Planning and Quality Assurance Affairs

Form (A)

Course Specifications

General Information

Course name	Business Process Management
Course number	ITIS3305
Faculty	
Department	
Course type	Major Needs
Course level	3
Credit hours (theoretical)	3
Credit hours (practical)	0
Course Prerequisites	

Course Objectives

1 - provide students with a background to the fundamental and emerging issues surrounding Business Process Management

2 - clarify the how various fields of study contribute to the implementation of BPM programs

3 - enable students to participate in BPM projects

Intended Learning Outcomes

Knowledge and Understanding	* a1 Understand the nature and evolution of enterprise architectures
Intellectual Skills	* b1 Identify the strategic, tactical and operational roles of Business Process Management in organisations
	* b2 Identify, model and analyses processes in a business organization
Professional Skills	* c1 Develop business process models using BPMN
General Skill	* d1 Appreciate the complexity and integration of business processes in an ERP environment
	* d2 Participate in and effectively contribute toward implementing and managing IT-enabled change programs

Course Contents

1 - Introduction, Business Strategy and Value Chain Analysis, Enterprise Architecture / Process Architecture and Business Strategy

2 - Process Modeling – Introduction to BPMN, Process analysis, Process Analysis and Design (BPM Case study discussion)

3 - ERP Driven Process Design Intro to SAP, SAP Global Bike Case, Six Sigma and Lean

4 - BPM Technology (BPM Suites) , BPM Implementation and Governance

Teaching and Learning Methods

1 - Lectures

2 - Case studies

3 - Discussions

Students Assessment

Assessment Method	TIME	MARKS
Mid-term exam I	6th week	20
Mid-term exam II	12th week	20
Class Work	During the 16 weeks	10
Final Exam	16th week	50

Books and References

Essential books	Harmon, Paul (2007) Business Process Change : A Guide for Business Managers and BPM and Six Sigma Professionals (2nd edition). Morgan Kaufmann Publishers.

Knowledge and Skills Matrix

Main Course Contents	Study Week	Knowledge and Understanding	Intellectual Skills	Professional Skills	General Skill
Introduction, Business Strategy and Value Chain Analysis, Enterprise Architecture / Process Architecture and Business Strategy	1-5	a1	b1-b2	c1	d1-d2
Process Modeling – Introduction to BPMN, Process analysis, Process Analysis and Design (BPM Case study discussion)	6-10	a1	b1-b2	c1	d1-d2
ERP Driven Process Design Intro to SAP, SAP Global Bike Case, Six Sigma and Lean	10-11	a1	b1-b2	c1	d1-d2
BPM Technology (BPM Suites) , BPM Implementation and Governance	12-15	a1	b1-b2	c1	d1-d2
BPM Technology (BPM Suites) , BPM Implementation and Governance	12-15	a1	b1-b2	c1	d1-d2