



## **BUSA 379 Business Process Management & ERP Systems COURSE SYLLABUS: Fall Semester 2020**

**Instructor: Peter Drewes**

Office Hours: *by Appointment*

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Preferred Form of Communication: Email Communication Response Time: Within  
24 hours

### **COURSE INFORMATION**

#### ***Textbook(s) Required***

*Fundamentals of Business Process Management (2nd Edition)* by Dumas, et al ISBN:  
978-3-662-56508-7 eBook: 978-3-662-56509-4

#### ***Reference Material***

Website: [www.bptrends.com](http://www.bptrends.com) - Active "practitioner" BPM website

Website: [www.quizlet.com/12897906/flashcards](http://www.quizlet.com/12897906/flashcards) - BPMN flashcards

Website:

[public.dhe.ibm.com/software/in/events/softwareuniverse/resources/BPM\\_for\\_Dummies.pdf](http://public.dhe.ibm.com/software/in/events/softwareuniverse/resources/BPM_for_Dummies.pdf) - *BPM for Dummies (IBM Special Edition, publicly available)*, Wiley Publishing, Inc, 2011 Grosskopf, A., Decker, G., and Weske, M. *The Process: Business Process Modeling using BPMN*, Meghan-Kiffer Press, 2009, ISBN 978-0-929-65226-9

Mark McDonald, *Improving Business Processes*, Harvard Business Review Press, 2010, ISBN-13: 978-1422129739

#### ***Software Required***

*The primary modeling tool for the course is Signavio. Signavio is a free open-source, cloud-based modeling tool. More information is provided in the D2L course content folder.*

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## **Course Description**

This course will introduce students to key concepts and approaches to business process management and improvement. The main focus of this course is both understanding and designing business processes with an emphasis on Enterprise Resource Planning (ERP). Students will learn how to identify, document, model, assess, and improve core business processes. Students will be introduced to process design principles. Additionally, the way in which information technology can be used to manage, transform, and improve business processes is discussed. Students will be exposed to challenges and approaches to organizational change, domestic and offshore outsourcing, and inter-organizational processes

## **Student Learning Outcomes**

1. Students will be able to perform an analysis to improve a business process
2. Students will be able to simulate business processes
3. Students will be able to understand process performance measurement
4. Students will be able to understand enterprise process management / ERP extension
5. Students will be able to understand the major approaches to support process transformation
6. Students will be able to understand typical business processes (procurement, fulfillment and production) at the organizational and enterprise levels
7. Students will be able to execute business processes with a BPMS
8. Students will be able to view work in a business with the "Process Mindset"
9. Students will be able to model business processes with the Business Process Modeling Notation (BPMN) language
10. Students will be able to understand what service-oriented architectures are and how they relate to BPMS
11. Students will be able to understand the Decision Model approach to operational process rules.
12. Students will be able to understand Process Mining

## **COURSE REQUIREMENTS**

### ***Minimal Technical Skills Needed***

Using the Learning Management System, Microsoft Office Tools, and *Signavio Modeling Tool* ***Instructional Methods***

This course uses lecture videos (see technical section below), Microsoft Power Point (lecture and tutorial slides), MySQL assignments, and learning management system (see technical section below). Supplemental videos and documents will be provided to help reinforce course content.

### ***Student Responsibilities***

The University expects regular attendance by students in each course. Class attendance is useful to the student as a means of acquiring knowledge and clarification. Frequent access to the course content and material is expected. The instructor has access to login metrics for each student. Class participation is the active engagement in questions and answers, taking part in analyses of business situations, and contribution to material. Class attendance and class participation for a web-based course requires accessing D2L content on a consistent basis.

*The syllabus/schedule are subject to change.*

## **GRADING**

Final grades in this course will be based on the following scale: A = 90%-100%

B = 80%-89%

C = 70%-79%

D = 60%-69%

F = 59% or Below

The four criteria used to determine the grades earned for the course are as follows:

**Assignments 35%**

**Quiz (2 @ 10% each)**

**Mid Term Exam 20%**

**Final Exam 25%**

### ***Assessments***

There are 8 assignments which include both material assignments directly relating to the content material in the course and application assignments which provide the student an opportunity to apply data-information translation exercises using Microsoft Excel. Each assignment is 12.5% of the 35% for the assignments weighting distribution. Descriptions of the assignments will be posted as they are assigned. All assignments are individual assignments and are to be the result of the student's own work. **Using someone else's words/code/model or ideas as if they were your own is plagiarism and fall within the academic integrity guidelines as noted below.** All assignments submitted will be evaluated for authorship. Each student will have at least one week to complete each assignment. These assignments give the student an opportunity to apply what they have learned in each chapter. Only assignments submitted in the D2L dropbox will be graded. Do not send assignments via email.

Late assignments are highly discouraged. A penalty of 15% per day (including weekends) will be assessed on late assignments. Under NO circumstances will assignments more than two days late be accepted. No extra credit assignments are available.

Of note: All assignment due dates, project deadlines, and exam times are US Central Time Zone. Please note that D2L will have a due date and end date noted for each assignment and quiz/exam. The due date in D2L is when the assignment is due as noted within the document and the end date in D2L is when the assignment closes and the student will not be allowed to submit.

There are two quizzes, each worth 50% of the 20% for the quiz weighting distribution. And there is a midterm exam worth 20% and final exam worth 25% for each respective weighting distribution. Exams will consist of multiple-choice format but may include short answer or fill-in-the-blank questions. Exams are always timed so preparation and familiarity with the material is important. The focus of the questions is on the course material but may include material from lecture videos and assignments not covered by the textbook.

**The syllabus/schedule are subject to change.**

## TECHNOLOGY REQUIREMENTS LMS

All course sections offered by Texas A&M University-Commerce have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are technical requirements

LMS Requirements:

<https://community.brightspace.com/s/article/Brightspace-Platform-Requirements>

LMS Browser Support:

[https://documentation.brightspace.com/EN/brightspace/requirements/all/browser\\_support.htm](https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm)

YouSeeU Virtual Classroom Requirements:

<https://support.youseeu.com/hc/en-us/articles/115007031107-Basic-System-Requirements>

## ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

**Note:** Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

## COMMUNICATION AND SUPPORT

If you have any questions or are having difficulties with the course material, please contact your Instructor.

### Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778. Other support options can be found here:

<https://community.brightspace.com/support/s/contactsupport>

## ***Interaction with Instructor Statement***

Email is the preferred form of communication. Please be sure to include the course (number and section) to ensure a timely response. Emails are generally answered within 12 hours with the exception of weekends. When you have technical issues, please be sure to include screenshots as appropriate. Class slides, assignment descriptions, and the recording of grades are provided through MyLeo. Class announcements (e.g. change in assignment dates) will be sent to the student's email on record when available. **It is the students' responsibility to regularly check their University email.**

## **COURSE AND UNIVERSITY PROCEDURES/POLICIES**

### ***Course Specific Procedures/Policies***

The University expects regular attendance by students in each course. Class attendance is useful to the student as a means of acquiring knowledge and clarification. Frequent access to the course content and material is expected. The instructor has access to login metrics for each student. Class participation is the active engagement in questions and answers, taking part in analyses of business situations, and contribution to material. Class attendance and class participation for a web-based course requires active engagement in discussion boards and accessing D2L content on a consistent basis (as appropriate for online vs. face/face classes).

Late assignments are highly discouraged. A penalty of 15% per day (including weekends) will be assessed on late assignments. Under NO circumstances will assignments more than two days late be accepted. No extra credit assignments are available.

### **Syllabus Change Policy**

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

### **University Specific Procedures Student Conduct**

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx).  
<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum:  
<https://www.britannica.com/topic/netiquette>

## **TAMUC Attendance**

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

## **Academic Integrity**

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty 13.99.99.R0.03](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

[Graduate Student Academic Dishonesty 13.99.99.R0.10](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

## **Students with Disabilities-- ADA Statement**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

### **Office of Student Disability Resources and Services**

Texas A&M University-Commerce

Gee Library- Room 162

Phone (903) 886-5150 or (903) 886-5835 Fax (903) 468-8148

Email: [studentdisabilityservices@tamuc.edu](mailto:studentdisabilityservices@tamuc.edu)

Website: [Office of Student Disability Resources and Services](http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/)  
<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

## **Nondiscrimination Notice**

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

## **Campus Concealed Carry Statement**

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M- Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

Web url:

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.



## COURSE OUTLINE / CALENDAR

Week #	Chapter	Lecture	Assignment
1		Course Overview / Introduction to BPM & ERP Systems	
2	1	Introduction to Business Process management	Assignment #1
3		Introduction to Enterprise Systems	Assignment #1
4	2	Quiz 1/ Process Identification	Quiz 1
5	2-3	Process Identification / Essential Process Modeling	Assignment #3
6	3-4	Essential Process Modeling / Advanced Process Modeling	
7	4-5	Advanced Process Modeling / Process Discovery	Assignment #4
8	5	Process Discover / Mid Term Review	Mid Term Exam
9	6	Qualitative Process Analysis	Assignment 5
10	7	Quantitative Process Analysis	
11	8	Process Redesign	Assignment 6
12		Quiz 2 review / Quiz 2	Quiz 2 / Assignment 7
13	9	Process Aware Information Systems	Assignment 8
14	11	Process Monitoring	
15	12	BPM as an Interprise Capability / Final Exam Review	Final Exam Review
			Final Exam

\*The descriptions and timelines contained in this syllabus are subject to change at the discretion of the instructor.

*The syllabus/schedule are subject to change.*

### Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

## The University's Pandemic Response

A&M-Commerce requires the use of face-coverings in all instructional and research classrooms/laboratories. Exceptions may be made by faculty where warranted. Faculty have management over their classrooms. Students not using face-coverings can be required to leave class. Repetitive refusal to comply can be reported to the Office of Students' Rights and Responsibilities as a violation of the student Code of Conduct. "

"Students should not attend class when ill or after exposure to anyone with a communicable illness. Communicate such instances directly with your instructor. Faculty will work to support the student getting access to missed content or completing missed assignments.