

# Business Process Management

## Course description

This course looks at ways in which business processes can be analysed, redesigned, and improved. A business process is a set of activities that jointly realise a business goal in an organizational and technical environment. These processes take place in a single organization but may need to interact with processes in other organizations. Business process management (BPM) is concerned with the concepts, methods, and techniques that support the design, administration, configuration, enactment, and analysis of business processes. BPM is concerned with the explicit representation of processes – once they are defined, processes can be analysed, improved, and enacted. Software in the form of business process management systems can be used to coordinate business process activities. By taking this course, you will be able to understand business process from a general management perspective, and learn tools, analytical frameworks and general principles for managing business processes. The course will incorporate a laboratory component using BPM software.

## Course Introduction

The aim of this course is to introduce you to methodologies and techniques of business process modelling. A main objective is to increase your awareness of the concepts and foundations of business process modelling and the potential to improve the efficiency and effectiveness of organizations by using business process modelling techniques.

## Module Content

Indicative Content includes:

- Understanding BPM Terms
- Major analytical and design methods
- BPM project and resources
- BPM management and process-centric organization methodologies
- BPM metrics and measurements critical to managing processes
- Identify critical processes
- Strategic Goals, Processes, People, and systems