BUSA 379: Business Process Management & ERP Systems

Fall 2023

Instructor: Dr. Vinayaka Gude
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Location: 2058, 8750 NorthPark Central

Office Hours: Monday, Tuesday & Thursday: 9 -11:30 AM (or by appointment).

COURSE INFORMATION

Course Modality

This course is designated as an **online class**. All course materials and video recordings of the lectures will be available through D2L.

Required Textbooks

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

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.

COURSE OBJECTIVES

1. Students will be able to view work in a business with the “Process Mindset”
2. Students will be able to model business processes with the Business Process Modeling Notation (BPMN) language.
3. Students will be able to perform an analysis to improve a business process.
4. Students will be able to simulate business processes
5. Students will be able to understand process performance measurement.
6. Students will be able to understand enterprise process management / ERP extension.
7. Students will be able to understand the major approaches to support process. Transformation.
8. Students will be able to understand typical business processes (procurement, fulfillment and production) at the organizational and enterprise levels.
9. Students will be able to execute business processes with a BPMS.
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

COB SLO-Course Objective Alignment

COB STUDENT LEARNING OUTCOMES (SLOS)	COURSE OUTCOMES - AFTER SUCCESSFULLY COMPLETING THIS COURSE, STUDENTS WILL BE ABLE TO:	MEASUREMENT METHODS (OUTCOME ASSESSMENTS)
1, 2, 3, 5	• Identify and describe complex business problems in terms of analytical models • Understand and apply statistical concepts and methods of business analytics • Develop models in excel and other analytical tools for various decision-making problems • Interpret results/solutions and identify appropriate courses of action for a given problem • Communicate technical information in the form of visualizations and detailed reports.	• Project Report & Presentation • Assignments

GRADING

Project

Each student will select a specific topic to investigate and develop a dashboard using the tools and methods discussed in the course. Deliverables include a presentation of the dashboard and a report.

Final Grade

At the end of this semester, if your total is between 90 and 100, you will get an A; if it's between 80 and 89, you will get a B, and so on. **Please note that the actual points will be used to calculate your final grade.** No curving will be used in this class.

Tasks	% of the final grade
Assignments	50
Project	50

Points	Grade
90-100	A
80-89	B
70-79	C
60-69	D
Below 60	F

TECHNOLOGY REQUIREMENTS

You will need to use Tableau and Microsoft office tools. A 1-year student license for Tableau will be provided.

COMMUNICATION AND SUPPORT

If you ask me questions by emails, I will reply within 48 hours. However, I usually answer them much faster.
If you have questions about software operations, please make sure to include the screenshots of the issues in the emails.
All assignment due dates, deadlines, and exam time are central time in the United States.

COURSE AND UNIVERSITY POLICIES

Students with Disabilities

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

Gee Library- Room 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamuc.edu

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See *Code of Student Conduct from Student Guide Handbook).*

Campus Concealed Carry

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 (http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf) and/or consult your event organizer). 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.

TENTATIVE COURSE OUTLINE

Week	Topic(s)	Tasks (due date – 11:59 PM)
1	Course Overview	
2	Project Definition	
3	Essential Process Modeling	
4	Essential Process Modeling - 2	Assignment 1 [09/19]
5	Advanced Process Modeling	
6	Process Discovery	
7	Qualitative Process Analysis	Assignment 2 [10/03]
8	Quantitative Process Analysis	
9	Process Redesign	Assignment 3 [10/17]
10	Process Automation	
11	Simulation	Assignment 4 [11/07]
12	Process Intelligence	
13	BPM as an Enterprise Capability	Assignment 5 [11/21]
14	Advanced Process Modeling	
15	Final Project Presentation and Report [12/12]	