IS4636: BUSINESS PROCESS AND SERVICE MANAGEMENT

Effective Term

Semester B 2022/23

Part I Course Overview

Course Title

Business Process and Service Management

Subject Code

IS - Information Systems

Course Number

4636

Academic Unit

Information Systems (IS)

College/School

College of Business (CB)

Course Duration

One Semester

Credit Units

3

Level

B1, B2, B3, B4 - Bachelor's Degree

Medium of Instruction

English

Medium of Assessment

English

Prerequisites

Nil

Precursors

Nil

Equivalent Courses

Nil

Exclusive Courses

IS4633 Information Technology Based Business Transformation

Part II Course Details

Abstract

This course is designed to introduce to students how business processes are managed using an enterprise-wide scope, how this business process management (BPM) enables enterprises to create value in new and exciting ways, and how information technologies can be applied to master the contemporary challenges of process innovation, agility and sustainability. Students will learn the tools and technologies involved in the different stages of the business process management life cycle.

Course Intended Learning Outcomes (CILOs)

	CILOs	Weighting (if app.)	DEC-A1	DEC-A2	DEC-A3
1	Describe how business process management principles are used to improve the efficiency and effectiveness of business organizations.	20	x	x	
2	Apply the concepts and models of business process management to creatively demonstrate and analyze business process requirements.	30	x	x	
3	Develop and design process-oriented solutions innovatively using the tools and notations of business process management.	30		x	x
4	Operate effectively in a collaborative environment and creatively demonstrate skills in team building and project management in business process management.	10	x	x	
5	Communicate and present information effectively in formats adopted for business process management.	10	x	x	

A1: Attitude
Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability
Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to real-life problems.

A3: Accomplishments
Demonstrate accomplishment of discovery/innovation/creativity through producing /constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

Teaching and Learning Activities (TLAs)

	TLAs	Brief Description	CILO No.	Hours/week (if applicable)
1	TLA1: Seminar	Concepts of business process management and development of process-centric models are explained.During the seminar, the following activities are used to reinforce and practise various business process modelling techniques learnt in seminars:Exercises: Hands-on activities requiring the application of the knowledge, techniques and tools learned during the seminars.Discussions: Discussions on the implications of various concepts learnt in seminars, and how they can be applied to a typical BPM project.	1, 2, 3, 4, 5	3 Hours/Week
2	TLA2: Group Project	Students would have to complete a group project requiring them to perform business process analysis and redesign activities with the use of information systems in the business sector.	1, 2, 3, 4, 5	

Assessment Tasks / Activities (ATs)

	ATs	CILO No.	Weighting (%)	Remarks (e.g. Parameter for GenAI use)
1	AT1: Continuous Assessment in Seminars Attendance, Participation (Discussions), Weekly Exercises.	1, 2, 3	20	

2	AT2: Project Students work in teams and select business processes of their chosen companies, analyse the processes, suggest improvement opportunities, document the steps in the process and come up with redesigned processes that deliver improved value to the customers.	1, 2, 3, 4, 5	30	

Continuous Assessment (%)

50

Examination (%)

50

Examination Duration (Hours)

2

Assessment Rubrics (AR)

Assessment Task

AT1: Continuous Assessment in Seminars

Criterion

Ability to describe how business process management principles are used to improve the efficiency and effectiveness of business organizations.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT1: Continuous Assessment in Seminars

Criterion

Capability to apply the concepts and models of business process management to creatively demonstrate and analyze business process requirements.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT1: Continuous Assessment in Seminars

Criterion

Capability to develop and design process-oriented solutions innovatively using the tools and notations of business process management.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT2: Project

Criterion

Ability to describe how business process management principles are used to improve the efficiency and effectiveness of business organizations.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT2: Project

Criterion

Capability to apply the concepts and models of business process management to creatively demonstrate and analyze business process requirements.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT2: Project

Criterion

Capability to develop and design process-oriented solutions innovatively using the tools and notations of business process management.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT2: Project

Criterion

Capability to operate effectively in a collaborative environment and creatively demonstrate skills in team building and project management in business process management.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT2: Project

Criterion

Ability to communicate and present information effectively in formats adopted for business process management.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT3: Final Examination

Criterion

Ability to describe how business process management principles are used to improve the efficiency and effectiveness of business organizations.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT3: Final Examination

Criterion

Capability to apply the concepts and models of business process management to creatively demonstrate and analyze business process requirements.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT3: Final Examination

Criterion

Capability to develop and design process-oriented solutions innovatively using the tools and notations of business process management.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Part III Other Information

Keyword Syllabus

Roles of business process management in organizations; Relationship of business process management with supply chain management; Customer relationship management and quality management; Business process management life cycle; Business process modeling; Standards for business process management.

Reading List

Compulsory Readings

	Title
1	Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo A. Reijers, Fundamentals of Business Process Management, 2nd Edition, Springer 2018. ISBN: 978-3662565087.
2	Mathias Weske, Business Process Management – Concepts, Languages, Architectures, 2nd Edition. Springer, 2012. ISBN: 978-3-642-28615-5.
3	Omar A. El Sawy, Redesigning Enterprise Processes for E-Business. McGraw-Hill, 2001. ISBN: 0-07-118113-X.

Additional Readings

	Title
1	Jan vom Brocke, Michael Rosemann (Ed.), Handbook on Business Process Management 1: Introduction, Methods, and Information Systems, 2nd edition. Springer, 2015.
2	Jim Sinur, James Odell, Peter Fingar, Business Process Management : The next wave : harnessing complexity with intelligent agents. Meghan-Kiffer Press, 2013.
3	John Jeston and Johan Nelis, Business Process Management: Practical Guidelines to Successful Implementations. Routledge; 4 edition, 2018 ISBN: 978-1138738409.