MONASH University
Information Technology

FIT2006
Business process modelling and workflow

Unit Guide

Semester 1, 2011

Last updated: 27 Feb 2011

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FIT2006 Business process modelling and workflow - Semester 1, 2011

With increased globalisation, 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 analysing business processes.

Upon completion of this unit students should have acquired: an understanding of business organisations, their functional structure and the advantage of considering the process oriented view of organisations; a thorough knowledge of business processes, their structure and how processes fit in to the overall organisation objectives; knowledge of the analytical tools that can be used to model, analyse, understand, and design business processes; and skills to use simulation software as a tool for analysing business processes.

Mode of Delivery

- Clayton (Day)
- Sunway (Day)

Contact Hours

2 hrs lectures/wk, 2 hrs laboratories/wk

Workload

Unit Relationships

Prohibitions

ETC2490, BUS3502

Prerequisites

Completion of 24 points at level 1 from FIT or BusEco

Chief Examiner

Yen Cheung

1

Campus Lecturer

Clayton

Yen Cheung

Contact hours: Appointments by email

Sunway

Tam Leong Hing

Tutors

Clayton

Yen Cheung

Contact hours: Thursday 10am-11am. Appointments by email

Learning Objectives

At the completion of this unit students will have -
A knowledge and understanding of:

- the 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.

Developed attitudes that enable them to:

- 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.

Developed the skills to:

- 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.

Demonstrated the communication skills necessary to:

- document and communicate a process model;
- work in a team during process design and management;
- communicate during, and coordinate the process management life cycle.

Graduate Attributes

Monash prepares its graduates to be:

1. responsible and effective global citizens who:

a. engage in an internationalised world
b. exhibit cross-cultural competence
c. demonstrate ethical values

critical and creative scholars who:

a. produce innovative solutions to problems
b. apply research skills to a range of challenges
c. communicate perceptively and effectively

Assessment Summary

Examination (2 hours): 70%; In-semester assessment: 30%

Assessment Task	Value	Due Date
Assignment 1 - Process Modelling	15%	Week 6 - 10 April 2011
Assignment 2 - Process Simulation	15%	Week 12 - 27 May 2011
Examination 1	70%	To be advised

Teaching Approach

Lecture and tutorials or problem classes

On campus lecture provides knowledge and concepts of the unit. These are explored and enhanced by the tutorials or problem classes.

Feedback

Our feedback to You

Types of feedback you can expect to receive in this unit are:

- Graded assignments with comments
- Solutions to tutes, labs and assignments

Your feedback to Us

Monash is committed to excellence in education and regularly seeks feedback from students, employers and staff. One of the key formal ways students have to provide feedback is through SETU, Student Evaluation of Teacher and Unit. The University's student evaluation policy requires that every unit is evaluated each year. Students are strongly encouraged to complete the surveys. The feedback is anonymous and provides the Faculty with evidence of aspects that students are satisfied and areas for improvement.

For more information on Monash's educational strategy, and on student evaluations, see:
http://www.monash.edu.au/about/monash-directions/directions.html
http://www.policy.monash.edu/policy-bank/academic/education/quality/student-evaluation-policy.html

Previous Student Evaluations of this unit

If you wish to view how previous students rated this unit, please go to
https://emuapps.monash.edu.au/unitevaluations/index.jsp

Required Resources

ExtendSim Software installed in the designated laboratories of this unit.

Prescribed Textbook:

Wisner J.D., Stanley, L.L., "Process Management - creating value along the supply chain", Thomson South Western Publishing, 2008, ISBN 978-0-324-29157-5

Unit Schedule

Week	Date*	Activities	Assessment
0	21/02/11		No formal assessment or activities are undertaken in week 0
1	28/02/11	Introduction to Business Processes and Process Modelling	
2	07/03/11	Business Process Re-engineering and Six Sigma Process management	
3	14/03/11	Process management	
4	21/03/11	Process Modeling 1	
5	28/03/11	Process Modeling 2	
6	04/04/11	Guest Lecture	Assignment 1 due 10 April 2011
7	11/04/11	Queuing and Statistics	
8	18/04/11	Extend as a Process Simulation Tool	
		Mid semester break	
9	02/05/11	Business Process Simulation 1	
10	09/05/11	Business Process Simulation 2	
11	16/05/11	Interpreting Simulation Outcomes	

| 12 | 23/05/11 | Optimizing Process Performance | Assignment 2 due 27 May 2011 |
| | 30/05/11 | SWOT VAC | No formal assessment is undertaken SWOT VAC |

*Please note that these dates may only apply to Australian campuses of Monash University. Off-shore students need to check the dates with their unit leader.

Assessment Policy

To pass a unit which includes an examination as part of the assessment a student must obtain:

- 40% or more in the unit's examination, and
- 40% or more in the unit's total non-examination assessment, and
- an overall unit mark of 50% or more.

If a student does not achieve 40% or more in the unit examination or the unit non-examination total assessment, and the total mark for the unit is greater than 50% then a mark of no greater than 49-N will be recorded for the unit

Assessment Tasks

Participation

- **Assessment task 1**

    Title:
    Assignment 1 - Process Modelling
    Description:
    A BPR case study and developing a process model
    Weighting:
    15%
    Criteria for assessment:
    Will be provided with each assignment
    Due date:
    Week 6 - 10 April 2011

- **Assessment task 2**

    Title:
    Assignment 2 - Process Simulation
    Description:
    Implementation of a process model in ExtendSim
    Weighting:
    15%
    Criteria for assessment:
    Will be provided with each assignment
    Due date:
    Week 12 - 27 May 2011
    Remarks:

Examinations

- **Examination 1**

  Weighting:
  > 70%
  Length:
  > 2 hours
  Type (open/closed book):
  > Closed book
  Electronic devices allowed in the exam:
  > None

Assignment submission

Assignment coversheets are available via "Student Forms" on the Faculty website:
http://www.infotech.monash.edu.au/resources/student/forms/
You MUST submit a completed coversheet with all assignments, ensuring that the plagiarism declaration section is signed.

Extensions and penalties

Submission must be made by the due date otherwise penalties will be enforced.

You must negotiate any extensions formally with your campus unit leader via the in-semester special consideration process:
http://www.infotech.monash.edu.au/resources/student/equity/special-consideration.html.

Returning assignments

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

Resubmission of assignments

Students are not allowed to resubmit any of the assignments unless they have been requested to do so by the lecturer.

Policies

Monash has educational policies, procedures and guidelines, which are designed to ensure that staff and students are aware of the University's academic standards, and to provide advice on how they might uphold them. You can find Monash's Education Policies at:
http://policy.monash.edu.au/policy-bank/academic/education/index.html

Key educational policies include:

- Plagiarism
  (http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-policy.html)
- Assessment
  (http://www.policy.monash.edu/policy-bank/academic/education/assessment/assessment-in-coursework-po
- Special Consideration
  (http://www.policy.monash.edu/policy-bank/academic/education/assessment/special-consideration-policy.h
- Grading Scale
  (http://www.policy.monash.edu/policy-bank/academic/education/assessment/grading-scale-policy.html)
- Discipline: Student Policy
  (http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-discipline-policy.html)
- Academic Calendar and Semesters (http://www.monash.edu.au/students/key-dates/);
- Orientation and Transition (http://www.infotech.monash.edu.au/resources/student/orientation/);
  and
- Academic and Administrative Complaints and Grievances Policy
  (http://www.policy.monash.edu/policy-bank/academic/education/management/complaints-grievance-policy.

Student services

The University provides many different kinds of support services for you. Contact your tutor if you need advice and see the range of services available at www.monash.edu.au/students The Monash University Library provides a range of services and resources that enable you to save time and be more effective in your learning and research. Go to http://www.lib.monash.edu.au or the library tab in my.monash portal for more information. Students who have a disability or medical condition are welcome to contact the Disability Liaison Unit to discuss academic support services. Disability Liaison Officers (DLOs) visit all Victorian campuses on a regular basis

- Website: http://adm.monash.edu/sss/equity-diversity/disability-liaison/index.html;
- Telephone: 03 9905 5704 to book an appointment with a DLO;
- Email: dlu@monash.edu
- Drop In: Equity and Diversity Centre, Level 1 Gallery Building (Building 55), Monash University, Clayton Campus.