



SYLLABUS INTRODUCTION TO ERP SYSTEMS			Catalogue number
Study program		American College of Technology	
Module			
The type of study		Short-Term Training	
Course name		Introduction to ERP Systems	
Lecturers		Mr. Brook Debella	
Assistants			
Number of Credits		Status of the course (compulsory/elective)	Short-Term
Aims of the course	The key learning objectives of introducing this ERP system into a course titled ‘Introduction to ERP Systems’ are: to develop business process orientation, to teach ERP skills, to provide Hotel industry students with an authentic and exciting student-centered learning experience that is integrative and motivates them to learn. In addition, the aim is to offer students a quality information-rich environment in which graduates typically work in groups and make day-to-day managerial decisions. Importantly, the aim is to encourage effective skill development, a sense of enjoyment in learning and embed process orientation in their thinking and managerial decision making. The objectives of this course therefore are to evaluate the effectiveness of this generation hotel Industry employees.		
Learning outcomes	The learning outcome is achieved when students are engaged actively in the learning process. Therefore, the use of learning approaches requiring students’ active participation is recommended. We emphasize the importance of the learning-by-doing approach. Most of us consider it as an approach allowing us to “think about doing something while doing it”.		
Contents of the course			



Importance of Teaching ERP Systems

With the global ERP software market expected to be worth \$41.69 billion by the year 2020, the impact of these systems is evident. While that number is impressive, those who've never used the software may find it difficult to understand why ERP is important to their business. But as globalization squeezes the market for many industries, it's essential to seek out any and all tools to give your business a competitive edge. For many companies, this is achieved through the use of ERP.

Enterprise resource planning (ERP) systems are used by organizations looking to manage their business functions within a centralized and integrated system. ERP is commonly used by companies working within the supply chain to help keep track of all the moving parts of manufacturing and distribution. However, ERP can be utilized by a number of different industries including those in healthcare, nonprofit groups, construction and hospitality. Organization needing to manage their staff, customers and inventory can all rely on ERP benefits.

ERP stores all entered data into a single database, allowing all departments to work with the same information. Additionally, all this data can be organized, analyzed and made into reports. ERP brings together customer management, human resources, business intelligence, financial management, inventory and supply chain capabilities into one system.

Providing such a course will help to improve efficiency and productivity of Hotels. Inefficient spreadsheets, manual workflows and outdated software can inhibit hotel business growth. An ERP system can streamline entire organization and put data all in one place, enabling more accurate reporting and a more efficient, collaboration-based and data-driven work environment.

Overview of ERP applications

ERP such as StayFlexi, Opera and CNET is a software solution tool developed for Hotel management and designed for hoteliers to manage their operations in an effective way. It helps hotelier to manage hotel billing system, reservation system, online hotel booking system, room status and much more in a single software. This software is an ultimate management solution for hotels to maintain hospitality, customer relationship management & helps in effective decision making process. It can also be used to engage with guest for managing rooms.

To run the business smoothly hotels should have an ERP software solution such as StayFlexi that works perfectly. An ERP Software solution for hotel is a vital tool for smooth operations. Hospitality ERP software keeps the customer engaged and make them to feel good about the Hotel service. There are more advantages in using such software:

1. Centralized System

ERP software controls every activity under single authority. A hotel manager can manage all the hotel activities with centralized control. It helps the hotelier to manage the daily functioning of the hotel and observe the real-time happenings of the daily task in each unit of the hotel.



2. Dependable System

This system helps to eliminate human defects and that it is the reason why you have to use hotel management software. All the reservations are instantly and digitally documented instead of book keeping and helps to avoid dual bookings which creates an issue. Moreover nothing is missed out in the billing. Any POS action made by the customer is recorded and included in the final bill.

3. Added Convenience

With the help of using online reservation system people can check the room availability and then make reservations. Here the room status is updated automatically once the room is filled. The software can make the booking procedure in an appropriate way for people looking for rooms. It helps them to pick a room with the facilities they need. It also enables foreign guests to make reservations without any charges for trans-national phone call.

4. Stress-free Generation of Invoices and Reports

This software helps in report generation process and can easily produce invoices. It allows safe keeping the records of reservation, guests, transactions, invoice etc. It also helps in creating accurate and consistent reports. Customer history can be retrieved within seconds and customer preferences can be updated automatically while booking.

5. Easy To Use

Less training is needed and it can be used easily. It is very user friendly for the hotelier, being straight forward and simple. It also allows the staff with cool usage to manage the internal software system. Hotel management software allows the hoteliers to work more professionally and improves their productivity in a stress free environment

No matter what size the business is- small or large, they will always favor ERP systems to handle their day-to-day transactions in every department to generate flawless MIS reports. These reports usually help the management department understand the business status easily. It is similar with the hospitality industry as well. For any business in hospitality, be it bar services or lounge, maintaining all the transactions due to large volume business happening on daily basis becomes critically important.

StayFlexi is one of the best ERP software in the Hospitality Industry. It is developed by top IT professionals, who had spent years, keeping in mind what hoteliers need and provided them with the best solutions they want. The Company and its team has more than 20+ years of wide experience in providing IT solutions for Hotels, Restaurants, Bars & Banquets.



COURSE DESCRIPTION: This course provides you with an understanding of what Enterprise Systems (also commonly termed as Enterprise Resource Planning Systems, ERPs) are. After learning about what these systems are, we would touch upon why these systems are useful to companies, through which you would get to see the various jobs and positions that are associated with the use and deployment of ERPs.

In this course, you would also develop an appreciation of the managerial aspects related to the selection and implementation of ERPs. Specifically, we would touch on the important points to consider when shortlisting and purchasing an ERP, the approaches taken in ERP implementation, and change management techniques to utilize when an organization is undergoing ERP implementation. At the end of this class, you will be endowed with practical knowledge that would help you to address real world business problems associated with ERP usage and implementation.

LEARNING OUTCOME:

- Learn (more) about Enterprise Systems/Enterprise Resource Planning Systems (ERPs).
- Understand why ERPs are useful to companies, especially for Hotels.
- Develop an appreciate of the managerial aspects related to the selection and implementation of ERPs.
- Learn practical knowledge that would help to address real world business problems associated with ERP usage and implementation.

TARGET AUDIENCE

- Students in formal learning
- TVET staffs and students
- Small and Medium hotels owners and employees
- Individual persons currently working and needing hotel ERP skills for their current role or future job prospects



To start the training and Implement a single Demonstrating ERP System these minimum requirement should be fulfilled.

System Requirements

Deploying most of ERP Systems on servers require the following minimum system configuration:

Hardware Requirements

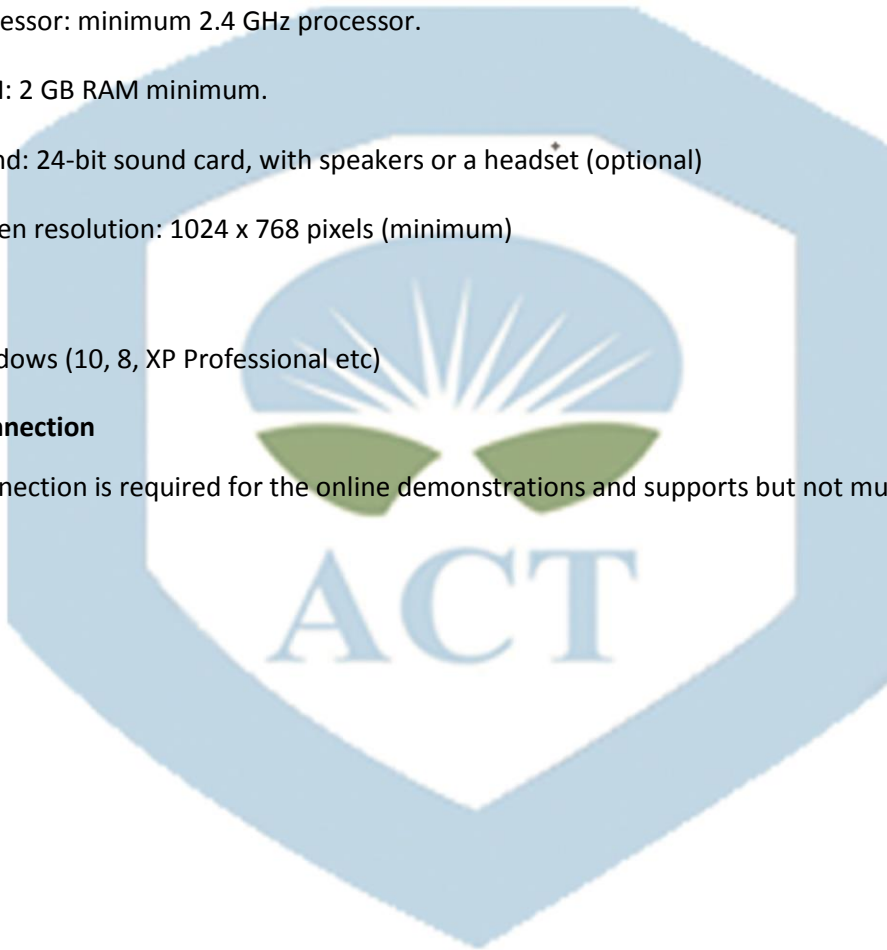
- Processor: minimum 2.4 GHz processor.
- RAM: 2 GB RAM minimum.
- Sound: 24-bit sound card, with speakers or a headset (optional)
- Screen resolution: 1024 x 768 pixels (minimum)

Software

- Windows (10, 8, XP Professional etc)

Internet Connection

Internet connection is required for the online demonstrations and supports but not must.





What you will learn from this course

No.	Courses	Estimated Time
1	Introduction to Computers and work Productivity Software	5-6 hours
2	Enterprise Resource Planning (ERP) Fundamentals	4-5 hours
3	Business Processes in ERP	6 hours
4	Software Selection & Considerations	4-5 hours
5	Change Management and Course Project	7-8 hours
6	Hands-on training Using Selected ERP Software	undefined

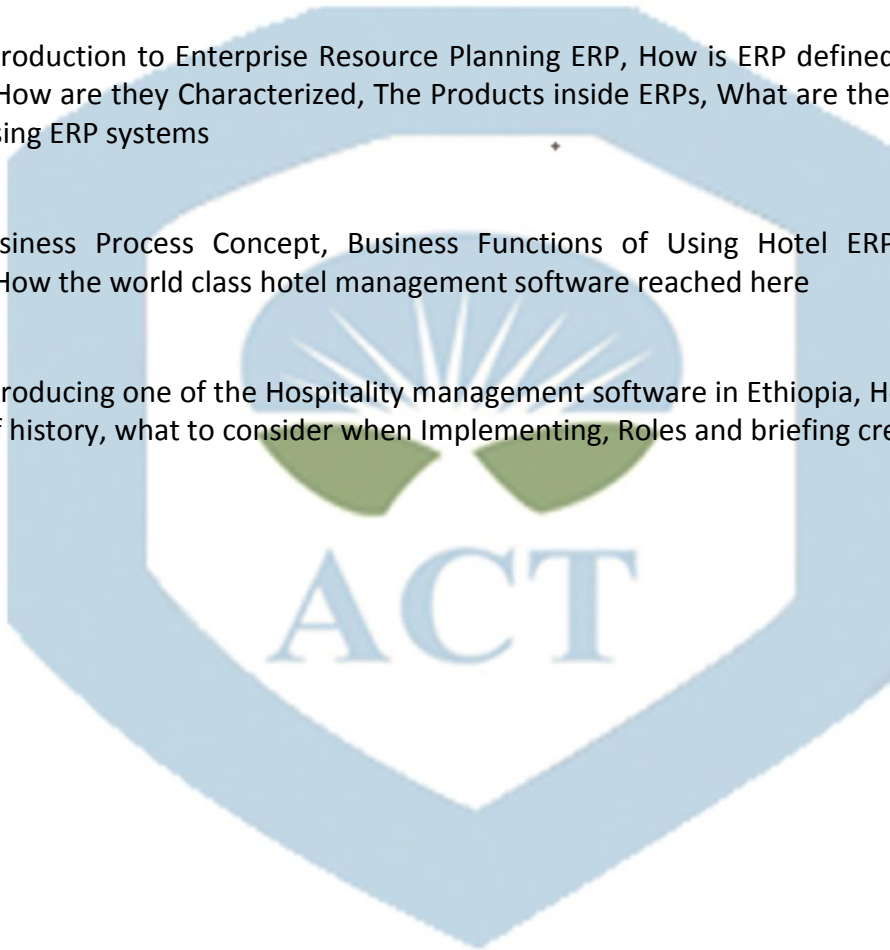
Course Topics

On this particular section of the course we will be studying the next sections after a brief personal Introduction.

1. Knowing computer: What is Computer, Basic Applications of Computer; Components of Computer System, Central Processing Unit (CPU), VDU, Keyboard and Mouse, Other input/output Devices, Computer Memory, Concepts of Hardware and Software; Concept of Computing, Data and Information; Connecting keyboard, mouse, monitor and printer to CPU and checking power supply.
2. Operating Computer using Microsoft Based Operating System: What is an Operating System; Basics of Popular Operating Systems; The User Interface, Using Mouse; Using right Button of the Mouse and Moving Icons on the screen, Use of Common Icons, Status Bar, Using Menu and Menu-selection, Running an Application, Viewing of File, Folders and Directories, Creating and Renaming of files and folders, Opening and closing of different Windows; Using help; Creating Short cuts, Basics of O.S Setup; Common utilities.
3. Understanding Word Processing: Word Processing Basics; Opening and Closing of documents; Text creation and Manipulation; Formatting of text; Table handling; Spell check, language setting and thesaurus; Printing of word document.
4. Using Spread Sheet: Basics of Spreadsheet; Manipulation of cells; Formulas and Functions; Editing of Spread Sheet, printing of Spread Sheet.
5. Introduction to Internet, WWW and Web Browsers: Basic of Computer networks; LAN, WAN; Concept of Internet; Applications of Internet; connecting to internet; What is ISP; Knowing the Internet; Basics of internet connectivity related troubleshooting, World Wide Web; Web Browsing software, Search Engines; Understanding URL; Domain name; IP Address; Using e-governance website



6. Communications and collaboration: Basics of electronic mail; Getting an email account; Sending and receiving emails; Accessing sent emails; Using Emails; Document collaboration; Instant Messaging;
7. Making Small Presentation: Basics of presentation software; Creating Presentation; Preparation and Presentation of Slides; Slide Show; Taking printouts of presentation /handouts.
8. Introduction to Enterprise Resource Planning ERP, How is ERP defined in every Industry, How are they Characterized, The Products inside ERPs, What are the Pros and Cons of using ERP systems
9. Business Process Concept, Business Functions of Using Hotel ERPs in the Industry, How the world class hotel management software reached here
10. Introducing one of the Hospitality management software in Ethiopia, How it was built/Brief history, what to consider when Implementing, Roles and briefing credentials





Module 1: Introduction to Computers and work Productivity Software

Objectives

- Knowing computer
 - Introduction
 - Objectives
 - What is Computer?
 - Basic Applications of Computer
 - Components of Computer System
 - Central Processing Unit
 - Keyboard, mouse and VDU
 - Other Input devices
 - Other Output devices
 - Computer Memory
 - Concept of Hardware and Software
 - Hardware
 - Software
 - Application Software
 - Systems software
 - Concept of computing, data and information
 - Bringing computer to life
 - Connecting keyboard, mouse, monitor and printer to CPU
 - Checking power supply
 - Summary
- Operating computer using Microsoft based operating system
 - Introduction
 - Objectives
 - Basics of Operating System
 - Operating system
 - Basics of popular operating system (LINUX, WINDOWS)
 - Menu
 - Running an Application
 - Operating System
 - Simple Setting
 - Changing System Date And Time
 - Changing Display Properties
 - To Add Or Remove A Windows Component
 - Changing Mouse Properties
 - Adding and removing Printers



- File and Directory Management
 - Creating and renaming of files and directories
- Common utilities
- Summary
- Understanding word processing
 - Introduction
 - Objectives
 - Word Processing Basics
 - Opening Word Processing Package
 - Menu Bar
 - Using The Help
 - Using The Icons Below Menu Bar
 - Opening and closing Documents
 - Opening Documents
 - Save and Save as
 - Page Setup
 - Print Preview
 - Printing of Documents
 - Text Creation and manipulation
 - Document Creation
 - Editing Text
 - Text Selection
 - Cut, Copy and Paste
 - Spell check
 - Thesaurus
 - Formatting the Text
 - Font and Size selection
 - Alignment of Text
 - Paragraph Indenting
 - Bullets and Numbering
 - Changing case
 - Table Manipulation
 - Draw Table
 - Changing cell width and height
 - Alignment of Text in cell
 - Delete / Insertion of row and column
 - Border and shading
 - Summary



- Using spread sheet
 - Introduction
 - Objectives
 - Elements of Electronic Spread Sheet
 - Opening of Spread Sheet
 - Addressing of Cells
 - Entering Information in Cells
 - Text Headings
 - Importing and Exporting Sample Data

Module 2: Enterprise Resource Planning Fundamentals

Objectives

- Introduction to Enterprise Resource Planning ERP
 - Introduction to ERP
 - ERP Definition
 - Characteristics of ERP
 - Products of ERP
 - Benefits of using ERP
- Course Overview
- Business Process Concept
- Business Functions
- A brief history of Selected ERP System and hand on training
- - Introduction to StayFlexi Hospitality Management Software
 - StayFlexi Software History

Module 3: Business Process in ERP

Objectives

- Hotels and Business Processes
- Hotel Resources procurement Process
- Hotels production Process
- Business fulfillment Process
- Sales Organization
- Master Data



Module 4: Software Selection & Considerations

Objectives

- Compare the features of different types of ERP Systems
- ERP Selection Process
- Magic Quadrant tool Introduction
- ERP Modules Possibilities

Module 5: Change Management and Course Project

Objectives

- ERP Implementation Consideration
- Defending Against Pitfalls
- ERP Implementation best Practices
- ERP Implementation Partner Consideration

Module 6: Overview of Selected ERP System for Hospitality Industry

Objectives

- Revision on Hotel Management System Software
- Overview of StayFlexi hotel software
 - StayFlexi Product line
 - New Products of StayFlexi
 - Relation of New StayFlexi Products with the core product
 - Type of StayFlexi Projects
 - Type of StayFlexi Roles
- Overview of Oracle Opera hotel suite
- Overview of CNET hospitality software
- Hands-on training on StayFlexi Hospitality Management Software
 - INITIAL SCREENS
 - How to login to the StayFlexi system
 - StayFlexi Client / GUI
 - StayFlexi Session - What it is
 - How to open a new Session



- Create new Sessions
- Navigation between Sessions
- Transactions and Activities
- Shortcuts or Transaction Codes

Reference

Coursera Enterprise Systems Course Guides

<https://www.coursera.org/learn/enterprise-systems#syllabus>

Oracle Hospitality Suite8 System requirement Release 8.10

https://docs.oracle.com/cd/E74579_01/docs/Suite8%20System%20Requirements%20Version%208.10.0.0.pdf

StayFlexi Hospitality System requirement

<https://stayflexi.com/hotel-pms-software/hotel-reservation-software-specification/>

