

INSIDE THIS ISSUE:

SAP at Kelley MSIS	1-3
Power Networking	4
Spotlights	5-7
Exciting Electives	8
Certifications	9-10
Haiti Efforts & Events	10

MS/SA TIMES

VOLUME 1, ISSUE 3

The Kelley MSIS program is constantly evolving its curriculum to offer the latest and most exciting educational experiences for students. The program has added strength in key focus areas such as Enterprise Resource Planning (ERP) systems and Information Security amidst several exciting electives. This issue highlights key initiatives in the SAP realm here in the MSIS program.



ERP Relevance in Big Business

Enterprise resource planning (ERP) systems have been brought into the technological spotlight recently as the software and hardware required to outfit larger companies' infrastructure with ERP solutions becomes more cost effective. Although the enterprise-wide solution has been around for two decades, being first introduced by Gartner Research in 1990 – they gained popularity as companies were faced with the Y2K hurdle. While companies knew they had to upgrade infrastructure and retrofit aging systems with the capability to work past the oversight, they realized that a complete overhaul towards ERP would not only solve the problem, but increase overall business efficiency.

The importance of having an integrated end-to-end solution within a business is stressed for large retail, manufac-

turing and logistics companies. As businesses grow from their inception, the divisions between their manufacturing, supply chain, human resources, customer relations and financial units are widened by the patchwork of components that make up their support systems. As the business develops, the individual applications require their own unique support structures, resulting in an increased and unnecessary amount of IT support expenditures. Eventually, they have to look towards more unified application architecture. While identifying a unified architecture, it becomes very important to analyze whether the system is truly a necessity and why the organization wants to implement it. To ensure success in such a large scale implementation, it is critical to understand that the success transcends boundaries of common factors; the understanding of which promises healthy returns on performance and investment.

- Matt Blair, May '11

Paul Ritchie Talks about SAP Project Success in the Kelley School of Business



Paul Ritchie serves as Director of Global Program Management at Mead Johnson & Company. In his role, Mr. Ritchie leads a global group responsible for project, program, and portfolio management, including methods, tools, systems, and training. The Mead Johnson Global PMO is also responsible for budget, resource, and contract management. Before joining Mead Johnson in 2009, Mr. Ritchie was with SAP for over eleven years in a variety of consulting, strategy, and leadership roles.

Mr. Ritchie is a recognized authority on strategy, leadership, and project management – he is a former Chairman of the Project Management Institute's Global Corporate Council. He has appeared before audiences around the world, including PMI Global Congresses in North America, Asia-Pacific, and EMEA. He holds an MBA from the F.W. Olin Graduate School of Business at Babson College, as well as a B.A. in History and a B.A. in Economics from George Mason University. Mr. Ritchie is a Certified Project Management Professional (PMP®)

Paul Ritchie's Event Details:

Date: 1/21/2010, **Time:** 7pm, **Location:** CG1026

Ensuring SAP Success -- What Leadership Behaviors Drive Positive Projects?

There are many opinions about what drives SAP project success. However, too many of these opinions cite very common success factors -- strong testing practices, good executive sponsorship, etc. -- that would apply to just about any project. Rather than another general list of lessons learned, this session will outline specific actions and behaviors that strong SAP leaders practice in their projects.

Paul Ritchie, former Global Head of Project Operations for SAP AG, will draw lessons from hundreds of successful and escalated SAP implementations. These project debriefs highlighted the unexpected ways that leadership, communications, and expectations management directly correlate with an initiative's likelihood of success.



Dr. Bipin Prabhakar
Clinical Associate Professor
Kelley School of Business

Dr. Bipin Prabhakar teaches information systems security, IT management, and ERP courses for undergraduates, MSIS, and MBA students in the Kelley School of Business. Dr. Prabhakar is especially known for his IS Security and SAP classes' amidst the MSIS

students who claim his classes are challenging and intellectually stimulating. MSIS-ers have also shared that Dr. Prabhakar's SAP classes and training have certainly made a powerful impact in their lives as they look beyond academia.

Dr. Prabhakar teaches BUS-S541 (ERP Systems) and BUS-S542 (Business Process Integration) as part of the MSIS program. In ERP Systems, students get a thorough understanding of ERP systems and SAP in the IT landscape, which allows students to be adept at performing SAP transactions across multiple modules (FI/CO, PP, MM, SD) and helps them develop a good understanding of the tight integration between

business processes. In Business Process Integration, students configure a system for a fictitious company that deals with trading goods and then extends the configuration to include manufacturing. Once students complete the configuration for the fictitious company and test it, they are given a project based on an actual client engagement by one of our corporate partners. Currently BUS-S541 is offered in fall and BUS-S542 is offered both in fall and spring. Once students complete these two courses, they are eligible to attend the TERP10 SAP Certification and training to be held in May.

Before coming to Indiana University, Dr. Prabhakar was the Academic Director for the graduate Information Systems program in University of Cincinnati (UC). While at UC, his strategic vision included efforts to cultivate an atmosphere for leveraging Enterprise systems concepts in the core information systems curriculum. Dr. Prabhakar spearheaded the SAP initiative at Enterprise Systems Lab funded by a large gift by SAP Americas. As an SAP Fellow in Enterprise Systems, he led the SAP Enterprise Systems Initiative on the technical and curricular fronts. The SAP Enterprise Systems Initiative involved the integration of Enterprise Systems Concepts in the core business curriculum and the design and implementation of an Enterprise Systems Lab.

A Student's Perspective on the SAP Classes at the Kelley MSIS Program



SAP at Kelley-An Interesting and Powerful Course Suite

Over the fall semester, I took Dr. Bipin Prabhakar's ERP classes – BUS-S541 and BUS-S542. Both courses collectively provided a deep dive into utilization of ERP systems in business, and SAP's specific capabilities in particular.

BUS-S541 is the first class in the suite. The class was split in teams, with each team given the role of a cereal manufacturer. The teams competed against each other in selling their products in a simulated market. Teams used SAP to procure, manufacture and sell the cereals in the market. In this exercise, we had to perform transactions across all modules in SAP – primarily Production Planning, Sales and Distribution and Materials Management. However, a comprehensive walkthrough of the SAP system was only a part of the learning objective. The real fun was in creating strategies around how to outsell other competitors at profitable margins, which required some creative thinking, lots of plotting and using SAP's Business Intelligence capabilities to understand what competitors were up to. At the end of this 7 week class, we walked away with a clear view of how SAP integrates different divisions of a company to execute business, and how effective business decisions can be made across the enterprise with a common view of the data.

In the next 7 weeks, I took the BUS-S542 class, entitled Business Process Integration using ERP. This was a deep dive into SAP. The course focused on configuring a new ERP client to perform end-to-end business functions in a company. We were empowered with complete control of our respective configuration client, which is a "with great power comes great responsibility"* kind of situation. We realized that a small error in configuring a General Ledger code at the beginning of the seven weeks could block a sales transaction towards the end of the course. The learning was clear – SAP can do whatever you want it to do for you, but correlation between different SAP configurations must be understood clearly and performed carefully. The course was intense, and we walked away with a sound understanding of how SAP is configured in a real-time environment, and also how a business is managed across accounting, planning, sales and distribution. For instance, there were many lessons learned while we configured General Ledger settings in SAP in how businesses account for different cost centers and ensure accurate cost accounting.

Overall, the SAP classes were a lot of work but a lot of fun and learning. Personally, this has sparked my interest in learning more about ERP systems, and I look forward to the TERP 10 certification offered at the end of the Spring semester.

-Sanjay Joshi, May '10

*source: Peter Parker's uncle, Spiderman Part 1



TERP 10 SAP ERP – Integration of Business Processes Training Experience

The SAP University Alliance Program is a wonderful initiative undertaken by SAP to introduce students in universities across the world to SAP technologies and how they enable the integration and optimization of business processes for their clients.

In the summer of 2009, our group (20 in total), had the opportunity to participate in the first ever TERP10 SAPERP – Integration of Business Processes training program conducted by the MSIS program. The TERP10 is a foundation-level course which introduces participants to the basics of all major modules within the SAP ERP application. It teaches basic transactions, data, structures, and key integration points that enable businesses to carry out business process cycles using all SAP ERP modules.

The course was very demanding, with classes from 8 am to about 4 pm, followed by evenings of studying the 1200-page

thick textbook. It was intense and overwhelming, but I'm sure my fellow Terp10-ers will agree that our Professors Saputro and Prabhakar made it an enjoyable and memorable experience.

With the help of real-life examples, Professor. Saputro tried to make us grasp the concepts behind the system and the business processes that they have been designed for. At the same time, he gave us helpful tips and pointers to prepare for the exam, like mnemonics, etc, and tested us every morning on topics covered in the previous sessions. The entire class also took up preparing for the exam as a challenge, and for that one week, we were all eating, sleeping, and breathing SAP... and by the end, knowing that all of us have passed the test with excellent scores gave us all a happy sense of achievement as a group. In hindsight, it was a combination of the excellent teaching by Professor Saputro, and the tireless, dedicated effort put in by the entire group that led to the first TERP10 program at MSIS to be a huge success.

-Neha Kaptan, MSIS Alumni May '09



SAP Experience in the Real World

My first experience with SAP began with my year long stint as an Associate Consultant at Capgemini India Pvt. Ltd., which is actively involved in providing SAP ERP implementation solutions ranging over various segments such as design, implementation, hosting, production support, and long-term system maintenance and management. I worked on creating reports in SAP-ABAP (Advanced Business Application Programming), data migration and was additionally trained in SAP-MDM (Master Data Management). I consider myself extremely fortunate to have gotten the opportunity to begin my experience with the corporate world with an ERP tool. It was fascinating to learn to create snazzy user interfaces, ones that I had only been on the other side of in the past, and to see how intelligently data could be managed, sifted and interpreted at the click of a button! All this, however, was only as a trainee; I still had loads to learn!

My next exposure to SAP came in the form of a course that I took during my first semester as an MSIS student, ERP Systems, taught by Professor Bipin Prabhakar. This course required students to play the role of muesli manufacturers, in teams of 4 to 5, and compete with one another to gain maximum profit in selling different varieties of muesli. It was exciting and my team won first place, thanks to a wonderful group of individuals! This course was a novel and efficient way to

help us learn the ropes of SAP, and gave me a chance to be on the other side, i.e. the "client side" of the system. The course gave a holistic experience of working in SAP and getting comfortable with various features, having had the chance to both create as well as work with the interfaces in the SAP system.

Professor Prabhakar helped us a great deal through the entire experience. He played a key role in triggering my interest in learning more about SAP ERP and it's different modules.

The growing usage and importance of the SAP ERP tool in companies worldwide, the definitive way, and quality of imparting education at Kelley is precisely the reason why I have chosen to continue my association with SAP through another course this semester- Business Process Integration with ERP. I look forward to being SAP certified very soon!

All the above said, SAP is a huge repository of information and features. There is no time when I can say that I know everything about SAP, but I'm sure that this experience will positively enable me to add value to IT consulting firms and help offer the best of solutions to clients. So the journey will go on, and I look forward to every bit of it!

- Vinitha Iyengar, May '11



Jessica Sremanak
Associate Director of Graduate Career Service

Networking is an effective way to gather information, meet people, and build relationships. It can also be a path to your next career. Although networking really is just talking to people, it can sometimes seem difficult since every situation is slightly different. Hopefully, the five tips below will help you with your networking efforts.

Tip #1: Make Connections by Building Relationships

Connections can be made either with people you know or those you don't know. I suggest beginning your networking efforts by taking account of who you know. Think about people from your community, school, place of worship, or previous place(s) of employment. It is often surprising how willing people are to help you if they are aware of your goals. So, take time to talk with those you know about your goals and ask them if they know anyone in the same career path, all while building a relationship with them. This is often how connections are made.

Those you know can often help connect you with people you don't know; however, don't lose sight of the opportunity to connect with people you haven't yet met through events, organizations you belong to, or anywhere really!

Tip #2: Put Yourself in Their Shoes

If you are reaching out to someone you have never met, or even someone you have, it is important to put yourself in their shoes. For example, if you email them to ask if they are willing to speak with you, reread your message from their perspective and ask yourself the following questions:

Would you open the email?:

The subject line can be important, especially when someone doesn't know you. If someone they know recommended you contact them, mention that in the subject line of the email.

Could you quickly understand why you're being contacted?:

Remember that the person you're contacting is probably very busy. So, this is not the time to test the waters as a novelist. Instead, keep your note short, simple, and to the point. Make sure they can understand why you want to speak with them.

Would you want to talk with the person contacting you?:

Various factors can impact the answer to that question. For example, as mentioned before, being able to understand why the person is emailing. Other reasons include whether or not your note is professional, uses proper grammar and spelling, and comes across as appreciative.

Can you easily get in touch?:

Make it easy for them to find your contact information, of course they will have your email, but you should make sure they have your phone number as well. When reaching out to them, it is a good idea to suggest a few times you're available, but acknowledge that you are flexible around their schedule; after all, they are doing you a favor, but hopefully you'll be able to return the favor in the future.

Tip #3: Prepare for Your Conversation

If you're arranging a time to meet with a networking contact, prepare in advance. Develop several questions you want to ask them when you speak. You could ask them various types of questions such as how they started their career or what organizations they suggest you belong to, given your career interests. Of course, if they work for a company of interest, you could ask questions about their company.

I suggest preparing more questions than you think you'll have time for to ensure you don't run out of topics. Remember though, conversations can take shape in the moment, so if the person starts talking about something very interesting to you, you may want to ask impromptu follow-up questions as opposed to sticking to your prepared questions. Additionally, you can ask the person if there is anyone else they recommend you speak with, which will likely help you grow your network. At the end of the day, remember, this is just a conversation.

If you're planning to attend a networking event, prepare an introduction (often referred to as an elevator pitch) and think about some topics you could discuss – maybe a class you're taking, a community service organization you're involved with, or a book you've recently read.

Tip #4: Reconnect with Contacts

Once you've spoken with someone once, it is important to stay connected, assuming the conversation went well. You can start by sending a thank you note (either hand-written or email) to thank the person for their time. If they suggested others for you to speak with, make sure you follow-up with them, and keep your original contact up to date on your progress.

Of course you can also reconnect by simply saying that you haven't spoken with them in awhile and wanted to reach out to them. You can reconnect on the basis of various topics such as an interesting article or an experience you wanted to share.

Tip #5: Be Present Online

Being present on professional networking sites like Kelley inCircle and LinkedIn will help you move your networking efforts forward. These tools can help you reconnect with contacts from the past and present and make future connections.

Dr. Anne Massey has received the Annual Kelley School of Business Teaching Award



Congratulations to Dr. Anne Massey for receiving the Annual Kelley School of Business Teaching Award centered on advancing pedagogy in innovative ways and emerging topics!

In addition to Dr. Anne Massey's faculty appointment in the Kelley School, she is currently serving as Associate Vice Provost (AVP) for Faculty & Academic Affairs. She also serves as Executive Director for the Information Management Affiliates (IMA) Program, an industry-university cooperative. The primary mission of the IMA is to generate, synthesize and disseminate knowledge about the use and management of information and information technologies.

In terms of research, Dr. Massey focus on how technology can support individual, group, and ultimately organizational performance. Current areas of interest include IT-enabled service innovation, knowledge-intensive business processes, and technology-supported collaborative work. These areas in concert form the bases of her current research concerning social media and in particular 3D virtual worlds. Her research has garnered federal funding (National Science Foundation), foundation funding (Robert Wood Johnson Foundation, HP Foundation), industry funding and support, and has been published in leading journals such as MIS Quarterly, Academy of Management Journal, OBHDP, Decision Sciences, European Journal of Information Systems, IEEE Transactions on Engineering Management, and the Journal of Management Information Systems, among others.

Dr. Massey teaches the BUS-S549 Collaboration and Innovation course in the MSIS program and shares a lot of insightful information about her class and its application in our progressive social media and experience economy culture.

This course centers on: (a) business innovation, (b) innovation's essential prerequisite – internal and external collaboration, and (c) current, near- and next-generation technologies to support collaboration – Web 2.0/social media and virtual worlds. To the best of my knowledge, no other course at Kelley/IU (or at national graduate-level business programs) addresses these topics, particularly in an integrated manner. Predictions suggest that the majority of Global 1000 companies will adopt several technology-related aspects of Web 2.0/social media by 2010. At the same time, virtual worlds are gaining corporate attention as collaboration platforms. As companies increase their reliance on these technologies, in-

dustry is showing greater demand for students who can leverage them effectively. In this course, I focus on current, near- and next-generation collaborative technologies. In doing so, students gain an understanding of how to leverage social media and virtual for business practice. Importantly, they learn how to assess and select from alternative technologies (e.g., Twitter, Facebook, Second Life, Metaplace, etc.) in light of business needs. These skills are essential in their careers as business technologists.

Here is what I think is unique about the course, too: First, more often than not, experiential opportunities often involve students developing and/or implementing an already defined solution. Here, a business already knows what it wants to do. While certainly important, I designed this course and team course project to force students to think strategically and address the key business question of “what should we [the organization] do” as well as “how should we do it”. This forces students to think from a business (not solely IT) perspective and allows them to experience the emerging role of IT in organizations today. Moreover, some students enter the MSIS program with stronger IT skills than business ones; others enter with stronger business skills and knowledge. I designed this course to push both groups beyond their “comfort zones” and facilitate the program's overall goal of developing business technologists.

Second, this is the first course to deeply consider business use of social media and virtual worlds, and to actually integrate the use of virtual worlds into the course. Today, organizations are grappling with how to use social media (e.g., Twitter, Facebook) to reach customers/consumers and beginning to consider the efficacy of virtual worlds. In this course, we not only discuss social media and virtual worlds, we use them. I cover and use an array of social media, browser-based (e.g., Meetsee, Metaplace, Vivaty) and client-based virtual worlds (e.g., Second Life) in this course. Via a number of activities and the course project, students actually use, compare, and select among alternative technologies. The course team project also pushes them further by requiring the actual development and implementation of a prototype concept using social media and a virtual world. All these activities reflect the types of things students will ultimately experience in industry. All of these activities, as noted above, that them out of their comfort zones – they are dealing with messy problems, defining solutions, testing and selecting among alternative platforms (some still in beta release with bugs and limited documentation).

Dr. Anne Massey's BUS -S549 Collaboration and Innovation course is currently offered in the fall semester. For more information about the class or registering for BUS-S549, please contact Christina Cooper (cooperch@indiana.edu).

The Innovative Teaching Award goes to Dr. Ramesh Venkataraman and Professor Justin Greis

Professors Ramesh Venkataraman and Justin Greis, two of the MSIS Program's most adored faculty, won the Innovative Teaching Award at the nineteenth annual Workshop on Information Technologies and Systems (WITS) held December 14-15th, 2009 in Phoenix, Arizona.

Submissions for the Innovative Teaching Award required faculty to develop modules that were targeted towards business students and include a 60-90 minute deliverable. The focus and learning objectives of the module not only needed to be technical but also analytical and problem-solving in nature. Professors Venkataraman and Greis' presentation entitled "An Innovative Approach To Teaching IT Governance, Risk And Controls" presented a well - defined business problem and the necessary requirements to develop

and IT-driven solution. Ramesh and Justin's submission beat out 7 other faculty teams to take home the award of Innovation in Teaching. Winning this award only solidifies the hard work and dedication that both Professors Venkataraman and Greis provide to MSIS Program.

Since 2003, Dr. Ramesh Venkataraman has been serving as Chairman of MSIS Program and has taken the program to new heights with his leadership skills. Not only has he helped the Program grow from 14 students in 2002, to more than 95 students in 2009, but he has also developed this Pro-

gram into the family atmosphere the students and faculty know so well. Although Dr. Venkataraman has been honored numerous times before, for his excellence and innovation in teaching, this award goes to show that the MSIS Program will only continue to reach new heights under Dr. Venkataraman's leadership.



In this photo: Professor Justin Greis and Dr. Ramesh Venkataraman

In 2004, Professor Justin Greis completed his MBA with a focus in Information Systems from the Kelley School of Business at Indiana University. As an honorary MSIS alumni, Justin has not only given back to the MSIS Program through his firm's recruiting presence and guest lecturing, but in 2008 Justin began giving back as an instructor within the Program. Although he has only been a professor within the MSIS Program for a short time, Justin's presence and innovative teaching style has been recognized by all.

On behalf of the MSIS Program and its students, I would like to ask you to join me in congratulating Professors Venkataraman and Greis on receiving the Innovation of Teaching Award. Thank you both for the continuous hard work, dedication, and support that you provide the MSIS Program. We are all very proud of you and this great accomplishment!

*-Christina Cooper, Associate Director of Student Relations
Information Systems Graduate Program*

Meet Christina Cooper, Associate Director of Student Relations for the MSIS Program



Christina Cooper began her career at the University of West Florida (UWF) where she worked in the Office of Judicial Affairs, within the Dean of Students Office. After graduating from UWF with her M.Ed. in May 2008, Christina joined the Information Systems Graduate Programs in July 2008 and currently serves as the Associate Director of Student Relations for the MSIS Program. Within her role as Associate Director, Christina serves as the students' first point of contact providing academic advising to current and prospective students. She also organizes, schedules, and facilitates new student orientation sessions, Career Day (Mock Interviews/Career Showcase) and case competitions, all while helping to ensure the MSIS students' overall academic and personal success.

Whether you have any questions as a MSIS student, or you just need some advice, Christina is a wonderful advisor and friend who always makes you walk out of her office with solutions to your problems! Thanks so much for all the hard work you put forth for both the MSIS program and its students, Christina!



David Duewel
Assistant Vice President at Citigroup

David Duewel is a very accomplished MSIS alum who graduated from the program in 2007. As the alumni on spotlight for this issue, David shares his background, how he launched himself on a successful platform after MSIS, how MSIS has prepared him for his career, and has some very insightful advice for current MSIS students. Thank you David for being the shining light of inspiration for the MSIS students and for continuing to carry the true MSIS spirit even as you position yourself in successful heights!

By way of upstate New York (where I was born) and Indonesia (where I grew up), I started my undergraduate studies at Indiana University during the Fall of 2002. In 2006, after completing a B.S. in Computer Information Systems and International Studies from the Kelley School and a B.A. in Economics from the College of Arts and Sciences, I like many future MSIS-ers of the class of 2007 faced a crossroads of sorts after a pep talk from Ramesh. In my situation, I was either going to join a reputable pharmaceutical company in Indianapolis or complete my masters degree in the MSIS program. After much thought and coercion from a friend/current MSIS-er, I ultimately decided on pursuing a masters degree not to mention the opportunity for another year of IU basketball with the wildly anticipated coach Kelvin Sampson to turn our seasons around (some of us recall how that story turned out).

While in the MSIS program, everyone typically faces the same options of “Corporate” or “Consulting”. With previous internships at GE, Eli Lilly, and PwC I had experienced the best and not so best of both worlds and was weighing which path was right for me. After going through resources in the career center and countless recruiting events, I ultimately accepted a job with Citigroup in New York. Ironically, I heard about the job through the same friend who convinced me to pursue the MSIS program and who was working at Citigroup. Even more ironic is that I applied for the position through a job posting on their website (yes, the infamous black hole of resume drops).

At Citigroup I was part of the “Management Associate Program” which aims to accelerate the development of future leaders within the company. The program consists of 2 functional rotations with each rotation lasting a year. I spent my first rotation in the IT Risk Management team as a business/systems analyst designing, testing, and releasing IT risk management systems in various domains of risk management. At the conclusion of my first rotation, I transitioned into my second rotation with the Right Placement Office where I eventually accepted a position post-program in June 2009. The Right Placement Office is a small team dedicated on optimizing Citigroup’s operations and technology resources global footprint of ~180,000 resources in ~100 countries and ~800 cities. My role within the team involves the delivery of high-impact analytics and strategies for Citigroup's senior management and executives on various sourcing strategies and location initiatives.

How has MSIS prepared you for your life and career?

The MSIS program provides a great educational foundation in the areas of business and technology which is necessary in our present day to develop strong candidates for “Corporate” and “Consulting” environments. However, the one aspect about the MSIS program which has helped my career the most is what I learned and gained personally from interacting with people day-to-day of different backgrounds, cultures, and personalities. The program urges and in some cases forces people to work in diverse teams which can be very challenging, but similar to the work environment, such teams can often produce the best results. If I were asked the familiar question of “what is your typical day like?”, my definitive answer would be “dealing and interacting with people” and the MSIS program has helped me immensely in this area.

Do you have any advice for the current MSIS students?

My advice for current MSIS-ers are:

1. Get to know everyone in the MSIS program and the other graduate programs. You never know who in your network may one day help you identify career opportunities.
2. The “black hole” of resume drops CAN lead to a successful job and a career.
3. Learn how to deal, interact, and bring the best out of people in your various teams. You will be doing this your entire career and it will help you succeed.
4. Enjoy a couple games of IU basketball, IU soccer, and sink the biz while you can.

BUS-X577: IT Global Sourcing and Management is an MSIS Elective with a Study Abroad Experience offered in Spring 2010.



This course is designed to give students the opportunity to experience cultural and business development in India. BUS-X577 is held in the first seven weeks and includes a spring break trip to India. This course offering and trip helps provide an international perspective to MSIS students and allows students to grow both professionally and personally. This course will help provide exposure to the Indian business environment and allow MSIS students to learn effective means to outsource IT and ways manage across cultures. The highlights of this course are:

- Guest lecture series highlighting political, economic and cultural challenges relating to IT Global Sourcing with a focus on India.
- Thorough examination of IT outsourcing within India and the resulting impact on IT management of global firms.
- Primary exposure to Indian culture, including a trip to the Taj Mahal and tours of both New Delhi and Bangalore.
- On-site visits to firms in the following categories: Large Indian IT companies, captive development units of global IT firms (Microsoft, SAP etc), Global consulting companies (Accenture, IBM) and Indian IT firms focusing on small and medium enterprises (SMEs).

Unique Spring Electives

In the Spring 2010 semester, the MSIS Program will be offering 3 unique courses taught by several well respected IT Professionals: Brian Kardos (KPMG Advisory), Jason Beal (SAP America), and Mark Zozulia (Deloitte Consulting). Please contact Christina Cooper (cooperch@indiana.edu) if you have any questions about the courses.

Thank you Brian, Jason, and Mark for taking the time off your schedules to share your knowledge and experience with the MSIS students!

First 7 weeks:

BUS-S535: The CIO Agenda: Advanced IT and Business Alignment taught by Brian Kardos, Senior Manager, KPMG Advisory. This course examines how enterprises are utilizing IT solutions to overcome marketplace challenges, achieve business objectives, and implement the agenda of the CIO. Six major IT solution areas will be reviewed during the course, including IT Risk and Regulatory Compliance, ERP systems, IT Strategy & Governance, IT Service Management, and IT Sourcing. Each class will review an area and provide current examples of how this IT solution is implemented in the marketplace. Students will complete a complex project over the duration of the class modeled on IT project management methodology and leading industry and consulting practices.

BUS-S535: Enterprise Business Application Software taught by Jason Beal, Vice President – Public Finance and Budgeting Solutions, SAP America. The following topics are discussed in this course: Public sector ERP, Grants Management, Tax and Revenue Management, Student Systems, Unique functional requirements of public sector applications, Unique challenges of developing and implementing solutions for public sector organizations. Government and education IS spending has weathered better than other industries and this class helps in understanding the nuances of doing projects/development for public sector organizations.

Second 7 weeks:

BUS-S535: Advanced Information Systems Management taught by Mark Zozulia, Partner, Deloitte Consulting. With the merging challenges such as demand for quality information, the companies are making significant investment in the enterprise information solutions. This course provides an overview of Enterprise Information Management and the business value it delivers.

The MSIS program, in conjunction with MSISA, itSMF, alumni, and university alliance members, is very happy to offer training for three different certification exams—ITIL, CISA, and SAP Certified Associate. Please see below the details of each certification. We are very thankful to Justin Greis (Manager at E&Y), Reza Bazargan (Senior Manager at E&Y), Aristide Toundzi (Manager at E&Y), Seth Schrank (Senior Consultant at Protiviti), Matt Beachnau (Consultant at Protiviti), Dr. Saputro from SAP University Alliance, Dr. Bipin Prabhakar, Dr. Ramesh Venkataraman, student leaders, and all others for making these certification trainings possible for MSIS students.

ITIL

Certification: Information Technology Infrastructure Library (ITIL).
Description: ITIL consists of an “industry library” of leading practices for the management of IT services. This is separated into a set of five books which compose a service lifecycle. Because it is the de facto standard for IT service management, certification enables students to develop themselves professionally. Future credentialing will also prepare them for managerial roles in both consulting and corporate IT roles.
Topics: Descriptions, functions, and examples within each of the five components of the service lifecycle (Service Strategy, Service Design, Service Transition, Service Operations, and Continual Service Improvement).
Training: One-hour sessions conducted by Reza Bazargan (Senior Manager at E&Y) and Aristide Toundzi (Manager at E&Y) – IT Advisory practice. Each one-hour session includes a brief lecture on the topic, practice exam questions, and a discussion between the instructors and participants. Before each session, participants are asked to review an ITIL Foundations study guide and practice exam questions.
Training details: One hour every Wednesday for seven weeks. Wednesday’s @ 5 PM in CG 2061.
Exam eligibility: All students who are members of itSMF are eligible to attend the training sessions.
Examination schedule: Specific details will be finalized in February. Exams can be scheduled individually or through a group (www.prometric.com). Times and locations are flexible however the closest test center is at Ivy Tech.
Contact: Sanjay Joshi (sanjoshi@indiana.edu) or Eric Lee (erilee@indiana.edu).

CISA

Certification: Certified Information Systems Auditor (CISA).
Description: With a growing demand for professionals possessing IS audit, control and security skills, CISA has become a preferred certification program by individuals and organizations around the world. CISA certification signifies commitment to serving an organization and the IS audit, control and security industry with distinction.
Topics: The CISA covers six topics. Each topic cover’s CISA’s role in the following: The IS Audit Process IT Governance, Systems and Infrastructure Life Cycle Management, IT Service Delivery and Support, Protection of Information Assets, Business Continuity and Disaster Recovery.
Training: Training will be developed by the MSIS Association in conjunction with alumni.
Training details: The training that will be offered is one class a week for six weeks. These sessions will be in the second seven weeks. The exact day of the week is yet to be determined. There will be one session at the end to wrap everything up. This will likely happen during finals week if time permits or right after graduation.
Exam eligibility: The training will be available to any member of the MSIS Association. Taped sessions will also be posted on the website and available for review. The sessions will take place at the Kelley School of Business.
Exam requirements: Successful completion of the CISA examination, Information systems auditing, control or security experience, Adherence to the Code of Professional Ethics, Adherence to the continuing professional education program, and Compliance with the Information Systems Auditing Standards
Examination schedule: The exam date is June 12th. You can sign up for the exam at the ISACA website www.isaca.org
Contact: Greg Kovanda (gkovanda@indiana.edu)

SAP Certified Business Associate

Certification: SAP Certified Business Associate with SAP ERP 6.0.
Description: SAP is pushing for all SAP consultants to be certified and this will be the minimum certification required. From a career standpoint, it carries weight in placement and movement within the firms once employed. It is an extra credential and the cost of obtaining the credential is lower than elsewhere because of university alliance. The cost is estimated at \$750 per student.
Topics: Financial Accounting, Management Accounting, Procurement Cycle, Sales Order Management, ERP Basic Organizational, Structures & Master Data, Basics of NetWeaver, Key processes in Manufacturing Execution, Lifecycle Data Management, Inventory & Warehouse Management, Material Planning & Integration, Enterprise Asset Management and Customer Service, Program and Project Management, Human Capital Management, and Business Information Warehouse.
Training: There will be a weekend and a 7 day long training with our University Alliance Partner in the month of May.
Training details: Training dates will be provided to those who qualify. Training will be at the Kelley School of Business.
Exam Eligibility: Students must have taken both BUS-S541 and BUS-S542 classes to qualify for the training and examination.
Contact: Please wait for more information from the ISGP office.

Haiti Efforts

In the wake of the tragic events that have devastated Haiti a little over a week ago, the MSIS Association, itsMF and Women in IT have begun to develop a fundraising initiative with a few of opportunities to donate to the Haiti relief effort. The plan includes at least one event tentatively scheduled to be at Lennie’s this coming Monday and a means of donating to the MSIS Association website (www.msisa.org/Haiti). We strongly encourage you to participate in any way you can to help those who have been affected by this catastrophe. If you have any other suggestions, please reach out to Greg Kovanda (gkovanda@indiana.edu) and Jarrett Crusor (jcrusor@indiana.edu), President and Vice President of MSIS Association.

Upcoming Events

Contribute to the MSISA Times

Event: Paul Ritchie, Mead Johnson
Day/time: 01/21/10 at 7:00-8:30pm
Location: CG1026
Topic: Ensuring SAP Success -- What Leadership Behaviors Drive Positive Projects?

Event: Jim Campbell, HP
Day/time: 02/04/10 (6:30pm – 10pm) and 02/05/10 (8am – 12:30pm)
Location: TBA
Topic: Career success seminar and interactive case session.

Event: James Tracey, Deloitte
Day/time: TBA
Location: TBA
Topic: Current business and consulting trends.

Event: Seth Schrank, Protiviti
Day/time: 02/18/10 from 6:30-8:00pm
Location: CG1026
Topic: Workshop focusing on the application of the ‘6 Elements of Infrastructure’

Event: Volunteer at the Monroe County Animal Shelter
Date/time: TBA
Description: Serving to walk dogs

Other speakers this spring:
 1. Jacob Lamm from CA
 2. Neal Schwarz from Cerner

Do you want to make a contribution to the MSISA Times? Do you have some news you want to share? Please email your ideas to Priyanka Chandrasekaran, Director of Marketing MSIS Association, at pbchandr@indiana.edu

