

## Introduction to Process Management

Module Code: DLBWIEPM\_E

Module Type	Admission Requirements	Study Level	CP	Student Workload
see curriculum	none	BA	5	150 h

Semester / Term	Duration	Regularly offered in	Language of Instruction and Examination
see curriculum	Minimum 1 semester	WiSe/SoSe	English

### Module Coordinator

Prof. Dr. Hubert Vogl (Introduction to Process Management)

### Contributing Courses to Module

- Introduction to Process Management (DLBWIEPM01\_E)

### Module Exam Type

#### Module Exam

Study Format: Distance Learning  
Exam or Written Assessment: Written  
Assignment, 90 Minutes

#### Study Format: myStudies

Exam or Written Assessment: Written  
Assignment, 90 Minutes

#### Split Exam

### Weight of Module

see curriculum

**Module Contents**

- Terms and motivation for process management
- Fundamentals of enterprise modeling
- Modelling of business processes
- Process evaluation
- Utilization of reference processes
- Process changes

**Learning Outcomes****Introduction to Process Management**

On successful completion, students will be able to

- identify the motivation and challenges in process management and describe the phases of process design.
- document business processes in a structured way.
- analyze and evaluate processes with suitable methods.
- explain the use of reference processes and name at least one typical reference process.
- identify challenges of process changes and plan risk-oriented process changes by appropriate means.

**Links to other Modules within the Study Program**

This module is similar to other modules in the fields of Computer Science & Software Development

**Links to other Study Programs of the University**

All Bachelor Programs in the IT & Technology fields

# Introduction to Process Management

Course Code: DLBWIEPM01\_E

Study Level	Language of Instruction and Examination	Contact Hours	CP	Admission Requirements
BA	English		5	none

## Course Description

Business processes form the basis of many medium and large organizations. They contain binding rules and agreements that document the interaction of all organizational units and persons involved. This course introduces basics of enterprise modeling and specific forms of documentation for process modeling. An additional focus is given on techniques and methods supporting the evaluation of processes. Since reference models play an important role in practice, this course also presents typical reference processes, going in more detail by introducing the reference framework ITIL. Since organizational change is a critical success factor in process management, this course also addresses challenges in the rollout of processes and issues in the context of change management.

## Course Outcomes

On successful completion, students will be able to

- identify the motivation and challenges in process management and describe the phases of process design.
- document business processes in a structured way.
- analyze and evaluate processes with suitable methods.
- explain the use of reference processes and name at least one typical reference process.
- identify challenges of process changes and plan risk-oriented process changes by appropriate means.

## Contents

1. Terms and Motivation for Process Management
  - 1.1 Terms: Process, Process Management, Actual Process, Target Process
  - 1.2 Motivation for Process Management
  - 1.3 Risks and Challenges of Changing Processes in Organizations
  - 1.4 Phases of the Process Design
2. Fundamentals of Enterprise Modeling
  - 2.1 Elements of Enterprise Modelling
  - 2.2 Forms of Organization
  - 2.3 Elements in Business Processes

3. Modelling of Business Processes
  - 3.1 Business Process and Notation (BPMN)
  - 3.2 Extended Event-Driven Process Chains (EPC)
4. Process Evaluation
  - 4.1 Methods of Process Evaluation
  - 4.2 Use of KPIs for Process Evaluation
  - 4.3 IT-Supported Process Evaluation
5. Use of Reference Processes
  - 5.1 Motivation and Typical Examples of Reference Processes
  - 5.2 Example: ITIL as Process Framework for the Operation of IT
6. Process Changes
  - 6.1 Analysis of the Effects of Process Changes
  - 6.2 Rollout of Process Changes
  - 6.3 Change Management

**Literature****Compulsory Reading****Further Reading**

- Allweyer, T. (2016): BPMN 2.0. Business Process Model and Notation. Introduction the Standard of Business Process Modeling. 2nd, updated and extended edition, Books on Demand, Norderstedt.
- Dumas, M./La Rosa M./Mendling, J./Reijers, H. A. (2018): Fundamentals of Business Process Management. 2nd edition, Springer Berlin/Heidelberg .
- Mendling, J. (2008): Metrics for Process Models: Empirical Foundations of Verification, Error Prediction, and Guidelines for Correctness. Springer, Berlin/ Heidelberg.

**Study Format Distance Learning**

<b>Study Format</b> Distance Learning	<b>Course Type</b> Online Lecture
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<b>Information about the examination</b>	
<b>Examination Admission Requirements</b>	<b>BOLK:</b> yes <b>Course Evaluation:</b> no
<b>Type of Exam</b>	Exam or Written Assessment: Written Assignment, 90 Minutes

<b>Student Workload</b>					
<b>Self Study</b>	<b>Contact Hours</b>	<b>Tutorial</b>	<b>Self Test</b>	<b>Independent Study</b>	<b>Hours Total</b>
100 h	0 h	25 h	25 h	0 h	150 h

<b>Instructional Methods</b>	
<input type="checkbox"/> Learning Sprints® <input checked="" type="checkbox"/> Course Book <input type="checkbox"/> Vodcast <input checked="" type="checkbox"/> Shortcast <input checked="" type="checkbox"/> Audio <input checked="" type="checkbox"/> Exam Template	<input type="checkbox"/> Review Book <input type="checkbox"/> Creative Lab <input checked="" type="checkbox"/> Guideline <input checked="" type="checkbox"/> Live Tutorium/Course Feed <input type="checkbox"/> Reader <input checked="" type="checkbox"/> Slides

**Study Format myStudies**

<b>Study Format</b> myStudies	<b>Course Type</b> Lecture
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<b>Information about the examination</b>	
<b>Examination Admission Requirements</b>	<b>BOLK:</b> yes <b>Course Evaluation:</b> no
<b>Type of Exam</b>	Exam or Written Assessment: Written Assignment, 90 Minutes

<b>Student Workload</b>					
<b>Self Study</b> 100 h	<b>Contact Hours</b> 0 h	<b>Tutorial</b> 25 h	<b>Self Test</b> 25 h	<b>Independent Study</b> 0 h	<b>Hours Total</b> 150 h

<b>Instructional Methods</b>	
<input type="checkbox"/> Learning Sprints® <input checked="" type="checkbox"/> Course Book <input type="checkbox"/> Vodcast <input checked="" type="checkbox"/> Shortcast <input checked="" type="checkbox"/> Audio <input checked="" type="checkbox"/> Exam Template	<input type="checkbox"/> Review Book <input type="checkbox"/> Creative Lab <input checked="" type="checkbox"/> Guideline <input checked="" type="checkbox"/> Live Tutorium/Course Feed <input type="checkbox"/> Reader <input checked="" type="checkbox"/> Slides