



Information Systems Department

Course Syllabus

IS782 - Process and Service Improvement

Catalog Description: Business processes represent a core asset of corporations. They have direct impact on the attractiveness of products and services as perceived by the market. They determine tasks, jobs and responsibilities and by this, shape the work of every employee. Processes integrate systems, data, and resources within and across organizations and any failure can bring corporate life to a standstill. Processes determine the potential of an organization to adapt to new circumstances and to comply with a fast growing number of legislative requirements. Processes influence the revenue potential as much as they shape the cost profile of an organization. The growing demands for globalization, integration, standardization, innovation, agility and operational efficiency, and the related challenge of finding further variables in the corporate ecosystem that can be optimized, have finally increased the appetite for reflecting on and ultimately improving business processes.

Credit Hours: **3 Credit hours:** 3 Lectures per week 0 Labs. per week 0 Recitation per week

Prerequisites: None

Course Learning Outcomes:

1. Understanding of business process management
2. Understanding the methods of process identification
3. Understanding the ingredients of process modeling using the BPMN language.
4. Presents the challenges faced by the stakeholders involved in the lead-up to a process model
5. Understanding the principles and techniques for qualitative process analysis
6. Understanding techniques for analyzing business processes quantitatively
7. Understanding rethinking and re-organizing business processes with the specific purpose of making them perform better
8. Understanding process automation

Major Topics:

- Introduction to Business Process Management
- Service Improvement
- Business Process Life Cycle
- Process Identification
- Process Modelling
- Process Selection
- Qualitative Process Analysis
- Quantitative Process Analysis
- Process Redesign
- Process Automation
- Project Discussions



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Text Books: Fundamentals of Business Process Management.
Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo A. Reijers
ISBN 978-3-642-33143-5

Grading: Ⓞ The grading scale for this course is:

95 - 100 A+ Passing
90 - 94 A Passing
85 - 89 B+ Passing
80 - 84 B Passing
75 - 79 C+ Passing
70 - 74 C Passing
0 - 69 F Failing

Ⓞ Final grades will be determined based on the following components:

. 60% Semester Work
. 40% Final Exam

Ⓞ Students may not do any additional work for extra credit nor resubmit any graded activity to raise a final grade.

Ⓞ Late submissions will not be accepted for any graded activity for any reason.

Ⓞ Students have one week to request the re-grading of any semester work.

Students should attend 80% of the overall course hours taught in the semester as per the University regulations.

Attendance Policy:

If a student fails to achieve this portion, he/she shall not be allowed to appear in the final exam and shall be awarded "DN" grade and repeat the course.

The instructor will use several manual and automated means to detect cheating and/or plagiarism in any work submitted by students for this course.

**Cheating and
Plagiarism Policy:**



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When a student is suspected of cheating or plagiarism, the instructor raises the issue to the disciplinary committee.

Communications: Registered students will be given access to a section of the Learning Management System (LMS) for this course. LMS will be used as the primary mechanism to disseminate course information, including announcements, lecture slides, assignments, and grades.

Communication with the instructor on issues relating to the individual student should be conducted using CIS email, via telephone, or in person.