Panel

*The purpose and processes of teaching with SAP in the university setting.*
Chair

Professor Glenn Stewart RFD PhD FACS AFAIM MIEEE MAIS
Executive Director
University Competence Centre Asia Pacific Japan
Queensland University of Technology Australia
The Panelists

Singapore
Associate Professor Sia Siew Kien PhD
(ASKSIA@ntu.edu.sg)
Director
Information Management Research Centre
Nanyang Technological University
Singapore

India
Assistant Professor Aradhana Gandhi
(aradhana_gandhi@scmhrd.edu)
Head
Center of Excellence-SAP
Symbiosis Center for Management and HRD
Pune India

Australia
Paul Hawking
(Paul.Hawking@vu.edu.au)
SAP Academic Programs Director
Senior Lecturer
School of Information Systems
Victoria University
Melbourne Australia
Format

- Introduction
- Panel presentations and Q&A
- Summary
- Roundtable discussion
- Close

- 5 minutes
- 45 minutes
- 2 minutes
- 20 minutes
- 3 minutes

Total 75 minutes
<table>
<thead>
<tr>
<th>QUT</th>
<th>1997</th>
<th>&gt;12,000 unit enrolments in subjects with SAP</th>
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</thead>
<tbody>
<tr>
<td><strong>Application Suite</strong></td>
<td><strong>Enterprise Systems</strong></td>
<td><strong>Process Engineering</strong></td>
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<tr>
<td>FI/CO</td>
<td>Selection</td>
<td>Modeling</td>
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<tr>
<td>SD</td>
<td>Implementation</td>
<td>Management</td>
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<tr>
<td>MM</td>
<td>Continuous Improvement</td>
<td>Automation</td>
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<tr>
<td>PP</td>
<td></td>
<td>Consulting</td>
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**Business Analytics**
- Decision Making
- Data Warehouse
- Data Mining

**Strategy**
- Enterprise Architecture

**Consulting**

**Project Management**

**Functional Concentration**
<table>
<thead>
<tr>
<th>Business</th>
<th>Engineering</th>
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<tbody>
<tr>
<td>Accounting</td>
<td>Production Planning and Control</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Enterprise Resource Planning</td>
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<tr>
<td>Auditing</td>
<td>Plant Maintenance</td>
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</table>
Elements to consider

- Educational Philosophy
- Culture
- Links with Industry

Research
Practice

Rigour
Relevance

Enduring
Engaging
Job ready
The panel issues

- Why did you elect to teach with Enterprise Systems?
- Why did you select SAP as your Enterprise System to use?
- Where is SAP used in your curriculum?
- What skills (technical, functional and interpersonal) are you seeking to develop in your students through using SAP?
- What problems have you faced in implementing SAP in your curriculum and what advice would you give to new entrants in the field?
- What are your plans for expanding SAP into other areas of your curriculum?

12 minutes presentation  3 minutes Q&A
The roundtable

- What argument do you use to counter the perception that teaching SAP is not relevant for universities, which should develop critical thinking skills, foster a general education and develop foundation skills in their disciplines?
- What argument is there for universities to take action to address the critical skills shortage in SAP and other enterprise systems?

and any other questions from the floor.

20 minutes 3 minutes summary and close
Panel Presentation: Teaching SAP at Nanyang Business School
Associate Professor Sia Siew Kien
Director, Information Management Research Centre (IMARC)
Nanyang Technological University
Nanyang Business School

- 50 years Heritage
- Singapore’s top Business School
- 1st Ranking in S’pore
- 3rd Ranking in Asia
- 2007 EIU Business School

Economist Intelligence Unit (2004 and 2005)

The only Singapore business school and the third in Asia to be accredited by the European Quality Improvement System and the Association to Advance Collegiate Schools of Business

Top Business School in S’pore
Top 50 MBA Program the World
Financial Times MBA Ranking
Jan 2008

FT.com
NBS: Business-IT Specialization

- **Mission**: to develop graduates who can effectively bridge the gap between technologists and business managers in today’s information economy.
Business-IT Program: Curriculum Design

Business
- Accounting
- Finance
- Marketing
- Business Law
- Strategic Management

Business-IT Integration
- Enterprise Computing
- IS in Financial Services
- Project & Vendor Mgmt
- Professional Attachment
- Applied Research Project
- Industry Seminars

Computer Science
- Object-Oriented Prog
- Computer Graphics
- Software Engineering
- Artificial Intelligence
- Logic Design

Broadening
- NTU wide electives
- ST/HSS
- GIP/Exchange
Nanyang Business School

BC312
Enterprise Computing

SAP UNIVERSITY ALLIANCES PROGRAM:
BPERP - INTEGRATED BUSINESS PROCESSES IN SAP ERP
BASED ON SAP BEST PRACTICES

BPERP COURSE CONTENT
- SAP ERP Basics
- Financial Accounting
- Management Accounting
- Production Planning
- Manufacturing Execution
- Procurement
- Inventory and Warehouse Management
- Workforce Process Management
- Aftermarket Sales and Service
- Professional Services Delivery
- Integration within SAP Portfolios
- Analytics (Business intelligence)
- SAP NetWeaver Technology
- Certification accreditation based on the context of the course BC312

CERTIFICATION
- Upon completing the course, students will be required to sit for an online examination.
- The BPERP certification is supported by IDA, and the certification fee will be covered for those seeking accreditation.
- The BPERP certification is recognized globally and is a first step for graduates looking at becoming a fully certified SAP consultant.

PROGRAMME OVERVIEW
- The BPERP course aims to provide an overview of key business processes, with an emphasis on hands-on experience on how an Enterprise Resource Planning (ERP) system enables it to streamline and automate business processes and increase operational efficiency. Planning and managing resources more effectively will result in better visibility and decision-making, improved customer service and partner collaboration across the supply chain.

THE OBJECTIVES OF THE COURSE:
- Allow students to have a hands-on experience on how SAP ERP System is used to integrate business processes and departments.
- Equip them to participate in future SAP ERP projects.
- Enable them to apply business theories and knowledge in practical business scenarios through the use of software, methodologies and best practices from SAP.

ADMISSION CRITERIA, COST AND SCHEDULE
- For more details, please check with your university or institution.
- BPERP course is being offered at:
  - Nanyang Polytechnic
  - Nanyang Technological University
  - National University of Singapore
  - Ngee Ann Polytechnic
  - Republic Polytechnic
  - Singapore Polytechnic
  - Temasek Polytechnic

Upon completion of the course, students will be able to:
- Describe how business and analytical processes are supported and integrated in SAP ERP platform.
- Understand the benefits of a packaged ERP approach that incorporates industry best practices in areas like finance, materials management, procurement, production, sales and services.
- Identify additional possibilities in SAP’s technology and application offerings that could complement the SAP Best Practices ERP to meet business needs.

Supported by:
IDA (Institute of Digital Asia)
### Teaching Enterprise Systems at NBS

<table>
<thead>
<tr>
<th><strong>Year started</strong></th>
<th>2001</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level</strong></td>
<td>Both Undergraduate &amp; MBA</td>
</tr>
<tr>
<td><strong>Perspective</strong></td>
<td>User / Manager, NOT Developer</td>
</tr>
<tr>
<td><strong>Programs involved</strong></td>
<td>MBA (30), Double Degree (30), Biz-IT (30), Accounting (400)</td>
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<tr>
<td><strong># of ES-related courses</strong></td>
<td>B6548 Enterprise Systems (MBA), BC312 Enterprise Computing + BPERP Bridging, AC213 Accounting Info Systems</td>
</tr>
<tr>
<td><strong># of faculty involved</strong></td>
<td>1 Adjunct Prof + 1 Assoc. Prof + 2 More</td>
</tr>
<tr>
<td><strong>Software</strong></td>
<td>SAP (QUT UCC), Euro$3K (BPI / GBI) – Economy Plus</td>
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Issues & Challenges in Teaching ES

- Building ES teaching infrastructure support?
- Sustaining and developing ES competency over time?
- Aligning teaching and research on ES?
- Striking the balance between teaching ES skills and concepts?
Teaching Enterprise Systems for the MBAs

Focus of Our Labs

SAP ERP
Client/Server
ABAP
Basis
Teaching Enterprise Systems for the MBAs

- Enterprise Integration
  - What is an enterprise?
  - Problems and sources of enterprise fragmentation
  - Taxonomy of enterprise integration
  - Issues and challenges for enterprise integration – ONE enterprise
- Business Process Platform
  - End-to-end process integration (horizontal organization, cross-functionality)
  - ES-enabled process analysis, modeling, improvement & redesign
  - BPM Governance - process maturity, process owners
- Strategic Market Leverage
  - Strategic leapfrogging with embedded “best practices” – “Company in a box”
  - ES as a platform for strategic capabilities: SCM, CRM, BI, Enterprise Portal, e-Business, etc.
  - Proactive change management for radical transformation
- Market-based IS Development
  - Acquisition evaluation and vendor selection
  - Assessing package-organization misalignments
  - Managing costs of licensing, upgrade, and maintenance
  - Scanning the dynamics of enterprise software application industry
Teaching Enterprise Systems for the MBAs

- Large-Scale Project Management
  - ES implementation framework and roadmap
  - Managing configuration, customization, and workarounds
  - Role of “super-users” in accelerating business-IT bridging
  - Managing vendor relationship
- Managing Multiple Stakeholders
  - Driving requirement definitions – standardization & harmonization
  - Developing “swift clan” across enterprise actors and stakeholders
  - Politics in negotiating “best practices”: translation, inscription, black-boxing
- ES-enabled Informating and Visibility
  - Data Availability versus Data Usage through flexible reporting
  - Multi-dimensionality through resource accounting, dash-boarding, and BI
  - Strategic enterprise management: Visibility as a discipline
- ES for Transnational Enterprises
  - ES as a global system for agile enterprise structuring
  - Value chain unbundling – design of globally distributed processes
  - Value chain B2B ERP
Teaching Enterprise Systems for the MBAs

- Business Value of ES
  - Business case ROI & PIRs
  - Measuring ES success (implementation, usage, operational and financial performance)
  - Implementation failures and critical success factors
- Sustaining and Developing Competency in ES
  - Enhancing knowledge learning, sharing, and integration
  - Knowledge classification and transfer strategies (user-vendor)
  - Managing vendor/staff transition and turnover
- Governance for Mega-Systems
  - Divergence management, e.g., common-unique or global-local tensions
  - Complexity management, e.g., enterprise-wide business/IT/business-IT coordination
  - Enterprise architecture planning: Integrating ESes through EAI
  - Future Technology Development Trajectory
    - Extended ERP, ERP II, Agile ERP?
    - SAP’s SOA strategy in Netweaver and its partner ecosystem
    - E-Business evolution, e.g., ASPs
Teaching Enterprise Systems for the MBAs

• Business Value of ES
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Questions
SAP ACADEMIC CONFERENCE 2008
SAP Training at Symbiosis, India
Presented by: Prof. Aradhana Gandhi,
Head Center of Excellence-SAP
Symbiosis Center for Management and HRD (SCMHRD)
Pune India
Symbiosis Vision

SCMHRD (established 1993) has the vision to become the centre of Excellence for global leadership and learning, by developing leaders and entrepreneurs of tomorrow.

Key Milestones

• Included under the aegis of Symbiosis International University, 2006.

• AICTE approval in 2006.

• Ranked among A+ institutes (Business India, September 18th - October 1st, 2006).

• Collaborated with the Stuttgart Institute of Management and Technology (SIMT).


• First B-school with My SAP Business Suite (August 2004).

• Six Sigma Certification programme.

• Oracle training conducted by the Oracle University.

• Approx. 500 students get trained on SAP platform.
Infrastructure

Auditorium

Library

Reading rooms with Wi-fi connectivity

SAP Lab
Amenities

- Residential Blocks
- Cafeteria and Mess
- Swimming Pool
- Hostel Room
- Health Care
SCMHRD offers the following programmes:

- Masters in Business Administration (2 Years)
- Executive Masters in Business Administration (2 Years)

Centres of Excellence Established:

- Financial Management
- Marketing Management
- Human Resource Management and Organisational Behavior
- Operations Management
- IT and Systems Management (SAP)
- Economics, Econometrics, Statistics and Research
- Entrepreneurial Development
Need to teach Enterprise Systems?

Market Demands professionals with knowledge on Enterprise systems

- Transaction Entry
- Decision making through use of various reports
- Implementation/Up gradation
- Business Intelligence/ Business Analytics

“SAP being the market leader with a well structured curricula would be a natural choice”
The Programme: First Year

- **ERP (SAP – I) Semester I**
  - Exposure to SAP environment.
  - Organisational structure, Master data and Rules in Financial Acct.
  - Journal entries & Invoice prepara.
  - Org. stru. of procurement module.
  - Case studies and real life example

- **SAP II Semester II**
  - Understanding procurement and Order fulfillment process.
  - Vendor, Material, customer and conditions master data.
  - Running purchase and sales cycle.
  - Case studies and real life examples.
The Programme: Second Year

- **SAP SD Semester III**
  - Sales, Pricing in SD
  - Delivery Processes
  - Billing
  - Reporting

- **SAP Procurement Semester III**
  - Business processes in procurement
  - Purchasing
  - Consumption base Planning

- **SAP Accounting Semester III**
  - General Ledger
  - Accounts receivable
  - Accounts Payable

- **SAP HR Semester III**
  - Organisational structure
  - Personnel Administration, Time Management, Payroll, Recruitment, Development and compensation

SAP Academic Conference 2008
SAP University Alliances Asia Pacific Japan
Skill Sets acquired through SAP training

- Develop business process Understanding.
- Understanding of the interconnections of the various processes
- Ease in using the ERP system – SAP or Non - SAP
- Promote the Usage of reports for Decision making.
- Knowledge of ERP would enable them to use high end modules like Business Intelligence, CRM, SCM, etc. with much more ease.
Road Map to SAP Training

- Thorough Process knowledge a must
- Map the SAP module with the functional curricula
- Create your own case studies especially to explain the organizational structure of a particular module
- Know most of the SAP terminology
- Expose students to various business situations and the way it is handled in SAP
- Provide opportunity for hands on experience on the software
- Prepare students for a Lab exam which enhances their confidence on the package
Future Outlook

Train students on the below mentioned platforms as and when UAP comes out with an appropriate data set:

- Business Intelligence
- CRM
- SCM
- Project systems, as elective courses
Thank You

Question and Answers
Partnering for Success: SAP University Alliance Program

Paul Hawking
Why Join the SAP University Alliance?

Relevance

• Curriculum Relevance
• Relevance within the University
• Institution Relevance
  – Join an elite group of Institutions
  – International Collaboration
• Industry Relevance
  – Speakers
  – Graduates
  – Research
Curriculum

- Faculty Approach – 15 staff
- Subjects
  - Undergraduate – 5
  - Postgraduate – 16
- Courses
  - Graduate Diploma in ERP Systems
  - Master of Business in ERP Systems
  - MBA with ERP Specialization
  - MBA and Master of ERP Systems
  - Master of Professional Accounting and ERP Systems
- Locations
  - Melbourne, Singapore, Beijing
- Online Curriculum (4 subjects)
Teaching Approaches

Tell me, I’ll forget
Show me, I’ll remember
Involve me, I’ll understand

- Teaching Approaches
  - Train SAP
  - Use SAP to reinforce theoretical concepts
  - Teach ERP Systems
  - Hybrid
Course Structures

Master of Business in ERP Systems

- Enterprise Resource Planning Systems
- Business Process Engineering
- Supply Chain and Logistics Management
- Organisation Change Management
- Management of Information Technology
- Enterprise Ecommerce
- ERP Systems Implementation
- Strategic Use of Enterprise Resource Planning Systems
- Plus 4 Electives

Graduate Diploma in ERP Systems

- Enterprise Resource Planning Systems
- Business Process Engineering
- Supply Chain and Logistics Management
- Organisation Change Management
- Enterprise Ecommerce
- ERP Systems Implementation
- Plus 2 Electives
Electives

- Business Intelligence (SAP BI)
- Transaction Programming Techniques (ABAP)
- Application Programming Techniques (ABAP)
- Client Server Technology (Basis)
- System Administration (Basis)
- Enterprise Application Integration (XI/ESOA)
- Human Resource Information systems (HR)
- Enterprise Accounting Systems (FI)
- Project Systems (PS)
- Production Planning (Business One)
- Planning and Control (PP)
- Enterprise Wide Systems (ERP)
- Enterprise Applications
This is to certify that

Student Name

has successfully completed

Enterprise Resource Planning Systems

and in evidence whereof this Certificate of Achievement is awarded

Ms Julie Fisher, Head, Department of Information Systems, Victoria University of Technology

Ms Marianne Starkey, Director, Sapient College, SAP Australia Pty Ltd

July 2001

Sapient College

• Joint University and SAP Certification
Initiatives

Work Integrated Learning

SAP Certification
  BI Bridging
  BPERP
  uAcademy

Web Casts

Visiting Professors

Subjects
  CRM
  Data Mining
  SCM (APO)
Executive support
Team Approach
Know where you are heading
Rewards And Incentives
Don’t underestimate the time required.
Questions
The roundtable

- What argument do you use to counter the perception that teaching SAP is not relevant for universities, which should develop critical thinking skills, foster a general education and develop foundation skills in their disciplines?
- What argument is there for universities to take action to address the critical skills shortage in SAP and other enterprise systems?

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