Unit 3.1.1

**This is a “study guide” – please use it to help you remember what we have covered in general, but do not expect it to contain any answers for the exam.**

[What is ERP?](http://www.netsuite.com/portal/resource/articles/erp/what-is-erp.shtml)

* Integrates Processes Across Business Functions
* Synchronizes Reporting and Automation
* Business Value of ERP

[Wikipedia: ERP](http://en.wikipedia.org/wiki/Enterprise_resource_planning)

* Integrated management of core business processes, real-time mediated by software
* Continuously updated view of core business processes using common databases

[Video 1: What is ERP?](https://www.fox.temple.edu/vault/video/what-is-erp/)

Objectives:

1. Define ERP System
2. Identify how ERP Systems create value for organizations

[Putting the Enterprise into the Enterprise System](https://hbr.org/1998/07/putting-the-enterprise-into-the-enterprise-system)

Allure of Enterprise Systems

* ERP designed to solve information fragmentation

When System and Strategy Clash

* Benefits of a generic system are also risks

Impact to an Organization

* Impact culture
* Enables Global uniformity

Role of Management

[9 Tips for Selecting and implementing an erp system](http://www.cio.com/article/2458889/enterprise-resource-planning/9-tips-for-selecting-and-implementing-an-erp-system.html)

[15 Famous ERP disasters, dustups, and disappointments](https://www.cio.com/article/2429865/enterprise-resource-planning/enterprise-resource-planning-10-famous-erp-disasters-dustups-and-disappointments.html)

[Video 2:Enterprise Systems (ERP) / ERP Challenges, Benefits](https://www.fox.temple.edu/vault/video/enterprise-systems-erp/)

Objectives:

1. Define ERP
2. Recognize challenges and benefits

* Challenges
* Benefits
* How to make it happen

Unit 3.1.2

[Video 1: Data Analytics](https://www.fox.temple.edu/vault/video/data-analytics/)

Objectives:

1. Identify data analytics and its uses in an organization
2. Distinguish between structured and unstructured data

[Video 2: Big Data](https://www.fox.temple.edu/vault/video/managing-the-business-decision-making-big-data/)

Objectives

1. Identify unique characteristics of “Big Data”
2. Describe challenges and benefits of Big Data

* Challenges
* Benefits

1. Identify tools organizations use to leverage Big Data

[Decision-Making Process](http://www.cliffsnotes.com/study-guides/principles-of-management/decision-making-and-problem-solving/the-decisionmaking-process)

Define the problem

* Problem must be correctly identified to manage
* Develop alternatives through…
* Benefits of using a group
* Challenges of using a group
* Evaluating alternatives
* Managers must help employees know roles to ensure positive outcome
* Ongoing feedback helps direct
* Evaluate effectiveness. Was it not successful? Why?

[How NBA Player Analytics Opened Up A Whole New Business for SAP](https://www.fastcompany.com/3027408/how-nba-player-analytics-opened-up-a-whole-new-business-for-sap)

[The Real Reason Organizations Resist Analytics](https://hbr.org/2013/01/the-real-reason-organizations)

[Video 3: OLTP vs OLAP](https://www.fox.temple.edu/vault/video/oltp-vs-olap/)

Objectives:

1. Recognize types of decisions we face
2. Describe OLTP vs OLAP

* OLTP (Online transaction processing)
* OLAP (Online analytical processing)

[Video 4: Hypercubes, Data Warehouses. And Data Marts](https://www.fox.temple.edu/vault/video/hypercubes-data-warehouses-and-data-marts/)

Objectives:

1. Describe a database and how it’s different from a data warehouse

* Database
* Datawarehouse

1. Identify a hypercube and how it is used
2. Identify a data mart and how it is used

Unit 3.1.3

[Video 5: Knowledge Management](https://www.fox.temple.edu/vault/video/knowledge-management/)

Objectives:

1. Define Knowledge Management, Tacit Knowledge, Explicit Knowledge

* Knowledge management
* Tacit knowledge
* Explicit knowledge

1. Identify challenges and benefits associated with Knowledge Management

* Benefits
* Challenges

1. Recognize how communities of practice benefit organizational knowledge

* Community of practice

[What is Knowledge Management? Knowledge Management Explained](http://www.kmworld.com/Articles/Editorial/What-Is-.../What-is-KM-Knowledge-Management-Explained-82405.aspx)

Origins of KM

What is KM trying to accomplish?

What does KM consist of?

1. Content management
2. Expertise Location
3. Lessons Learned
4. Communities of Practice (CoPs)

Stages of KM Development

1. Information Technology
2. HR and Corporate Culture
3. Taxonomy and Content Management

Other KM issues

* Tacit Knowledge
* Knowledge Retention and Retirees
* Scope of KM

Unit 3.2

[Wikipedia, Systems Development Lifecycle](https://en.wikipedia.org/wiki/Systems_development_life_cycle)

[Video: SDLC](https://www.fox.temple.edu/vault/video/systems-management-the-sdlc/)

Objectives:

1. Define Systems Development Life Cycle
   1. Phases
2. Identify two SDLC methodologies
   1. Waterfall
   2. Agile
3. Recognize how organizations use SDLC to get work done

[Build vs Buy: How to know when you should build custom software over canned solutions](http://www.forbes.com/sites/chuckcohn/2014/09/15/build-vs-buy-how-to-know-when-you-should-build-custom-software-over-canned-solutions/#51628b594849)

Why build custom?

Why buy off the shelf?

How can custom help scale?

[Video: Compliance Issues](https://www.fox.temple.edu/vault/video/system-management-compliance-issues/)

Objectives:

1. Understand goals of regulatory compliance
2. Identify compliance considerations related to IT/IS projects
3. Recognize how major Compliance Acts passed by U.S. Congress affect IT/IS projects

Unit 3.3

[Video: Disruptive Innovation](https://www.fox.temple.edu/vault/video/disruptive-innovation/)

Objectives:

1. Identify core changes in business driven by internet technologies
2. Analyze key trends where disruptions are anticipated
3. Describe how these anticipated disruptions will drive changes to existing businesses, and inspire new businesses to emerge

[The 5 Tech Trends that will Dominate CES and 2017](http://www.marketwatch.com/story/the-5-tech-trends-that-will-dominate-ces-and-2017-2016-12-29)

[What We Know, Now, A bout the Internet’s Disruptive Power](https://hbr.org/2015/01/what-we-know-now-about-the-internets-disruptive-power)

[Leagues see real benefits in daily fantasy sports](http://www.usatoday.com/story/sports/2015/01/01/daily-fantasy-sports-gambling-fanduel-draftkings-nba-nfl-mlb-nhl/21165279/)

* MLB, NFL, NBA, NHL have all partnered with 2 start-up companies to allow fans to make money based on player performance in games
* Conflicts
* Guaranteed Live Audience
* Huge Growth Expected

[Video: Long Tail](https://www.fox.temple.edu/vault/video/the-long-tail/)

Objectives:

1. Recognize long tail distribution
   1. Comparison to normal distribution / bell curve
2. Describe why it is of special interest to online businesses and digital innovation in the new age of the Internet
3. Identify the primary distinction between long tail distribution and the Pareto principal
   1. Pareto Principal

[Hidden in the Long Tail](http://www.economist.com/news/finance-and-economics/21638142-consumers-reap-benefits-e-commerce-surprising-ways-hidden-long)

* 2 Predictions for Ecommerce
* Rare books are an example of long tail