

CA441: Business Process Management

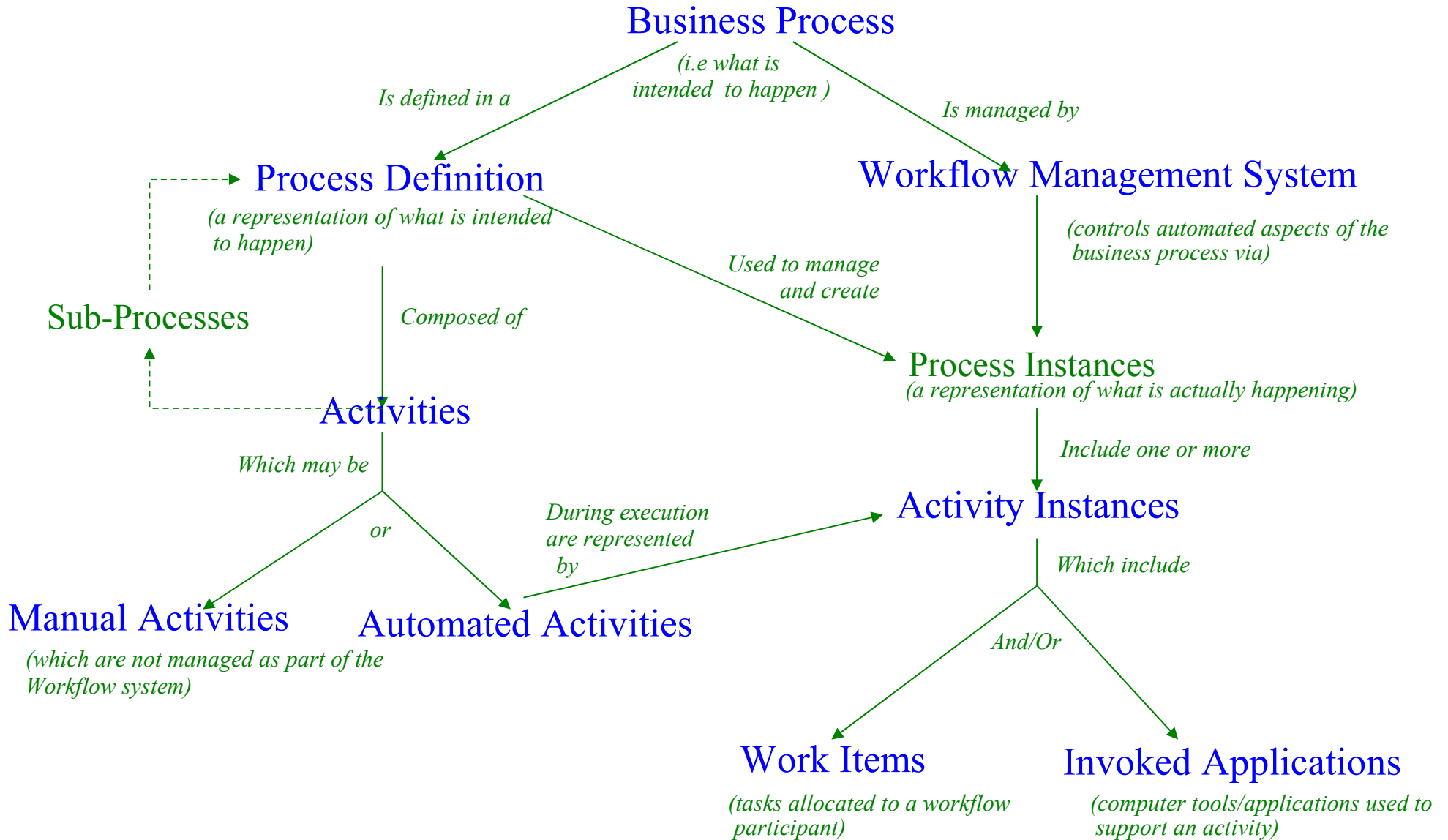
Class: CAIS 4

Lecturer: Martin Crane

What are Business Processes anyway?

- Def: *A collection of interrelated work tasks, initiated in response to an event, achieving a specific result for the customer and other stakeholders of the process (Sharp & McDermott)*
- No Result – No Process!
 - *Customer Relationship Management is not a process!*
 - *Confirm Market Opportunity is a process*
- BPM = Management of Business Processes

Relationship Between Concepts



SOURCE: WFMC

Course Objectives

- Examine the main concepts of Business Process Management and Business Process Re-design
- Examine techniques for modelling Business Processes.
- Examine the environmental conditions and the enabling technologies.
- Compare BPR with other management techniques.

Course Structure

Lectures

- Introduction - scope, objectives.
- Workflow Modelling (understanding current WF/ designing new WF)
- Introduction to Business Process Redesign
- Business Process Re-engineering
- Successful Re-engineering Projects
- Socio-Technical Systems
- Workflow Tools
- Workflow Management
- WF Management in Practice: Petri-Nets

Timetable

Lectures

Monday	12	-	1	Q158
Thursday	2	-	3	XG16

Labs

None

Tutorials

Monday	3	-	4	X131 as required
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End-of-Semester Mark

- Assignments 50%
- Exam 50%

Assignments

- Essay in form of a research paper
- Details to be announced

Information

See my web page at:

<http://www.computing.dcu.ie/~mcrane/CA441/>

Research Papers/Lecture Notes on various topics will be put on this page throughout the course

BOOK LIST

Jackson, Michael & **Twaddle**, Graham *Business Process Implementation* Addison Wesley.

Hammer, Michael & **Champy**, James *Reengineering the Corporation* Nicholas Brealey.

Sharp, Alec & **McDermott**, Patrick *Workflow Modelling* Artech House.

Davenport, Thomas H. *Process Innovation* Harvard Business School Press.

Other books and articles will be recommended for reading from time to time.