca/academicintegrity

The following illustrates only three forms of academic dishonesty:

1. Plagiarism, e.g. the submission of work that is not one’s own or for which other credit has been obtained.
2. Improper collaboration in group work.
3. Copying or using unauthorized aids in tests and examinations

MISSED ACADEMIC WORK

Missed Mid-Term Examinations / Tests / Class Participation

Where students miss a regularly scheduled mid-term or class participation for legitimate reasons as determined by the Student Experience – Academic (MBA) office, the weight for that test/participation will be distributed across other evaluative components of the course at the discretion of the instructor. Documentation explaining such an absence must be provided to the Student Experience – Academic (MBA) office within five (5) working days upon returning to school.

To document absences for health related reasons, please provide to Student Experience – Academic (MBA) office the Petition for Relief for MBA Missed Term Work and the McMaster University Student Health Certificate which can be found on the DeGroote website at <http://mbastudent.degroote.mcmaster.ca/forms-and-applications/>. Please do not use the online McMaster Student Absence Form as this is for Undergraduate students only. University policy states that a student may submit a maximum of three (3) medical certificates per year after which the student must meet with the Director of the program.

To document absences for reasons other than health related, please provide Student Experience – Academic (MBA) office the Petition for Relief for MBA Missed Term Work and documentation supporting the reason for the absence.

Students unable to write a mid-term at the posted exam time due to the following reasons: religious; work-related (for part-time students only); representing university at an academic or varsity athletic event; conflicts between two overlapping scheduled mid-term exams; or other extenuating circumstances, have the option of applying for special exam arrangements. Such requests must be made to the Student Experience – Academic (MBA) office at least ten (10) working days before the scheduled exam along with acceptable documentation. Instructors cannot themselves allow students to unofficially write make-up exams/tests. Adjudication of the request must be handled by Student Experience – Academic (MBA).

If a mid-term exam is missed without a valid reason, students will receive a grade of zero (0) for that component.

STUDENT ACCESSIBILITY SERVICES

Student Accessibility Services (SAS) offers various support services for students with disabilities. Students are required to inform SAS of accommodation needs for course work at the outset of term. Students must forward a copy of such SAS accommodation to the instructor normally, within the first three (3) weeks of classes by setting up an appointment with the instructor. If a student with a disability chooses NOT to take advantage of an SAS accommodation and chooses to sit for a regular exam, a petition for relief may not be filed after the examination is complete. The SAS website is:

<http://sas.mcmaster.ca>

POTENTIAL MODIFICATION TO THE COURSE

The instructor and university reserve the right to modify elements of the course during the term. The university may change the dates and deadlines for any or all courses in extreme circumstances. If either type of modification becomes necessary, reasonable notice and communication with the students will be given with explanation and the opportunity to comment on changes. It is the responsibility of the student to check their McMaster email and course websites weekly during the term and to note any changes.

ACKNOWLEDGEMENT OF COURSE POLICIES

Your registration and continuous participation (e.g. on A2L, in the classroom, etc.) to the various learning activities of MBA K725 will be considered to be an implicit acknowledgement of the course policies outlined above, or of any other that may be announced during lecture and/or on A2L. **It is your responsibility to read this course outline, to familiarize yourself with the course policies and to act accordingly.**

Lack of awareness of the course policies **cannot be invoked** at any point during this course for failure to meet them. It is your responsibility to ask for clarification on any policies that you do not understand.

COURSE SCHEDULE

MBA K725
Business Process Management
Fall 2019 Course Schedule

WEEK	DATE	ASSIGNMENT
1	Sep. 9	Discuss: Class Outline, Schedule, Participation, Courseware Discuss: Selecting team members Lecture: Introduction to Business Process Management
2	Sep. 16	Card Sorting Game Business Process Modelling DUE: Assignment #1
3	Sep. 23	Introducing Business Process Integration with SAP ERPsim Logistics Intro Game DUE: Assignment #2
4	Sep. 30	Business Process Transformation ERPsim Logistics Extended game
5	Oct. 7	ERPsim Logistics Extended Review of Concepts DUE: Assignment #3
6	Oct. 14	Thanksgiving Holiday NO CLASS
7	Oct. 21	Midterm Exam
8	Oct. 28	Introduction to S/4 HANA Fiori Navigation

9	Nov. 4	Business Process Integration (Case of Sales and Distribution business process) DUE: SAP Case #1 (Navigation)
10	Nov. 11	Business Process Integration (Case of Material Management business process) DUE: SAP Case #2 (Sales and Distribution
11	Nov. 18	Business Process Integration (Case of Production Planning business process) DUE: SAP Case #3 (Material Management)
12	Nov. 25	Business Process Integration (Case of Financial Accounting business process) DUE: SAP Case #4 (Production Planning)
13	Dec. 2	Case Presentations DUE: SAP Case #5 (Financial Accounting)