MONASH University
Information Technology

FIT2006
Business process modelling and workflow

Unit Guide

Semester 1, 2012

Last updated: 06 Feb 2012

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FIT2006 Business process modelling and workflow - Semester 1, 2012

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

You are expected to spend 12 hours per week on various activities including reading, communication with other students and unit lecturers, and preparation for learning tasks and formal assessments.

Unit Relationships

Prohibitions

ETC2490, BUS3502

Prerequisites

Completion of 24 points at level 1 from FIT or BusEco

Chief Examiner

Professor Mark Wallace

Campus Lecturer

Clayton

Mark Wallace

Consultation hours: Appointments by email

Sunway

Tam Leong Hing

Tutors

Clayton

Peter Huynh

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

Nikit Sharma

Consultation hours: Appointments by email

Academic Overview

Outcomes

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%	16 April 2012
Assignment 2 - Process Simulation	15%	25 May 2012
Examination 1	70%	To be advised

Teaching Approach

Lecture and tutorials or problem classes

This teaching and learning approach provides facilitated learning, practical exploration and peer learning.

On-campus lectures provide 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

Based on previous evaluations of this unit the following changes have been made:

- ExtendSim Version 7 license obtained for this unit.
- More practical tutorials introduced.
- An additional lecture on process performance introduced - taking out some queuing theory (which will be covered in another subject)

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

Required Resources

Please check with your lecturer before purchasing any Required Resources. Prescribed texts are available for you to borrow in the library, and prescribed software is available in student labs.

ExtendSim Software (installed in the designated laboratories of this unit).

Prescribed text(s)

Prescribed texts are available for you to borrow in the library.

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

Recommended text(s)

Manuel Laguna and Johan Marklund. (2004). *Business Process Modeling, Simulation and Design*. () Prentice Hall (ISBN: 10: 0131099795).

Unit Schedule

Week	Activities	Assessment
0		No formal assessment or activities are undertaken in week 0
1	Introduction to Business Processes and Process Modelling	
2	Business Process Re-engineering and Six Sigma Process management	
3	Process management	
4	Process Modeling 1	
5	Process Modeling 2	
6	Guest Lecture	
7	Queuing and Statistics	Assignment 1 due 16 April 2012
8	Extend as a Process Simulation Tool	
9	Business Process Simulation 1	
10	Business Process Simulation 2	
11	Interpreting Simulation Outcomes	
12	Optimising Process Performance	Assignment 2 due 25 May 2012
	SWOT VAC	No formal assessment is undertaken SWOT VAC
	Examination period	LINK to Assessment Policy: http://policy.monash.edu.au/policy-bank/academic/education/assessment/assessment-in-coursework-policy.html

*Unit Schedule details will be maintained and communicated to you via your MUSO (Blackboard or Moodle) learning system.

Assessment Requirements

Assessment Policy

Faculty Policy - Unit Assessment Hurdles
(http://www.infotech.monash.edu.au/resources/staff/edgov/policies/assessment-examinations/unit-assessment-hu

Assessment Tasks

Participation

- **Assessment task 1**

  Title:
  Assignment 1 - Process Modelling
  Description:
  You will be set one or more alternative questions on process modelling and a possible case study.
  Weighting:
  15%
  Criteria for assessment:

    1. Correctness of answer
    2. Evidence of wide readings with appropriate references
    3. Findings are well discussed including analysis of findings with inclusion of own thoughts/critical analysis of readings

  Due date:
  16 April 2012

- **Assessment task 2**

  Title:
  Assignment 2 - Process Simulation
  Description:
  Implementation of a process model in ExtendSim.
  Weighting:
  15%
  Criteria for assessment:

    1. Correctness of answer
    2. Well documented flowchart and well working simulation model
    3. Provides discussions of findings and care in presentation
    4. Findings are well discussed including critical analysis with inclusion of own thoughts and innovative suggestions for improvements

  Due date:
  25 May 2012

Examinations

- **Examination 1**

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

Assignment submission

It is a University requirement (http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-procedures.html) for students to submit an assignment coversheet for each assessment item. Faculty Assignment coversheets can be found at http://www.infotech.monash.edu.au/resources/student/forms/. Please check with your Lecturer on the submission method for your assignment coversheet (e.g. attach a file to the online assignment submission, hand-in a hard copy, or use an online quiz).

Online submission

If Electronic Submission has been approved for your unit, please submit your work via the VLE site for this unit, which you can access via links in the my.monash portal.

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.

Other Information

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.
- Codes of Practice for Teaching and Learning
  (http://www.policy.monash.edu/policy-bank/academic/education/conduct/suppdocs/code-of-practice-tea

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. For Sunway see http://www.monash.edu.my/Student-services, and for South Africa see http://www.monash.ac.za/current/

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. At Sunway, visit the Library and Learning Commons at http://www.lib.monash.edu.my/. At South Africa visit http://www.lib.monash.ac.za/.

Academic support services may be available for students who have a disability or medical condition. Registration with the Disability Liaison Unit is required. Further information is available as follows:

- Website: http://monash.edu/equity-diversity/disability/index.html;
- Email: dlu@monash.edu
- Drop In: Equity and Diversity Centre, Level 1 Gallery Building (Building 55), Monash University, Clayton Campus, or Student Community Services Department, Level 2, Building 2, Monash University, Sunway Campus
- Telephone: 03 9905 5704, or contact the Student Advisor, Student Commuity Services at 03 55146018 at Sunway