

Business Process Management (F000778)

Due to Covid 19, the education and evaluation methods may vary from the information displayed in the schedules and course details. Any changes will be communicated on Ufora.

Course size	<i>(nominal values; actual values may depend on programme)</i>		
Credits 4.0	Study time 120 h	Contact hrs	45.0 h

Course offerings and teaching methods in academic year 2020-2021

A (semester 2)	English	Gent	demonstration	10.0 h
			group work	10.0 h
			guided self-study	10.0 h
			lecture: plenary exercises	5.0 h
			lecture	10.0 h
			online lecture	0.0 h

Lecturers in academic year 2020-2021

Gailly, Frederik	EB24	lecturer-in-charge
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Offered in the following programmes in 2020-2021

	crdts	offering
Master of Science in Business Engineering (main subject Data Analytics)	4	A
Master of Science in Business Engineering (main subject Finance)	4	A
Master of Science in Business Engineering (main subject Operations Management)	4	A
Exchange programme in Economics and Business Administration	4	A

Teaching languages

English

Keywords

Business Process Modelling; Business Process Management; Business Process Analytics; Business Process Intelligence

Position of the course

To introduce Business Process Management concepts and methods that are needed for realizing a process-oriented organization. Following the BPM lifecycle the students will (1) learn to create business process models using the Business Process Model and Notation (BPMN); (2) learn how business process models can be implemented and used in practice using different approaches and finally (3) learn how to evaluate and monitor the business processes and their corresponding implementation.

Contents

1. Introduction BPM
2. Process identification
3. Business Process Modelling
4. Process Discovery
5. Process Analysis
6. Process Redesign
7. Process Implementation
8. Process Monitoring
9. BPM Research

Initial competences

Knowledge of the fundamental concepts of IT and information systems
 Knowledge of conceptual data modelling (using UML) and relational database design
 Be able to program using an object-oriented programming language

Final competences

- 1 Have knowledge of the different subdomains of business process management
- 2 Be able to identify and position relevant business processes
- 3 Develop detailed business process models using BPMN
- 4 Be able to analyze business processes using both qualitative and quantitative business process analysis techniques
- 5 Be able to use the process models in the context of strategy implementation, business design, business performance analysis and software development
- 6 Be able to discover process models using process logs
- 7 Be able to critically evaluate a BPM project report
- 8 Be able to critically evaluate a BPM research paper

Conditions for credit contract

Access to this course unit via a credit contract is determined after successful competences assessment

Conditions for exam contract

This course unit cannot be taken via an exam contract

Teaching methods

Guided self-study, demonstration, group work, lecture, lecture: plenary exercises, online lecture, online lecture: plenary exercises

Extra information on the teaching methods

Lecture + Demonstration + Seminar:

Students need to read one or two chapters as preparation for the lecture. During the lecture two different sessions are distinguished:

- session 1: Important BPM concepts and methods are described in more detail and students can ask for additional information
- session 2: depending on the content:
 - the new concepts and methods are demonstrated by means of a case or a guest lecture
 - the new concepts and methods are applied by the students.

Groupwork: There are three options

Option 1: BPM project

In groups, the students need to develop a business process model in BPMN that represents the business process of an existing business. This business process model needs to be analyzed and improved. The groups also have to evaluate the report/project of another group using a provided rubric.

Option 2: DXC Masterclass

Students participate in groups of 6 in the DXC Masterclass. The masterclass is organized in 6 different sessions that always start with a plenary session with a DXC consultant as guest speaker. The second part of the session is organized a break-out session in which the different groups under the guidance of the DXC consultants tackle a specific business problem.

Option 3: BPM research paper

In group the student will thoroughly analyze a BPM research paper. This means that you they will have to analyze and discuss the different parts of the research process. Next they will act as reviewers for the paper.

Learning materials and price

Slides and notes + reader with articles, manuals, professional standards, reports, etc.

References

- Fundamentals of Business Process Management Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo A. Reijers, Springer - Second Edition
- BPMN Method and Style Bruce Silver

Course content-related study coaching

Evaluation methods

end-of-term evaluation and continuous assessment

Examination methods in case of periodic evaluation during the first examination period

Oral examination

Examination methods in case of periodic evaluation during the second examination period

Oral examination

Examination methods in case of permanent evaluation

Oral examination, participation, peer assessment, report

Possibilities of retake in case of permanent evaluation

examination during the second examination period is possible in modified form

Calculation of the examination mark

In case an experiment is organised:

- 45% group project + peer evaluatie
- 45% Exam
- 10% participation experiments

In case no experiment is organised:

- 50% group project + peer evaluation
- 50% Exam