

SYLLABUS – BUSINESS PROCESS MANAGEMENT

MIST 5750, Spring 2022

The course syllabus is a general plan for the course; deviations announced to the class by the instructor may be necessary.

Instructor:	Dave Chatterjee, Ph.D.
Instructor Profile:	www.dchatte.com https://www.linkedin.com/in/dchatte/
Course Duration:	As stated in the UGA Academic Calendar
Course Times	T/Th 12:45 to 2:00; 2:20 to 3:35
Meeting Room	Ivester E007
CRN No.:	22270/48049
Class Web Site:	https://uga.view.usg.edu
Contact Information:	706-224-8699; dchatte@gmail.com
Office Hours:	By appointment
Required Pre-requisites:	MIST 2090 or MIST 2090E or MIST 2090H

COURSE OVERVIEW

Effectively managing organizational processes -- both operational and decision-making processes -- is at the heart of successfully running an organization. Information technology (IT) plays a vital role in automating, empowering, and transforming organizational processes. The focus of the course is to lay a strong foundation for an in-depth understanding of organizational processes and the enabling role of information technology (IT). Among other things, I will strive to instill in students a process mindset and enhance their ability to identify sub-optimal processes and suggest suitable improvement measures. Using a hands-on and practice-driven approach, the course will expose students to various process related challenges and provide opportunities to create process diagrams, make process improvement recommendations, and automate a collaborative workflow.

COURSE OBJECTIVES

Upon successfully completing the course, a student will be able to

1. Identify different types of business processes and how they relate to each other in creating value for the organization.
2. Use BPMN tools such as Signavio to document the 'As-Is' and 'To-Be' state of business processes.
3. Analyze strengths and weaknesses of business processes using quantitative and qualitative tools and techniques.
4. Evaluate process improvement and transformation options and make suitable recommendations.
5. Discuss how BPM systems are similar to and different from various other types of information systems.
6. Describe how to track and analyze process performance.
7. Understand how to automate a business process.

TEXTBOOK

Fundamentals of Business Process Management 2nd Edition – Dumas, La Rosa, Mendling, and Reijers, (2018), Springer. (https://www.amazon.com/Fundamentals-Business-Process-Management-Marlon-dp-3662585855/dp/3662585855/ref=dp_ob_title_bk)

SOFTWARE

The primary modeling tool is Signavio, a cloud-based software. You will receive a link along with instructions to register for the tool. If any other software or tool is used, I will notify you with access instructions.

DELIVERY METHOD AND EXPECTATIONS

As per the latest UGA guidelines, the instructional method for this fall is face-to-face. However, hybrid instructional methods will be used to accommodate students with COVID-19, DRC accommodations, or other circumstances that may require a student to occasionally miss an in-person class.

PERFORMANCE EVALUATION

ASSESSMENT CRITERIA AND WEIGHTS

The following assessment criteria and weights will be used to determine the final weighted score.

Assessment Criteria	Weight
Quizzes Quiz 1 – 10 % Quiz 2 – 15 % Quiz 3 – 15 %	40 %
Comprehensive Final	30%
Team Project	20%
Lean Six Sigma Training Certification	3 %
Celonis Process Mining Fundamentals for Students Certification	5%
Professional Development	2%
Course Evaluation Survey – Extra Credit	0.5%

LETTER GRADE DETERMINATION

The final weighted score will be used to determine the letter grades. The table below shows a representative cut-off for letter grades.

93-100	A
90-92	A-
87-89	B+
83-86	B
80-82	B-
77-79	C+
73-76	C
70-72	C-
60-69	D
<60	F

QUIZZES 1-3

1. The scope of coverage includes readings, lecture slides, videos, discussions, and guest talks.
2. The quizzes could comprise of closed-ended questions, open-ended question, or a mix of the two.
3. Quizzes will be administered on-line using the eLC platform.
4. There should be no collaboration when taking the quizzes. The UGA Honor Code must be strictly followed.
5. If you are unable to take the quiz during the period of administration, I will decide whether to offer another opportunity to take the quiz after the original completion deadline. I will make that determination based on your reasons and supporting documentation.
6. **There will be a deduction of 20% (of the earned score) for delayed completion of a quiz.** I will make the determination whether to waive the deduction based on your reasons and supporting documentation.
7. **There will be a 20% deduction (of the earned score) if the eLC system reports a delay in submission.** I will make the determination whether to waive the deduction based on relevant information and feedback.

QUIZZES -- SCOPE OF COVERAGE

QUIZ	SCOPE OF COVERAGE	Administration Period
QUIZ 1	<ul style="list-style-type: none">▪ Chapters 1, 2, and 3▪ Slide Decks▪ Author Videos▪ Guest Speaker Talks▪ Class Discussions	To Be Announced
QUIZ 2	<ul style="list-style-type: none">▪ Chapters 3, 4, and 5▪ Slide Decks▪ Author Videos▪ Guest Speaker Talks▪ Class Discussions	To Be Announced
QUIZ 3	<ul style="list-style-type: none">▪ Chapter 3, 4, 5, 6, 7, and 8▪ Slide Decks▪ Author Videos▪ Guest Speaker Talks▪ Lean Six Sigma▪ Celonis Process Mining Fundamentals▪ Class Discussions	To Be Announced

COMPREHENSIVE FINAL EXAM

The comprehensive final exam will be a 2-hour exam and include all subject areas covered in class as well as slide decks, author videos, guest speaker talks, live session recordings, and Lean Six Sigma topics. The comprehensive final exam will be administered online on the dates and within the time windows specified in the UGA Academic Calendar.

There will be a 20% deduction if the eLC system reports a delay in submission. I will make the determination whether to waive the deduction based on relevant information and feedback.

TEAM PROJECT & PEER EVALUATION

The objective of the team project is to provide students hands-on opportunity to experience some of the stages of the business process management lifecycle. Specific details will be announced later.

It is imperative that every team member actively engage in the project. I will use peer evaluation ratings to determine the project score for each team member. For instance, if a team earns 100/100 in the project, but the average peer evaluation score of say team member A is 75, A's project score will be 75. I might use my discretion to ignore peer rating(s) based on relevant information and feedback.

LEAN SIX SIGMA PROBLEM SOLVING YELLOW BELT TRAINING CERTIFICATION

1. To sign up for the online self-paced course, follow the link below:
<https://goleansixsigma.com/product/yellow-belt-training-certification/?add-to-cart=209389>
2. Apply Coupon Code: **PSYBuga** to **receive a discounted registration cost of \$20**. Please note that this Yellow Belt Coupon Code is for current UGA students only. Students must register using a UGA (@UGA.EDU) email address.
3. Please contact customer support (success@goleansixsigma.com) if you run into trouble using the coupon code, accessing the course material, getting the approved discounted price, or any other issue.
4. Upon completion of the self-paced training course, each student will submit the successful completion certificate (in PDF) to earn the specified credit.
5. **The deadline for completing this certification is March 1st.**
6. **There will be an automatic deduction of 20% for delayed submission of the completion certification.** I will make the determination whether to waive the deduction based on your reasons and supporting documentation.

CELONIS PROCESS MINING FUNDAMENTALS FOR STUDENTS CERTIFICATION

The self-paced online certification details will be announced in class. **The deadline for completing this certification is April 1st. There will be an automatic deduction of 20% for delayed submission of the completion certification.** I will make the determination whether to waive the deduction based on your reasons and supporting documentation.

PROFESSIONAL DEVELOPMENT

The purpose of this requirements is to provide students with the short and long-term skills needed to flourish professionally. You may want to include the following on your resume:

“I have completed XXX hours of professional development, including attending multiple professional meetings, networking with industry professionals, and completing LinkedIn Learning courses.”

To meet the professional development requirements for this class, you must attend two events from the following:

- MIS Department events (e.g., MIS Meet the Companies) or MIS Department student organization events (e.g., SMIS, WiT).

You must register for the event a minimum of 24 hours in advance.

There is no “double counting” of attendance at events. Each event attended can only count for a single course. Within MISTERS, select which course that you want your attendance to count for.

If you have potential conflicts with meeting the professional development requirements or if you think that there are better development activities for your situation, meet with your instructor to discuss the possibilities. This meeting must be at the start, and not the end, of the semester and is your responsibility to schedule. Requests for alternative ways of meeting the professional development requirements must be entered into MISTERS by February 15.

Even if you have found a job, you still need to meet the professional development requirements for the class.

Professional development activities for credit must be completed by April 15th.

COURSE EVALUATION SURVEY – EXTRA CREDIT

You can earn 0.5point credit for completing the course survey. Say, if your final weighted score is 89.2 and you have completed the course evaluation, your final score will become (89.7 rounded to 90) 90 and the letter grade will change from B+ to A-. I will provide the login instructions and time window for completion via eLC announcements.

OTHER CLASS POLICIES AND EXPECTATIONS

CLASS RELATED CHANGES

If deemed necessary, I might make changes to any of the syllabus components. I will notify you of the changes via eLC announcements.

UGA STUDENT HONOR CODE

UGA Honor Code: "I will be academically honest in all of my academic work and will not tolerate academic dishonesty of others." A Culture of Honesty, the University's policy and procedures for handling cases of suspected dishonesty, can be found at www.uga.edu/ovpi. Every course syllabus should include the instructor's expectations related to academic honesty.

REDOING A CLASS DELIVERABLE

I may require a student or a team to redo a class deliverable. The highest score that can possibly be achieved in a redo assignment is 80 out of 100. Just redoing the assignment does not automatically guarantee a higher score. The work must be of very high quality to deserve a better score than the previous one.

COMMUNICATION

E-mail is the preferred mode of communication. I check my email regularly and expect students to check their e-mails at least twice a day, including weekends.

EXAM/ASSIGNMENT SCORE REVIEW

I will happily entertain score review requests. The outcome of the review could result in one of the following outcomes:

- No change in score
- Increase in score
- Decrease in score

STUDENTS WITH DISABILITIES

Students with disabilities needing academic accommodations should let me know. I will do my very best to meet their needs. Please notify me during the first week of class of any accommodations needed for the course. All accommodations must be approved through the UGA Learning Disabilities Center or Disability Services. If you desire more information, please contact the ADA Coordinator at 3 Peabody Hall, Athens, GA 30602 or (706) 542-7912.

MENTAL HEALTH AND WELLNESS RESOURCES

If you or someone you know needs assistance, you are encouraged to contact Student Care & Outreach in the Division of Student Affairs at 706-542-7774 or visit <https://sco.uga.edu/>. They will help you navigate any difficult circumstances you may be facing by connecting you with the appropriate resources or services.

UGA has several resources for a student seeking mental health services (<https://www.uhs.uga.edu/bewelluga/bewelluga>) or crisis support (<https://www.uhs.uga.edu/info/emergencies>).

If you need help managing stress anxiety, relationships, etc., please visit BeWellUGA (<https://www.uhs.uga.edu/bewelluga/bewelluga>) for a list of FREE workshops, classes, mentoring, and health coaching led by licensed clinicians and health educators in the University Health Center.

Additional resources can be accessed through the UGA App.

DIVERSITY, EQUITY, AND INCLUSION

The Terry College is committed to promoting diversity, equity, inclusion, and belonging among its students, faculty, and staff. This class welcomes the open exchange of ideas and values freedom of thought and expression. This class provides a professional environment that recognizes the inherent worth of every person. It aims to foster dignity, understanding, and mutual respect among all individuals in the class.

COVID RELATED UGA POLICIES AND INSTRUCTIONS

Face coverings:

Face coverings are recommended for all individuals while inside campus facilities.

How can I obtain the COVID-19 vaccine?

University Health Center is scheduling appointments for students through the UHC Patient Portal (https://patientportal.uhs.uga.edu/login_dualauthentication.aspx). Learn more here – <https://www.uhs.uga.edu/healthtopics/covid-vaccine>.

The Georgia Department of Health, pharmacy chains and local providers also offer the COVID-19 vaccine at no cost to you. To find a COVID-19 vaccination location near you, please go to: <https://georgia.gov/covid-vaccine>.

In addition, the University System of Georgia has made COVID-19 vaccines available at 15 campuses statewide and you can locate one here: <https://www.usg.edu/vaccination>

What do I do if I have COVID-19 symptoms?

Students showing COVID-19 symptoms should self-isolate and schedule an appointment with the University Health Center by calling 706-542-1162 (Monday-Friday, 8 a.m.-5p.m.). Please DO NOT walk-in. For emergencies and after-hours care, see, <https://www.uhs.uga.edu/info/emergencies>.

What do I do if I test positive for COVID-19?

If you test positive for COVID-19 at any time, you are required to report it through the DawgCheck Test Reporting Survey. We encourage you to stay at home if you become ill or until you have excluded COVID-19 as the cause of your symptoms. UGA adheres to current Georgia Department of Public Health (DPH) quarantine and isolation [guidance](#) and requires that it be followed. Follow the instructions provided to you when you report your positive test result in DawgCheck.

Guidelines for COVID-19 Quarantine Period (As of 8/1/21; follow DawgCheck or see DPH website for most up-to-date recommendations)

Students who are fully vaccinated do not need to quarantine upon exposure unless they have symptoms of COVID-19 themselves. All others should follow the Georgia Department of Public Health (DPH) recommendations:

Students who are not fully vaccinated and have been directly exposed to COVID-19 but are not showing symptoms should self-quarantine for 10 days. Those quarantining for 10 days must have been symptom-free throughout the monitoring period and continue self-monitoring for COVID-19 symptoms for a total of 14 days. You should report the need to quarantine on DawgCheck (<https://dawgcheck.uga.edu/>), and communicate directly with your faculty to coordinate your coursework while in quarantine. If you need additional help, reach out to Student Care and Outreach (sco@uga.edu) for assistance. Students, faculty and staff who have been in close contact with someone who has COVID-19 are no longer required to quarantine if they have been fully vaccinated against the disease and show no symptoms.

Monitoring conditions:

Note that the guidance referenced in this syllabus is subject to change based on recommendations from the Georgia Department of Public Health, the University System of Georgia, or the Governor's Office. For the latest on UGA policy, you can visit coronavirus.uga.edu.

CLASS SCHEDULE
(Subject to Change)

DAY	DATE	Session Details	Class Preparation
1	Jan 11	Course Overview Introduction to BPM	Textbook Chapter 1
2	Jan 13	Introduction to BPM	Textbook Chapter 1
3	Jan 18	Process Identification	Textbook Chapter 2
4	Jan 20	Essential Process Modeling	Textbook Chapter 3
5	Jan 25	Essential Process Modeling	Textbook Chapter 3
6	Jan 27	Essential Process Modeling	Textbook Chapter 3
7	Feb 1	Essential Process Modeling	Textbook Chapter 3
8	Feb 3	Essential Process Modeling	Textbook Chapter 3
9	Feb 8	Advanced Process Modeling	Textbook Chapter 4
10	Feb 10	Advanced Process Modeling	Textbook Chapter 4
11	Feb 15	Advanced Process Modeling	Textbook Chapter 4
12	Feb 17	Advanced Process Modeling	Textbook Chapter 4
13	Feb 22	Guest Speaker	
14	Feb 24	Advanced Process Modeling	Textbook Chapter 4
15	Mar 1	Advanced Process Modeling	Textbook Chapter 4
16	Mar 3	Advanced Process Modeling	Textbook Chapter 4
17	Mar 15	Process Discovery	Textbook Chapter 5
18	Mar 17	Process Discovery	Textbook Chapter 5
19	Mar 22	Qualitative Process Analysis	Textbook Chapter 6
20	Mar 24	Qualitative Process Analysis	Textbook Chapter 6

21	Mar 29	Quantitative Process Analysis	Textbook Chapter 7
22	Mar 31	Quantitative Process Analysis	Textbook Chapter 7
23	Apr 5	Process Redesign	Textbook Chapter 8
24	Apr 7	Process Redesign	Textbook Chapter 8
25	Apr 12	Process-Aware Information Systems	Textbook Chapter 9
26	Apr 14	Process Implementation with Executable Models	Textbook Chapter 10
27	Apr 19	Process Mining	Textbook Chapter 11 Celonic Process Mining Fundamentals for Students
28	Apr 21	Process Implementation with Executable Models	Textbook Chapter 10
29	Apr 26	BPM as an Enterprise Capability	Textbook Chapter 12
30	Apr 28	Review	
31	May 3	Review	