

NOVA Information Management School

NOVA IMS

Course	Business Process Management
Coordinator	Jorge Neves
ECTS	4
Objectives:	<p>The course main objective is to study the Business Process Management inside organizations separating the technological management and organizational management aspects. Additionally, will be addressed some multi, trans and interdisciplinary concerns as the Business Process Management study involves multiple perspectives and concepts that include diverse knowledge fields.</p> <p>At the end of this unit the student should be able to:</p> <ul style="list-style-type: none"> - Explain the critical factors to success in process oriented management - Develop an organizational strategy. - Develop a process architecture. - Integrate BPM in Management Information Systems (MIS) - Describe and explain a Business Process Management project - Use systems and BPM technologies. - Compare BPM approaches
Curricular Unit Contents:	<p>The curricular unit is organized in four Learning Units (LU):</p> <p>LU1. Business Process Perspective</p> <ul style="list-style-type: none"> -Business Processes -Organizational skills -Process versus organizational competence <p>LU2. IS Management Architecture</p> <ul style="list-style-type: none"> -Process Specification -Processes and Information Systems Architecture -Architectures -Alignment between IS processes and Systems-Applicational <p>LU3. Process Oriented Management (BPM).</p> <ul style="list-style-type: none"> -Critical Success Factors of BPM implementations.

	<p>-BPM Lifecycle.-BPM subdisciplines LU4. BPM Systems and Technologies.</p> <p>-Technologies for modulation and analysis support</p> <p>-Technology for implementation support</p> <p>-Technology for decision support management, performance measurement and business administrative activities</p>
Teaching methods:	<p>Teaching based on lectures and practical classes. The lectures are, in essence, for expository sessions, which serve to introduce the fundamental concepts of BPM associated with each of the topics. The practical classes are based on the analysis, design and implementation of theoretical concepts, using the computers and software. Teaching Methods</p> <ul style="list-style-type: none"> • Expository and interrogative teaching: lectures and discussions. • Declarative: tutorials tools • Active and participative: case studies, participation in project teams, use of BPM systems and technologies
Grading methods:	<p>Evaluation:</p> <p>1st round:Theoretical test (50%) + 2 Practical Work (50%)</p> <p>2nd round:final exam (100%).</p>
Bibliography:	<ul style="list-style-type: none"> • Hill, C. W. L. and G. R. Jones (2007). Strategic Management:An Integrated Approach. Boston, Houghton Mifflin. • Harmon, P. (2007). Business Process Change, Elsevier Ltd