

SYLLABUS – BUSINESS PROCESS MANAGEMENT

MIST 5750, Fall 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 8:00 to 9:15; 9:30 to 10:45
Meeting Room	Miller Learning Center Room 153
CRN No.:	15079/39218
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.

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.

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 – 10 % Quiz 3 – 15 %	35 %
Comprehensive Final	30%
Team Project	25%
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 include all subject areas covered in class as well as slide decks, author videos, guest speaker talks, 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 ignore peer rating(s) if I determine (based on relevant information and feedback) that the assessment is not fair.

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: PSYBug to receive a discounted registration cost of \$20.
3. Please note that this Yellow Belt Coupon Code is for current UGA students only. Students must register using a UGA (@UGA.EDU) email address.
4. It takes about 2 hours to complete the certification
5. Upon completion of the self-paced training course, each student will submit the successful completion certificate (in PDF) to earn the specified credit.
6. **The deadline for uploading the completion certificate to the assigned folder on eLC is October 30th.**
7. 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 Nov 30th. 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 Welcome Back Social) 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 November 30th.

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 and 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-19

For the latest on UGA policy, you can visit coronavirus.uga.edu

CLASS SCHEDULE
(Subject to Change)

DAY	DATE	Session Details	Class Preparation
1	Aug. 18	Course Overview Introduction to BPM	Textbook Chapter 1
2	Aug. 23	Introduction to BPM	Textbook Chapter 1
3	Aug. 25	Process Identification	Textbook Chapter 2
4	Aug. 30	Essential Process Modeling	Textbook Chapter 3
5	Sept. 1	Essential Process Modeling	Textbook Chapter 3
6	Sept. 6	Essential Process Modeling	Textbook Chapter 3
7	Sept. 8	Essential Process Modeling	Textbook Chapter 3
8	Sept. 13	Essential Process Modeling	Textbook Chapter 3
9	Sept. 15	Advanced Process Modeling	Textbook Chapter 4
10	Sept. 20	Advanced Process Modeling	Textbook Chapter 4
11	Sept. 22	Advanced Process Modeling	Textbook Chapter 4
12	Sept. 27	Advanced Process Modeling	Textbook Chapter 4
13	Sept. 29	Guest Speaker	
14	Oct. 4	Advanced Process Modeling	Textbook Chapter 4
15	Oct. 6	Advanced Process Modeling	Textbook Chapter 4
16	Oct. 11	Advanced Process Modeling	Textbook Chapter 4
17	Oct. 13	Process Discovery	Textbook Chapter 5
18	Oct. 18	Process Discovery	Textbook Chapter 5
19	Oct. 20	Qualitative Process Analysis	Textbook Chapter 6
20	Oct. 25	Qualitative Process Analysis	Textbook Chapter 6

21	Oct. 27	Quantitative Process Analysis	Textbook Chapter 7
22	Nov. 1	Quantitative Process Analysis	Textbook Chapter 7
23	Nov. 3	Process Redesign	Textbook Chapter 8
24	Nov. 8	Process Redesign	Textbook Chapter 8
25	Nov. 10	Process-Aware Information Systems	Textbook Chapter 9
26	Nov. 15	Process Implementation with Executable Models	Textbook Chapter 10
27	Nov. 17	Process Mining	Textbook Chapter 11 Celonio Process Mining Fundamentals for Students
28	Nov. 22	Process Implementation with Executable Models	Textbook Chapter 10
29	Nov. 29	BPM as an Enterprise Capability	Textbook Chapter 12
30	Dec. 1	Review	