### Request for Addition, Expiration, or Revision of an Undergraduate Course

**Subject Abbreviation:** IST  
**Course Number:** 340  
**Long Title:** Business Process Management  
**Short Title:** Business Process Management

**Credit Type:**
- Fixed Credit Cr. Hrs.: 3.0

**Course Attributes:**
- Pass/Not Pass Only
- Satisfactory/Unsatisfactory Only
- Repeatability
- Maximum Repeatable Credit
- Department
- Instructor
- Variable Title
- Remedial
- Credit by Examination
- Honors
- Designator Required
- Full Time Privilege
- Special Fees
- Off Campus Experience

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<th>Instruction Type</th>
<th>Minutes</th>
<th>Meetings Per Week</th>
<th>% Credit Offered</th>
<th>Weeks Offered</th>
<th>% Credit Allocated</th>
<th>Delivery Method (Asyn. Or Syn.)</th>
<th>Delivery Medium (Audio, Internet, Live, Test-Based, Video)</th>
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**Course Description (Include Prerequisites):**

P: IST 270. In this course students will be introduced to the design and approaches to business process management and improvement. Students will learn how to identify, document, model, assess, and improve core business processes, be introduced to process design principles, how information technology can be used to manage, transform, and improve business processes and be exposed to challenges and approaches to organizational change, outsourcing, and inter-organizational processes.

**Certifications:**

- Computer and Electrical Engineering Technology & Information Systems and Technology  
- Effective Session: Fall 2010

**Office of the Registrar**
Learning objectives

Students will:
1. Learn how to model business processes
2. Learn how to benchmark business processes performance
3. Learn how to assess business processes performance
4. Learn how to design business process improvements
5. Understand the role and potential of IT to support business process management
6. Understand the challenges of business process change
7. Understand how to support business process change
8. Understand different approaches to business process modeling and improvement
9. Understand the challenges and risks concerning business process outsourcing
10. Learn to use basic business process modeling tools
11. Learn to simulate simple business processes and use simulation results in business process analysis

Topics

Overview
- Challenges in managing business processes
- Approaches to business process management & improvement

Understanding organizational processes
- Business process definition and classification
- Identifying core processes
- Modeling processes
- Documenting processes

Process Assessment
- Measuring performance
- Benchmarking
- Statistical techniques for process measurement

Process Improvement
- Process design guidelines and principles
- Continuous process improvement
- Change management

Using IT for process management and improvement
- Business process improvement and modeling software
- Tools of business process simulation
- ERP Systems

Organizational issues in business process management
- Understanding the customer
- Business process outsourcing
- Managing processes that cross organizational borders

**Discussion**

- The course description does not identify specific approaches and methods for business process management and improvements, such as BPR, TQM, or Six Sigma. This will allow instructors and institutions to decide which specific approaches to cover.

- The demonstration of leading ERP systems such as SAP is highly recommended.

- The use of case studies for discussion and reflection in this course is highly recommended.

- The use of group project in this course is highly recommended.

- The organization of an SAP Practicum can be considered.