FIT2006
Business process modelling and workflow

Unit guide

Semester 1, 2009

Last updated : 20 Apr 2009

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- Daswin De Silva
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- Asanka Fonseka

Introduction

Business processes must be designed to ensure that they are effective and meet customer requirements. A well-designed process will improve efficiency and deliver greater productivity. This unit will introduce students to analytical tools that can be used to model, analyse, understand and design business processes. Students will also gain hands-on experience in using simulation software as a tool for analysing business processes.

Unit synopsis

With increased globalization, companies are facing stiffer competition and successful companies cannot afford to harbour inefficiencies if they are to be competitive. Furthermore, customers are becoming more demanding. Business processes must be designed to ensure that they are effective and meet customer requirements. A well-designed process will improve efficiency and deliver greater productivity. This unit will survey the analytical tools that can be used to model, analyse, understand and design business processes. Students will also gain hands-on experience in using simulation software as a tool for analyzing business processes.

Learning outcomes

Knowledge and Understanding

(a) To acquire the **Knowledge and Understanding of:**

- Role of processes in organisations
- Process management lifecycle
- Process modelling and process modelling techniques
- Process simulation techniques

- Workflow and process implementation
- Process measurement and benchmarking
- Popular and leading edge modelling, simulation, workflow and measurement tools

Attitudes, Values and Beliefs

(b) To develop the following **Attitudes, Values and Beliefs:**

- Recognise the value of process orientation within an organisation
- Adopt a critical approach to process design and management in a business context
- Appreciate the value of modelling and simulation as effective process design tools
- Appreciate that a designed business process is not an implemented business process (i.e. appreciate the limitations of process modelling and the necessity of implementation methodologies and techniques)
- Appreciate the risks and benefits of the influence of IT infrastructure on process design

Practical Skills

{c) To develop the following **Practical Skills:**

- Create process models
- Perform process simulation
- Select an appropriate process design methodology
- Assess process performance
- Analyse appropriateness of process-based KPIs
- Use Popular and leading edge modelling, simulation, workflow and measurement tools }

Relationships, Communication and TeamWork

(d) In addition, it is expected that the following **Relationships, Communication and Team Work skills** will be developed and enhanced:

- Document and communicate a process model
- Work in a team during process design and management
- Communicate during, and coordinate the process management life cycle

Workload

Unit relationships

Prerequisites

Before attempting this unit you must have satisfactorily completed 24 points at 1st year level from the faculty of IT or Business Economics

Relationships

FIT2006 is a core unit in the the Bachelor of Business Information Systems Degree.

Before attempting this unit you must have satisfactorily completed

24 points at 1st year level from the faculty of IT or Business Economics

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You may not study this unit and

ETC2490

BUS3502

in your degree.

Continuous improvement

Monash is committed to 'Excellence in education' (Monash Directions 2025 - http://www.monash.edu.au/about/monash-directions/directions.html) and strives for the highest possible quality in teaching and learning.

To monitor how successful we are in providing quality teaching and learning Monash regularly seeks feedback from students, employers and staff. One of the key formal ways students have to provide feedback is through Unit Evaluation Surveys. The University's Unit Evaluation policy (http://www.policy.monash.edu/policy-bank/academic/education/quality/unit-evaluation-policy.html) requires that every unit offered is evaluated each year. Students are strongly encouraged to complete the surveys as they are an important avenue for students to "have their say". The feedback is anonymous and provides the Faculty with evidence of aspects that students are satisfied and areas for improvement.

Faculties have the option of administering the Unit Evaluation survey online through the my.monash portal or in class. Lecturers will inform students of the method being used for this unit towards the end of the semester.

Student Evaluations

If you wish to view how previous students rated this unit, please go to http://www.adm.monash.edu.au/cheq/evaluations/unit-evaluations/

Improvements to this unit

New software (Websphere) introduced in tutorials for process modelling (In addition to Extend - the simulation s/w)

More practical tutorials introduced.

A guest lecture from industry - highlighting the practical value of the theory planned

An additional lecture on process performance introduced - taking out some queuing theory (which will be covered in another subject)

Unit staff - contact details

Unit leader

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Senior Lecturer
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Contact hours : Tuesday 12.30 - 2.30 pm appointments by email

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Additional communication information

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Teaching and learning method

Please check your MUSO site for information

Tutorial allocation

On-campus students should register for tutorials/laboratories using Allocate+.

Communication, participation and feedback

Monash aims to provide a learning environment in which students receive a range of ongoing feedback throughout their studies. You will receive feedback on your work and progress in this unit. This may take the form of group feedback, individual feedback, peer feedback, self-comparison, verbal and written feedback, discussions (on line and in class) as well as more formal feedback related to assignment marks and grades. You are encouraged to draw on a variety of feedback to enhance your learning.

It is essential that you take action immediately if you realise that you have a problem that is affecting your study. Semesters are short, so we can help you best if you let us know as soon as problems arise. Regardless of whether the problem is related directly to your progress in the unit, if it is likely to interfere with your progress you should discuss it with your lecturer or a Community Service counsellor as soon as possible.

Unit Schedule

Week	Topic	References/Readings	Key dates
1	Introduction to Business Processes and Process Modelling	Prescribed text (M. Laguna and J. Marklund, Business Process Modeling, Simulation, and Design,	

		Prentice Hall, 2005), chapter 1	
2	Business Process Re-engineering and Six Sigma Process management		
3	Process management		
4	Process Modeling 1		
5	Process Modeling 2		
6	Guest Lecture		
	Mid semester break		
7	Queuing and Statistics		Assignment 1 due 24/04/09
8	Extend as a Process Simulation Tool		
9	Business Process Simulation 1		
10	Business Process Simulation 2		
11	Interpreting Simulation Outcomes		
12	Optimizing Process Performance		
13	Revision		Assignment 2 due - 29/05/09

Unit Resources

Prescribed text(s) and readings

Laguna, M., Marklund, J. (2005), Business ProcessModeling, Simulation and Design, Pearson Prentice Hall.

Text books are available from the Monash University Book Shops.Availability from other suppliers cannot be assured. The Bookshoporders texts in specifically for this unit. You are advised to purchaseyour text book early.

Recommended text(s) and readings

Required software and/or hardware

Extend 6

Websphere

Equipment and consumables required or provided

Students studying off-campus are required to have the minimum system configuration specified by the Faculty as a condition of accepting admission, and regular Internet access. On-campus students, and those studying at supported study locations may use the facilities available in the computing labs. Information about computer use for students is available from the ITS Student Resource Guide in the Monash University Handbook. You will need to allocate up to **n** hours per week for use of a computer, including time for newsgroups/discussion groups.

Study resources

Study resources we will provide for your study are:

Weekly detailed lecture notes outlining the learning objectives, discussion of the content, required readings and exercises;

Weekly tutorial or laboratory tasks and exercises with sample solutions provided one to two weeks later;

Assignment specifications and sample solutions;

A sample examination and suggested solutions;

This Unit Guide outlining the administrative information for the unit;

The unit web site on MUSO, where resources outlined above will be made available.

Library access

The Monash University Library site contains details about borrowing rights and catalogue searching. To learn more about the library and the various resources available, please go to http://www.lib.monash.edu.au.

The Educational Library and Media Resources (LMR) is also a very resourceful place to visit at http://www.education.monash.edu.au/library/

Monash University Studies Online (MUSO)

All unit and lecture materials are available through MUSO (Monash University Studies Online). Blackboard is the primary application used to deliver your unit resources. Some units will be piloted in Moodle. If your unit is piloted in Moodle, you will see a link from your Blackboard unit to Moodle (http://moodle.monash.edu.au) and can bookmark this link to access directly. In Moodle, from the Faculty of Information Technology category, click on the link for your unit.

You can access MUSO and Blackboard via the portal: http://my.monash.edu.au

Click on the Study and enrolment tab, then Blackboard under the MUSO learning systems.

In order for your Blackboard unit(s) to function correctly, your computer needs to be correctly configured.

For example:

- Blackboard supported browser
- Supported Java runtime environment

For more information, please visit: http://www.monash.edu.au/muso/support/students/downloadables-student.html

You can contact the MUSO Support by phone : (+61 3) 9903 1268

For further contact information including operational hours, please visit: http://www.monash.edu.au/muso/support/students/contact.html

Further information can be obtained from the MUSO support site: http://www.monash.edu.au/muso/support/index.html

Assessment

Unit assessment policy

Assignment tasks

- **Assignment Task**

  Title : Assignment 1 - Process Modelling

  Description :

  Weighting : Assignment 1-15%

  Criteria for assessment :

  Will be provided with each assignment
  Due date : Assignment 1-week 7
- **Assignment Task**

  Title : Assignment2 - Process Simulation with Extend

  Description :

  Weighting : Assignment 2 - 15%

  Criteria for assessment :

  Will be provided with each assignment
  Due date : Assignment 2 - week12

Examinations

- **Examination 1**

  Weighting : 70%

  Length : 2 hours

  Type (open/closed book) : Closed book

Assignment submission

Assignments will be submitted as hard copy reports. The assignment submission details will be provided with the individual assignments as well as posted on the unit website.

Assignment coversheets

Assignment should be submitted with an assignment coversheet. Assignment coversheets can be found via the "Student assignment coversheets" (http://infotech.monash.edu.au/resources/student/assignments/) page on the faculty website.

For electronic online assignment submissions via MUSO/blackboard, coversheets are provided within those systems

University and Faculty policy on assessment

Due dates and extensions

The due dates for the submission of assignments are given in the previous section. Please make every effort to submit work by the due dates. It is your responsibility to structure your study program around assignment deadlines, family, work and other commitments. Factors such as normal work pressures, vacations, etc. are seldom regarded as appropriate reasons for granting extensions. Students are advised to NOT assume that granting of an extension is a matter of course.

Late assignment

Assignments received after the due date will be subject to a penalty 5% per day including weekends. Assignments received later than one week (seven days) after the due date will not normally be accepted.

Return dates

Students can expect assignments to be returned within two weeks of the submission date or after receipt, whichever is later.

Assessment for the unit as a whole is in accordance with the provisions of the Monash University Education Policy at http://www.policy.monash.edu/policy-bank/academic/education/assessment/

We will aim to have assignment results made available to you within two weeks after assignment receipt.

Plagiarism, cheating and collusion

Plagiarism and cheating are regarded as very serious offences. In cases where cheating has been confirmed, students have been severely penalised, from losing all marks for an assignment, to facing disciplinary action at the Faculty level. While we would wish that all our students adhere to sound ethical conduct and honesty, I will ask you to acquaint yourself with the University Plagiarism policy and procedure (http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-procedures.html) which applies to students detected plagiarising.

In this University, cheating means seeking to obtain an unfair advantage in any examination or any other written or practical work to be submitted or completed by a student for assessment. It includes the use, or attempted use, of any means to gain an unfair advantage for any assessable work in the unit, where the means is contrary to the instructions for such work.

When you submit an individual assessment item, such as a program, a report, an essay, assignment or other piece of work, under your name you are understood to be stating that this is your own work. If a submission is identical with, or similar to, someone else's work, an assumption of cheating may arise. If you are planning on working with

another student, it is acceptable to undertake research together, and discuss problems, but it is not acceptable to jointly develop or share solutions unless this is specified by your lecturer.

Intentionally providing students with your solutions to assignments is classified as "assisting to cheat" and students who do this may be subject to disciplinary action. You should take reasonable care that your solution is not accidentally or deliberately obtained by other students. For example, do not leave copies of your work in progress on the hard drives of shared computers, and do not show your work to other students. If you believe this may have happened, please be sure to contact your lecturer as soon as possible.

Cheating also includes taking into an examination any material contrary to the regulations, including any bilingual dictionary, whether or not with the intention of using it to obtain an advantage.

Plagiarism involves the false representation of another person's ideas, or findings, as your own by either copying material or paraphrasing without citing sources. It is both professional and ethical to reference clearly the ideas and information that you have used from another writer. If the source is not identified, then you have plagiarised work of the other author. Plagiarism is a form of dishonesty that is insulting to the reader and grossly unfair to your student colleagues.

Register of counselling about plagiarism

The university requires faculties to keep a simple and confidential register to record counselling to students about plagiarism (e.g. warnings). The register is accessible to Associate Deans Teaching (or nominees) and, where requested, students concerned have access to their own details in the register. The register is to serve as a record of counselling about the nature of plagiarism, not as a record of allegations; and no provision of appeals in relation to the register is necessary or applicable.

Non-discriminatory language

The Faculty of Information Technology is committed to the use of non-discriminatory language in all forms of communication. Discriminatory language is that which refers in abusive terms to gender, race, age, sexual orientation, citizenship or nationality, ethnic or language background, physical or mental ability, or political or religious views, or which stereotypes groups in an adverse manner. This is not meant to preclude or inhibit legitimate academic debate on any issue; however, the language used in such debate should be non-discriminatory and sensitive to these matters. It is important to avoid the use of discriminatory language in your communications and written work. The most common form of discriminatory language in academic work tends to be in the area of gender inclusiveness. You are, therefore, requested to check for this and to ensure your work and communications are non-discriminatory in all respects.

Students with disabilities

Students with disabilities that may disadvantage them in assessment should seek advice from one of the following before completing assessment tasks and examinations:

- Faculty of Information Technology Student Service staff, and / or
- your Unit Coordinator, or
- Disabilities Liaison Unit

Deferred assessment and special consideration

Deferred assessment (not to be confused with an extension for submission of an assignment) may be granted in cases of extenuating personal circumstances such as serious personal illness or bereavement. Information and forms for Special Consideration and deferred assessment applications are available at

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http://www.monash.edu.au/exams/special-consideration.html. Contact the Faculty's Student Services staff at your campus for further information and advice.