
SISAT

School of Information Systems & Technology
Faculty of Informatics

ISIT332 Business Process Management Subject Outline Spring Session 2009

Head of School –Associate Professor Peter Hyland, Student Resource Centre, Tel: (02) 4221 3606

GENERAL INFORMATION

Subject Coordinator

Telephone Number:

Email:

Location:

Dr Jun Yan

4221 5411

jyan@uow.edu.au

39.218

Dr Yan's consultation times during session:

Day

Monday

Thursday

Time

14:00-16:00

14:00-16:00

Subject Organisation

Session:

Credit Points

Contact hours per week:

Lecture Times & Location:

Tutorial Day, Time and Location can be found at:

Spring Session, Wollongong Campus

6 credit points

1 hr lecture, 2 hrs tut

Tuesday 8:30 AM – 9:30 PM 1-G05

<http://www.uow.edu.au/student/timetables/index.html>

Students should check the subject's web site regularly as important information, including details of unavoidable changes in assessment requirements will be posted from time to time via e-Learning space <http://www.uow.edu.au/student/>. Any information posted to the web site is deemed to have been notified to all students.

Subject Description

Business process management (BPM) combines a process-centric and cross-functional approach to improving how organizations achieve their business goals. A BPM solution makes use of IT to model, automate, manage and optimize business processes to increase productivity. Within this subject students learn important process-centric issues in business system design and implementation. Focus will be placed on both business and technical perspectives of BPM. Topics covered include: Basic business process concepts; Business process modelling; Business process outsourcing; Business process re-engineering; Business process improvement; Workflow and business process automation; Business process management and service-oriented architecture.

Subject Objectives

On successful completion of this subject, students will be able to:

1. Describe the basic process concepts and understand the importance of business process management
 2. Model and represent a business process with a variety of tools.
 3. Describe the promises and concerns of business process re-engineering and business process outsourcing
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4. Analyse for business process improvement
5. Understand workflow technology and its support for business process automation
6. Identify future trends of business process management within service-oriented architecture.

Graduate Qualities

This subject will continue to the following graduate qualities:

- Informed
- Independent learners
- Problem solvers
- Effective communicators
- Teamwork

Further information can be found at:

<http://www.uow.edu.au/informatics/sisat/current/SubjectInformation/UOW051055.html>

Attendance Requirements:

It is the responsibility of students to attend all lectures/tutorials/labs/seminars/ practical work for subjects for which you are enrolled. It should be noted that the amount of time spent on each 6 credit point subject should be at least 12 hours per week, which includes lectures/tutorials/labs etc.

Satisfactory attendance is deemed by the University, to be attendance at approximately 80% of the allocated contact hours.

Attendance rolls will be kept for tutorials and laboratories. If you are present for less than 80% and would have otherwise passed you need to apply for student academic consideration, otherwise a TF (technical fail) grade will be recorded.

Students MUST attend their **allocated** tutorial unless they have the written permission of the subject coordinator.

Method of Presentation:

In order to maximize learning outcomes, it is strongly recommended that students attend all lectures.

Lecture Schedule: Subject to variation

A proposed Lecture schedule for the subject is as follows:

Week	Topic	Reading
1	Introduction to the subject	Lecture notes and supplementary documents
2	Introduction to business process management	Lecture notes and supplementary documents
3	Basic business process definition approaches	Lecture notes and supplementary documents
4	Business process modelling I	Lecture notes and supplementary documents
5	Business process modelling II	Lecture notes and supplementary documents
6	Workflow management and business process automation I	Lecture notes and supplementary documents
7	Workflow management and business process automation II	Lecture notes and supplementary documents
8	Business process monitoring	Lecture notes and supplementary documents
9	Business process improvement	Lecture notes and supplementary documents
10	Business process reengineering	Lecture notes and supplementary documents
11	Business process outsourcing	Lecture notes and supplementary documents
12	SOA for business process management	Lecture notes and supplementary documents
13	Review, Q&A	Lecture notes and supplementary documents

Changes to the above schedule will be posted via e-Learning space <http://www.uow.edu.au/student/>. Any information posted to the web site is deemed to have been notified to all students.

Subject Materials:

Any readings/references are recommended only and are not intended to be an exhaustive list. Students are encouraged to use the library catalogue and databases to locate additional readings

Textbook(s):

This subject will use no set textbook. A list of recommended reading will be provided in the course programme.

Other Resources:

- (1) Manuel Laguna and Hohan Marklund, Business Process Modeling, Simulation, and Design, Pearson Prentice Hall, 2005
- (2) Roger T. Burlton, Business Process Management: Profiting from Process, SAMS, 2001
- (3) Wil Van Der Aalst, Kees Van Hee - Business & Economics, Workflow Management: Models, Methods, and Systems, MIT press, 2005
- (4) James F. Chang Business Process Management Systems: Strategy and Implementation, CRC Press, 2005

Assessment:

This subject has the following assessment components.

ASSESSMENT ITEMS & FORMAT	% OF FINAL MARK	GROUP/ INDIVIDUAL	DUE DATE
Assignment1: Business process modeling	15%	Individual	submit digital copy in week 5 classes/labs (25 th Aug)
Assignment 2: BPM case study and report	25%	Group	Submit digital copy onto e-Learning by 23:59 Oct 16 th (Friday of week 11) submit hardcopy in week 12 classes/labs
Exam	60%	Individual	Examination period per ARD schedule

Notes on Assessment:

All assignments are expected to be completed independently. Plagiarism may result in a FAIL grade being recorded for that assignment.

Electronic Submission of Assessment Items:

Unless otherwise notified by the subject coordinator, all written assignments must be submitted electronically.

Submission of assessment items via email will not be accepted.

Other Procedures for the submission of assessment items:

In addition to electronic submission students are required to submit assignments in hard copy to their tutor.

To be eligible for a Pass in this subject a student must achieve a mark of at least 40% in the Final exam. Students who fail to achieve this minimum mark & would have otherwise passed will be given a TF (Technical Fail) for this subject.

Procedures for the return of assessment items:

Assignment 1 will be returned within 2 weeks of their submission.

Penalties for late submission of assessment items:

Penalties apply to all late work, except if student academic consideration has been granted. Late

submissions will attract a penalty of 25% of the assessment mark. This amount is per day including weekends.

Work more than Four (4) days late will be awarded a mark of zero.

Tutorial/Lab Closure Policy

If for any reason, the number of students in a tutorial or lab falls below a sustainable enrolment level, as determined by the Head of School, tutorials/labs offered for that subject may be collapsed or deleted.

You will have to attend the new tutorials/lab if this closure affects the one you are attending.

We will endeavour to make this decision no later than Week 4 of session.

Supplementary Exams

Supplementary Exams will be dealt with in accordance with student academic consideration policy (<http://www.uow.edu.au/about/policy/studentacademicconsiderationpolicy.pdf>) 9.2 Timing of Supplementary Exams.

While the School normally grants supplementary exams when the student does not sit the standard exam for an acceptable reason, each case will be assessed on its own merit and there is no guarantee a supplementary exam will be granted. If a supplementary exam is granted, you will normally be notified via SOLS Mail the time and date of this supplementary exam. You must follow the instructions given in the email message.

Please note that if this is your last session and you are granted a supplementary exam, be aware that your results will not be processed in time to meet the graduation deadline.

Student Academic Consideration Policy

The School recognises that it has a responsibility to ensure equity and consistency across its subjects for all students. Sometimes, in exceptional circumstances, students need to apply for student academic consideration in order to complete all assessable work.

The University applies strict criteria to the granting of student academic consideration. Before applying for student academic consideration, students should carefully read the University's policy which can be found at: <http://www.uow.edu.au/about/policy/studentacademicconsiderationpolicy.pdf>.

Plagiarism

When you submit an assessment task, you are declaring the following

1. It is your own work and you did not collaborate with or copy from others.
2. You have read and understand your responsibilities under the University of Wollongong's policy on plagiarism.
3. You have not plagiarised from published work (including the internet). Where you have used the work from others, you have referenced it in the text and provided a reference list at the end of the assignment.

Students must remember that:

Plagiarism will not be tolerated.

Students are responsible for submitting original work for assessment, without plagiarising or cheating, abiding by the University's policies on Plargiarism as set out in the University Handbook under University Policy Directory and in Faculty handbooks and subject guides. Plagiarism has led to the expulsion from the University.

Student Academic Grievance Policy

The School aims to provide a fair, equitable and productive learning environment for all its students. The Student Academic Grievance Policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving student academic grievances.

Any student who has a grievance over a result should obtain a Faculty of Informatics Appeal Against Decision or Action Affecting Academic Experience form from the Informatics Student Enquiry Centre.

(<http://www.uow.edu.au/content/groups/public/@web/@inf/@faculty/documents/doc/uow017433.pdf>)
 The student should firstly take the form to the marker/lecturer to discuss the matter and, if the student is still not satisfied, s/he should take the next step as outlined on the form.

Once the grievance has been considered by the Faculty, if the student still feels the situation has not been fully resolved s/he may consult the Dean of Students. However, the Dean of Students can have no input into the academic judgment of the lecturer and can only review the grievance to ensure proper procedure has been followed.

Relevant University Policies, procedures and students services:

For more information students must refer to the Faculty handbook, online references or consult the UOW policy in full at <http://www.uow.edu.au/handbook/courserules/studacgrievpol.html> which contains a range of policies on educational issues and student matters.

This outline should be read in conjunction with the following documents:

Code of Practice - Teaching and Assessment http://www.uow.edu.au/handbook/codesofprac/teaching_code.pdf	Code of Practice - Students http://www.uow.edu.au/handbook/codesofprac/cop_students.html
Code of Practice-Honours http://www.uow.edu.au/handbook/CodeofPractice-Honours.pdf	Acknowledgement Practice Plagiarism will not be tolerated: http://www.uow.edu.au/handbook/courserules/plagiarism.html
Key Dates http://www.uow.edu.au/student/dates.html	Student Academic Consideration Policy: http://www.uow.edu.au/about/policy/studentacademicconsiderationpolicy.pdf
Course Progress Requirements: http://www.uow.edu.au/student/mrp/index.html	Graduate Qualities Policy: http://www.uow.edu.au/about/teaching/qualities/index.html#_The_new_UOW
Academic Grievance Policy (Coursework and Honours students) http://www.uow.edu.au/handbook/courserules/studacgrievpol.html	Non-Discriminatory Language Practice and Presentation http://staff.uow.edu.au/eed/nondiscrimlanguage.html
Occupational Health and Safety http://www.uow.edu.au/about/policy/ohs.html	Ownership of Work & Intellectual Property Policy: http://www.uow.edu.au/handbook/generalcourserules/UOW028651.html
Human Research Ethics Committee: http://www.uow.edu.au/research/rso/ethics/human/	Rules for student conduct: http://www.uow.edu.au/handbook/generalrules/StudentConductRules.pdf
Independent Learners' Introductory Program http://www.uow.edu.au/student/attributes/ilip/	Informatics Faculty Librarian, Ms Annette Meldrum, phone: 4221 4637, email: ameldrum@uow.edu.au
Student Support Services: http://www.uow.edu.au/student/services/ Informatics Faculty SEDLO (Student Equity and Diversity Liaison Officers) Virginie Schmelitschek, phone 4221 3833, virginie@uow.edu.au	SISAT Internet Access & Student Resource Centre http://www.uow.edu.au/informatics/sisat/current/uow024466.html
SISAT Computer Usage Rules http://www.uow.edu.au/informatics/sisat/current/uow024457.html	SISAT Subject Outlines http://www.uow.edu.au/informatics/sisat/current/UOW055502.html