Introduction to Process Management

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.

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1. Terms and Motivation for Process Management
   1. Terms: Process, Process Management, Actual Process, Target Process
   2. Motivation for Process Management
   3. Risks and Challenges of Changing Processes in Organizations
   4. Phases of the Process Design
2. Fundamentals of Enterprise Modeling
   1. Elements of Enterprise Modelling
   2. Forms of Organization
   3. Elements in Business Processes
3. Modelling of Business Processes
   1. Business Process and Notation (BPMN)
   2. Extended Event-Driven Process Chains (EEPK)
4. Process Evaluation
   1. Methods of Process Evaluation
   2. Use of KPIs for Process Evaluation
   3. IT-Supported Process Evaluation
5. Use of Reference Processes
   1. Motivation and Typical Examples of Reference Processes
   2. Example: ITIL as Process Framework for the Operation of IT
6. Process Changes
   1. Analysis of the Effects of Process Changes
   2. Rollout of Process Changes
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