

BPM Intro & Course Organization

PV207 – Business Process Management

Spring 2014

Jiří Kolář

Lecture summary

- Short introduction of BPM
- Course goals
- Team of lecturers and tutors
- Course content
- Organization
 - Lectures & seminar-sessions organisation
 - Homework assignments
 - Continuous feedbacks
 - Team project
 - Evaluation and examination
- Information sources
- Questions and intentions.

Business Process Management

Management discipline, focused on systematic **definition**, **documenting** and **execution measurement of processes** in organizations

- **Effort to describe processes** in organisation measure results and **manage process changes** towards higher efficiency
- **"Evolution not Revolution"**

Typical motivation for BPM:

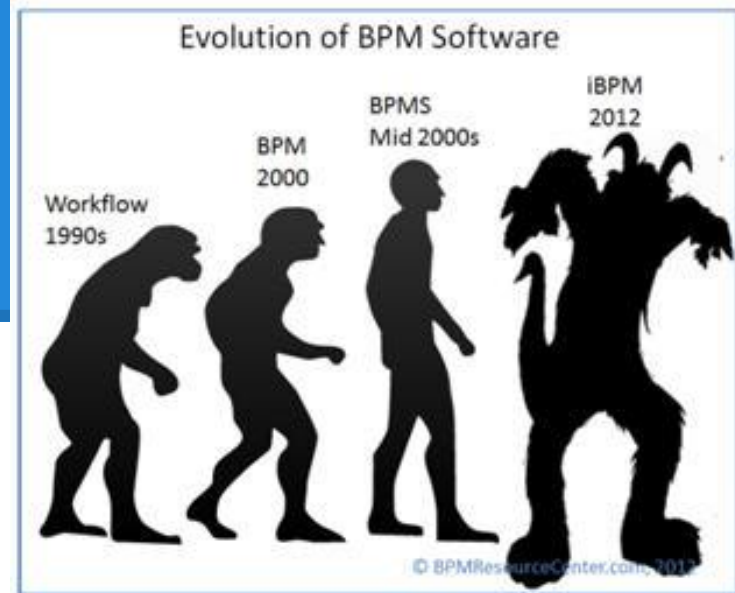
- **Business Reengineering**
 - Enterprise growth
 - Acquisitions
 - Organisational and cultural changes
- **Quality Management & Measurement**
- **Legal compliances, certifications**
- **Technology for IS development**
 - High level platforms
 - Integration
 - Agile system development

Where we can find BPM?

- Large enterprises
 - Banking
 - Insurance Business
 - Automotive
 - Farmaceutics
 - ++
- Health Care (In developed countries)
- Public organisations (dtto)
 - Courts, State administrative, Governmental organisations (ex. EU bureaucrats:)
- "Smart" SMEs
 - Smaller companies who care about their growth

History of BPM

- **XX BC Division of labour**
- **Beginning of 20th century**
 - Bata, Ford
- **80' – Total Quality Management**
 - Toyota
- **80'/90' – Workflow management**
- **90' – Business Process Reengineering**
 - Davenport etc..
- **2002 – Business Process Management**
 - First BPM technologies Pioneers of BPM
- **2009 ++ AI in process mining, Social BPM, Dynamic BPM, Case Management**



Course goals

- **Introduce BPM**
- Explain relationship between **BPM & SOA**
- Explain and **business process modeling**
- Explain basics of **Business Analysis**
- Explain **how to adopt BPM** in organisation
- Briefly introduce **Corporate Performance Measurement**
- **Hands-on-experience** with BPM technologies
- **Processes and Quality**
- Let students elaborate **end-to-end BPM team project**

What should you know after this course:

- Understand what BPM is
- Understand where it can be helpful
- Know how BPM-based project looks like
 - Teamwork and roles
 - Organisation
 - Conditions and environment
 - Common problems
- Basics of Business analysis
- Get overview about some BPM technologies

Rough lecture schedule: (Changes of schedule may occur!)

Google calendar - Agenda:

[https://www.google.com/calendar/embed?
src=aq8rri3foddsn7k7ho586tl7ms%40group.calendar.
google.com&ctz=Europe/Prague&mode=Agenda](https://www.google.com/calendar/embed?src=aq8rri3foddsn7k7ho586tl7ms%40group.calendar.google.com&ctz=Europe/Prague&mode=Agenda)

Add it to your Google calendar:

[https://www.google.
com/calendar/ical/aq8rri3foddsn7k7ho586tl7ms%40group.
calendar.google.com/private-
446df1f86ae2a32ef22f5b739634575b/basic.ics](https://www.google.com/calendar/ical/aq8rri3foddsn7k7ho586tl7ms%40group.calendar.google.com/private-446df1f86ae2a32ef22f5b739634575b/basic.ics)

PV207 team & Contact persons

- **Jiří Kolář**

- Duties: Organization, general BPM lectures
- **Primary contact for:** Organization, evaluation, General **project** Q&A

- **Lubomir Hruban**

- Duties: Technical lectures, process modeling, seminar-sessions
- **Primary contact for:** IBM BPM platform, IBM BPM based - projects, BPMN Q&A, **homeworks**

- **Lukáš Smiga**

- Duties: Technical lectures, process modeling, seminar-sessions
- **Primary contact for:** BizAgi platform, BizAgi based - projects

- **External speakers**

- IBM SWG CZ
- Red Hat Czech (JBoss)
- Lubomír Dočkal - Process modeling specialist

Basic course concepts

1. Foster students involvement
2. Share practical experience from commercial environment
3. Foster knowledge sharing among students
4. Exercise teamwork

Lectures

- **Presentations** with slides
- **Practical examples** (audience activity needed)
- Given usually **in English**
- External **guest lectures**
- Discussions more than welcomed
- One **student organized lecture** (optional)

Seminar-sessions

- **Hands-on sessions with PC**
- **Modeling, tools & coding, team activities**
- Student active involvement is crucial
- Usually **1 group in English**, rest as needed
- Opportunity for team building
- Homework & Team project consultations
 - **Technologies:** Java, Signavio academic platform, IBM tools, Lombardi, Blueworks, Visual Paradigm, Activiti, JBPM, Drools
- **Room B311 - OS Windows / VMWare**

Continuous feedbacks

- Course partially student-driven
- Expressing opinions, improve course quality!
- 3 Feedbacks during lectures (paper forms)
 - Completely anonymous
 - Be honest, but not stay focused
 - Be constructive critics
 - If you don't like something, propose how to do it better
 - Express wishes, but realistic ones

Team project - goals

- Improve **teamwork skills**
- Understand **different roles in BPM**
- Learn about **whole process life-cycle**
- Learn how to bridge the **gap between analysis and implementation**
- Exercise **domain analysis**
- Exercise **precession in analysis documents**
- **Hands-on BPM** related technologies
- Improve **presentation and soft skills**

Team project - details

- Start in middle of semester (Form teams)
- End with project presentation in Exam period
- Teams of **4** (not 3, not 5!) people
- Phases:
 - Build your team
 - Domain analysis
 - Process analysis
 - Implementation
 - Presentation
- Roles in project

Evaluation & examination

Evaluation:

- Homework assignments 10%
- Test 30%
- Team project 60% =
 - Analysis 30%
 - Implementation 20%
 - Presentation 10%

Examination:

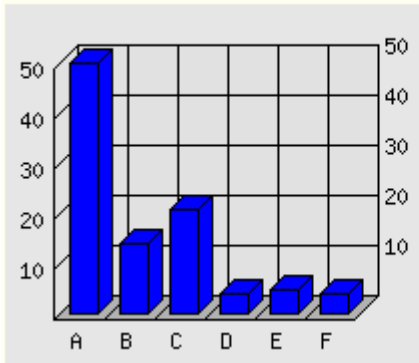
- Team project presentation + questions (cca 20 min)
- Generated, written multiple-choice test (no materials)
- Grades:
 - A 100-86 %
 - B 85-82 %
 - C 81-79 %
 - D 78-75 %
 - E 74-70 %
 - F < 69 % (FAIL)

Previous years statistics

Výsledné známky

Předmět	Celkem studentů	Úspěšně	Průměr	A	B	C	D	E	F
<u>PV207</u>	74	95 %	1.58	37	11	16	3	4	3

PV207 Business Process Management



Domain	Technology (Tool)	body 60	Projekt %	r
Hospital	Bonita	59	98.333333333333	
Spedition	Bonita	48	80	
The Office of International Studies	Bonita	58	96.666666666666	
Elvo s.r.o.	Lombardi	54	90	
ICT services	Bonita	46	76.666666666666	
Aerokolub	Bonita	52	86.666666666666	
Cestovka	Bonita	58	96.666666666666	
SW company	Bonita	58	96.666666666666	
	Bonita	0	0	
	Bonita	0	0	
Web SW development	Bonita	51	85	
Non-profit organization - Junák	Bonita	53	88.333333333333	
FNZ	Bonita	50	83.333333333333	
Hosiptal	Bonita	53	88.333333333333	
Home Credit	Bonita	51	85	
Spediion	Bonita	56	93.333333333333	
eshop eFood	Bonita	56	93.333333333333	
	Bonita	54	90	
ITSupport	Bonita	57		

Changes since last years

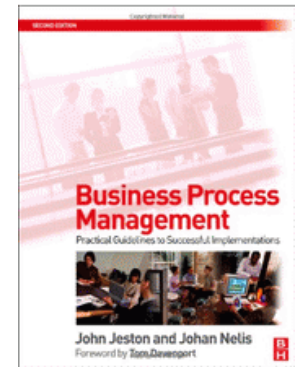
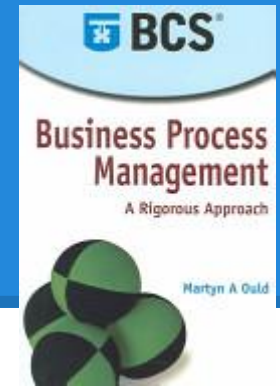
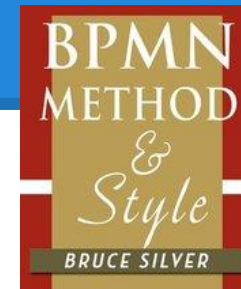
- Less students, limit 60, Teachers permission
 - From 100+ (2011) - > cca 55 this year
- More **individual approach** to students
- **Rise of interactivity**
- **Rise of difficulty** == more motivation :)
- More emphasis on student projects
- Shift from technical to management content
 - Business analysis
 - Teamwork
 - More complete Enterprise technologies
 - IBM BPM, BizAgi
 - Less platforms :(

Information sources & books

- **Lecture slides**
(**not** completely sufficient for the exam, lecture attendance highly recommended)
- **Books @ Library FI & ESF MU**
- **Books @ Amazon**
- Papers & publications

Extended books (beyond course border)

- BPMN method and style
Bruce Silver, 20099780982368107
- Business Process Management: Practical Guidelines to Successful Implementations
- Business Process Management: A Rigorous Approach
- Business Process Management: Concepts, Languages, Architectures
- Essential Business Process Modeling
- Smith, H. and Fingar, P.: Business process management: the third wave
- "Schedlbauer, M.: The Art of Business Process



Extended books (beyond course borders)

- Czech
 - Podnikové informační systémy, Basl Josef, Blažíček Roman, 2007 ,978-80-247-2279-5
 - Podnikové procesy: procesní řízení a modelování Václav Řepa, 2007, 978-80-247-2252-8
 - Zavádění a rozvoj procesního řízení ve firmě Filip Šmída, 2007, 978-80-247-1679-4

FIN

Questions?

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Spring 2012

Jiří Kolář