COIT12203 *Workflow Analysis & Management*
Term 2 - 2020

Profile information current as at 25/04/2024 07:07 am

All details in this unit profile for COIT12203 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

Business processes are core to an organisation and its business partners for delivering products or services to customers. In this unit, you will be introduced to discovering, scoping, assessing, modelling and redesigning business processes. This unit provides you with an overview of the foundations of process modelling, process improvement and process integration. You will use techniques to analyse organisational processes and propose improvements to those processes. You will learn workflow principles and how to re-design business processes to improve efficiency. This unit will provide you with the necessary skills to develop a report that identifies business processes and recommend improvements for organisational efficiency from a process and technological perspective.

Details

Career Level: *Undergraduate*
Unit Level: *Level 2*
Credit Points: *6*
Student Contribution Band: *8*
Fraction of Full-Time Student Load: *0.125*

Pre-requisites or Co-requisites

Prerequisite: (COIT11239 or COMM11003) and COIT11226
Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the Assessment Policy and Procedure (Higher Education Coursework).

Offerings For Term 2 - 2020

- Brisbane
- Cairns
- Melbourne
- Online
- Sydney
- Townsville

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website

This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.

Class and Assessment Overview

Recommended Student Time Commitment

Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

Regional Campuses
Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

Metropolitan Campuses
Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview

1. **Portfolio**
Weighting: 30%
2. **Presentation**
Weighting: 20%
3. **Written Assessment**
Weighting: 50%

Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the University's Grades and Results Policy for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the CQUniversity Policy site.
You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the CQUniversity Policy site.

Previous Student Feedback

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Students via the Moodle evaluation

Feedback
High satisfaction with the learning and teaching activities of this unit.

Recommendation
Nurture the current learning and teaching practices.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Define and describe the concepts of workflow business processes in organisations, and assess their applicability
2. Evaluate methods, tools and techniques for analysing, modelling and (re)designing business processes
3. Apply appropriate techniques to model and interpret 'as-is' and 'to-be' process models
4. Argue the role of business process technologies in supporting organisational business processes
5. Identify organisational change issues that may arise owing to the implementation of new business processes
6. Undertake a case study analysis and deliver a presentation as part of a team with an emphasis on professional communication.

The Australian Computer Society (ACS) recognises the Skills Framework for the Information Age (SFIA). SFIA is in use in over 100 countries and provides a widely used and consistent definition of ICT skills. SFIA is increasingly being used when developing job descriptions and role profiles.
ACS members can use the tool MySFIA to build a skills profile at
https://www.acs.org.au/professionalrecognition/mysfia-b2c.html
This unitcontributes to the following workplace skills as defined by SFIA (codes included):

- Information Analysis (INAN)
- Business Analysis (BUAN)
- Research (RSCH)
- Business Process Improvement (BPRE)
- Requirements Definition and Management (REQM)
- Business Modelling (BSMO)
- Business Risk Management (BURM)
- Change Management (CHMG)

Alignment of Learning Outcomes, Assessment and Graduate Attributes

— N/A Level | ◦ Introductory Level | • Intermediate Level | • Graduate Level | ◦ Professional Level | ◦ Advanced Level

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Portfolio - 30%	•	•	•	•		
2 - Presentation - 20%		•			•	•

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
3 - Written Assessment - 50%	•		•	•	•	•

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
1 - Communication	•	•	•	•	•	•
2 - Problem Solving			•		•	•
3 - Critical Thinking	•	•	•	•	•	•
4 - Information Literacy	•	•		•	•	•
5 - Team Work						
6 - Information Technology Competence	•	•	•	•		•
7 - Cross Cultural Competence			•	•	•	
8 - Ethical practice					•	•
9 - Social Innovation						•
10 - Aboriginal and Torres Strait Islander Cultures						

Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes									
	1	2	3	4	5	6	7	8	9	10
1 - Portfolio - 30%	•	•	•	•		•		•		
2 - Presentation - 20%	•	•	•	•	•		•	•		
3 - Written Assessment - 50%	•	•	•	•	•	•	•	•	•	

Textbooks and Resources

Textbooks

COIT12203

Prescribed

WORKFLOW MODELLING: TOOLS FOR PROCESS IMPROVEMENT AND APPLICATION DEVELOPMENT
Edition: 2nd (2009)
Authors: Sharp, A & McDermott, P
Artech House
Norwood , MA , USA
Binding: Other

Additional Textbook Information
If you prefer to study with a paper copy, they are available at the CQUni Bookshop here: http://bookshop.cqu.edu.au (search on the Unit code). eBooks are available at the publisher's website.

View textbooks at the CQUniversity Bookshop

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Microsoft Visio

Referencing Style

All submissions for this unit must use the referencing style: Harvard (author-date)
For further information, see the Assessment Tasks.

Teaching Contacts

Ritesh Chugh Unit Coordinator
r.chugh@cqu.edu.au

Schedule

Week 1 - 13 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
Introduction to Workflow Analysis & Modelling	2 & 3	

Week 2 - 20 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
Process Improvement	4	

Week 3 - 27 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
Process Discovery	5	

Week 4 - 03 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Process Scope and Contents	6	ePortfolio 1: Process Improvement

Week 5 - 10 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Initial As-Is Process Assessment and Business Process Technologies	7 plus additional readings	

Vacation Week - 17 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
		Have a good break!

Week 6 - 24 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Workflow Modelling	8 & 9	Presentations (For on-campus and off-campus students)

Week 7 - 31 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
As-Is Workflow Modelling Session	10 & 11	ePortfolio 2: Business Process Technologies Presentations (For on-campus and off-campus students)

Week 8 - 07 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Final As-Is Process Assessment	12	Presentations (For on-campus and off-campus students)

Week 9 - 14 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
To-Be Process Characteristics and Workflow and Process Implementation	13 plus additional readings	Presentations (For on-campus and off-campus students)

Week 10 - 21 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Process Performance Management	Readings (refer to the Moodle unit site)	ePortfolio 3: Process Implementation

Week 11 - 28 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Risk Evaluation, Integrating Change & Social Innovation	Readings (refer to the Moodle unit site)	

Week 12 - 05 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic
Review Week: the next step	Readings (refer to the Moodle unit site)	Complete the Unit evaluation, which is accessible from this Unit's Moodle site. **Case Study Report** Due: Week 12 Wednesday (7 Oct 2020) 1:00 pm AEST

Review/Exam Week - 12 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic
		Complete the Unit evaluation, which is accessible from this Unit's Moodle site.

Term Specific Information

Unit Coordinator's Contact Details
Dr Ritesh Chugh
Address: 120 Spencer Street, Melbourne VIC 3000
Email: r.chugh@cqu.edu.au
Phone: +61 3 9616 0535

Assessment Tasks

1 E-portfolio

Assessment Type
Portfolio

Task Description
The purpose of this assessment is for you to develop a portfolio of your thinking and work around the discipline of workflow analysis and management. An e-portfolio is a learning tool that enables students to accumulate evidence of learning achievement. This unit uses Mahara as a learning tool. Please refer to the unit website for detailed instructions on how to create a Mahara portfolio.

Your portfolio should capture rich ideas, resources and innovative practices around workflow analysis & management within the frame of the topics identified in the E-portfolio Assessment Details document in Moodle. Please refer to the unit's Moodle website for a detailed description of the task and the due dates for the e-portfolios.

Assessment Due Date

1pm Friday of the relevant week

Return Date to Students

Within two weeks of submission

Weighting
30%

Assessment Criteria
Your e-portfolio will be assessed on the demonstration of knowledge & understanding of the topic as depicted through the choice of relevant items, technical literacy, justification outlining summary and reasoning for the choice of items, communication and information literacy skills and the use of correct referencing. Please refer to the Moodle unit website for specific marking criteria for this assessment.

If your work is found to be copied from another source or done by someone else, plagiarism penalties will be applied as per the University's policy. Therefore, it is in your best interest to do your own work.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
via Mahara and Moodle

Learning Outcomes Assessed

- Define and describe the concepts of workflow business processes in organisations, and assess their applicability
- Evaluate methods, tools and techniques for analysing, modelling and (re)designing business processes
- Apply appropriate techniques to model and interpret 'as-is' and 'to-be' process models
- Argue the role of business process technologies in supporting organisational business processes

Graduate Attributes

- Communication
- Problem Solving

- Critical Thinking
- Information Literacy
- Information Technology Competence
- Ethical practice

2 Presentation

Assessment Type
Presentation

Task Description
In this assessment item, you are required to create and deliver an oral presentation around the case study provided for the Case Study Report Assessment. In the presentation, you are required to demonstrate an understanding of the case study with critical context and most importantly demonstrate your presentation skills. Please refer to the unit's Moodle website for a detailed description of the task.

Assessment Due Date

During weeks 6 to 9

Return Date to Students

Within two weeks of the presentation

Weighting
20%

Assessment Criteria
Your presentation will be assessed according to the degree to which you demonstrate your capability in the following areas:
1. Visual Appeal
2. Comprehension/ Preparedness/Participation/Group Dynamics/Answering Questions
3. Presentation Skills
4. Content
5. Presentation Structure/Organisation

Please refer to the Moodle unit website for specific marking criteria for this assessment. If your work is found to be copied from another source or done by someone else, plagiarism penalties will be applied as per the University's policy. Therefore, it is in your best interest to do your own work.

Referencing Style

- Harvard (author-date)

Submission
Online Group

Submission Instructions
All students in the group need to upload a copy of their presentation into Moodle by 5:00pm on the day of their presentation.

Learning Outcomes Assessed

- Evaluate methods, tools and techniques for analysing, modelling and (re)designing business processes
- Identify organisational change issues that may arise owing to the implementation of new business processes
- Undertake a case study analysis and deliver a presentation as part of a team with an emphasis on professional communication.

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Cross Cultural Competence
- Ethical practice

3 Case Study Report

Assessment Type
Written Assessment

Task Description
You are required (as a group with three to four members) to write a report based on a given case study. In this report, you are required to evaluate current processes and propose improvements related to the case study by analysing wider literature in the discipline. You need to demonstrate your analytical skills to evaluate the processes and utilise your communication skills to convey the findings clearly.

Please refer to the Moodle unit website for more details relating to the case study for this term.

Note:
On-campus students - If you have a genuine problem and are unable to participate in a group, please contact your campus lecturer by Friday week 4. In some cases, group formation may not be possible.
Off-campus (Distance) students - If you have a genuine problem and are unable to participate in a group, please contact the unit coordinator by Friday week 4. In some cases, group formation may not be possible.

Assessment Due Date
Week 12 Wednesday (7 Oct 2020) 1:00 pm AEST

Return Date to Students

Certification of Grades Day (6 November)

Weighting
50%

Assessment Criteria
Your report will be assessed according to the degree to which you demonstrate your capability in the selection and use of scholarly articles and books, understanding of the content and rational arguments with critical evaluation, communication, presentation and referencing skills. Please refer to the Moodle unit website for specific marking criteria for this assessment.

If your work is found to be copied from another source or done by someone else, plagiarism penalties will be applied as per the University's policy. Therefore, it is in your best interest to do your own work.

Referencing Style

- Harvard (author-date)

Submission
Online Group

Submission Instructions
All group members must submit the same report via the Moodle unit website by the due date.

Learning Outcomes Assessed

- Define and describe the concepts of workflow business processes in organisations, and assess their applicability
- Apply appropriate techniques to model and interpret 'as-is' and 'to-be' process models
- Argue the role of business process technologies in supporting organisational business processes
- Identify organisational change issues that may arise owing to the implementation of new business processes
- Undertake a case study analysis and deliver a presentation as part of a team with an emphasis on professional communication.

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice
- Social Innovation

Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the **Student Academic Integrity Policy and Procedure**. This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

What is a breach of academic integrity?
A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

Why is academic integrity important?
A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

Where can I get assistance?
For academic advice and guidance, the Academic Learning Centre (ALC) can support you in becoming confident in completing assessments with integrity and of high standard.

What can you do to act with integrity?

Be Honest
If your assessment task is done by someone else, it would be dishonest of you to claim it as your own

Seek Help
If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)

Produce Original Work
Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem