COIT20252 *Business Process Management*
Term 1 - 2017

Profile information current as at 12/10/2024 03:23 pm

All details in this unit profile for COIT20252 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

In an increasingly complex and volatile business environment, efficient business processes are core to an organisation and its business partners in order to accomplish organisational goals. Managing business processes is vital to the designing and managing of organisations. This unit introduces you to the concepts of Business Process Management (BPM) and workflow within organisations. During the term, you are required to apply tools and techniques to assess and recommend organisational processes. In addition, you will evaluate current business processes and propose improvements that align with organisational strategy. This unit provides you with the skills required to develop a report that: defines and models streamlined business processes; recommends improvements and sustainable practices; and identifies potential organisational change issues. Note: If you have completed the unit COIT20235 (Business Process Modelling) then you cannot take this unit.

Details

Career Level: *Postgraduate*
Unit Level: *Level 9*
Credit Points: *6*
Student Contribution Band: *8*
Fraction of Full-Time Student Load: *0.125*

Pre-requisites or Co-requisites

Pre-requisites: COIT20250 e-Business Systems
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 1 - 2017

- Brisbane
- Distance
- Melbourne
- Rockhampton
- Sydney

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 Postgraduate 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. **Written Assessment**
Weighting: 15%
2. **Portfolio**
Weighting: 30%
3. **Written Assessment**
Weighting: 55%

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 Student (Moodle Evaluation)

Feedback
Students have expressed an overall high satisfaction with the course content and structure.

Recommendation
No specific requests for change.

Action
No action was needed.

Feedback from Student (Moodle Evaluation) and Staff email

Feedback
Incorporate presentations in the course based on BPM case studies/projects.

Recommendation
This will be researched and incorporated based on a feasibility analysis of best practices.

Action
This is being investigated and will be incorporated by T1, 2018.

Feedback from Students (Moodle Evaluation)

Feedback
Reduction in the number of blog posts and portfolios

Recommendation
The blog posts and portfolios have already been reduced from a previous total of 10 to 7 (4 ePortfolios and 3 blog posts).

Action
No action was needed.

Feedback from Student (Moodle Evaluation) and Emails

Feedback
Some students have cited the inability to participate in group assessments (Assessment 3).

Recommendation
Australian Computer Society encourages the development of soft skills that enable students to work as part of teams. However, if a student is unable to participate in a group, the Assessment provides consideration for this and arrangement/s should be discussed with the lecturer by the end of week 3.

Action
A provision for this is incorporated in the assessment. Students can complete the assessment as a group with two to four members. If required because of personal circumstances, it may be possible to do the assessment alone. In order to do the assessment alone, students need to seek the approval of the campus lecturer and/or unit coordinator.

Unit Learning Outcomes

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

1. Define and describe the core concepts of business process management in organisations.
2. Model, analyse and design business processes.
3. Distinguish between various methods, tools and techniques used for process identification, modelling and redesign.
4. Apply appropriate methods and techniques to model and interpret existing 'as-is' against possible 'to-be' process scenarios.
5. Identify and evaluate organisational change issues that may arise owing to implementing new business processes and propose solutions.
6. Critique real-world organisation/s' business processes through case study analysis.
7. Critically evaluate current research literature in business process management.

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 unit contributes 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)
- Change Management (CHMG)
- Technical Specialism (TECH)
- Stakeholder Relationship Management (RLMT)
- Business Risk Management (BURM)

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	7
1 - Knowledge	Professional Level	Professional Level	Professional Level	Professional Level	Professional Level	Professional Level	Professional Level
2 - Communication	Professional Level	Professional Level		Professional Level	Professional Level	Professional Level	Professional Level
3 - Cognitive, technical and creative skills	Professional Level	Advanced Level	Advanced Level	Advanced Level	Advanced Level	Advanced Level	Advanced Level
4 - Research	Professional Level	Professional Level	Professional Level	Professional Level	Advanced Level	Professional Level	Professional Level
5 - Self-management		Professional Level	Professional Level				
6 - Ethical and Professional Responsibility					Professional Level	Professional Level	Professional Level
7 - Leadership				Professional Level	Professional Level		
8 - 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
1 - Written Assessment - 15%	Professional Level	Professional Level	Professional Level	Professional Level	Professional Level			
2 - Portfolio - 30%	Professional Level	Professional Level	Professional Level	Professional Level	Professional Level			
3 - Written Assessment - 55%	Professional Level	Professional Level	Professional Level	Professional Level	Professional Level	Professional Level	Professional Level	

Textbooks and Resources

Textbooks

COIT20252

Prescribed

Business process change: a business process management guide for managers and process professionals
Edition: 3rd edn (2014)
Authors: Harmon, P
Morgan Kaufmann-Elsevier
Waltham , MA , USA
Binding: Hardcover

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 - 06 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Introduction to Business Process Management	1	

Week 2 - 13 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Business Process Strategy	2	

Week 3 - 20 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Organisational Processes & Structure	3	

Week 4 - 27 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Business Process Architecture	4	ePortfolio 1: Organisational Processes & Structure (Friday 1pm)

Week 5 - 03 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic

Business Process Performance Measurement	5	Blog 1: Business Process Architecture (Friday 1pm)
Vacation Week - 10 Apr 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
		Have a good break!
Week 6 - 17 Apr 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Business Process Management	6 & 7	ePortfolio 2: Business Process Performance Measurement (Friday 1pm)
Week 7 - 24 Apr 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Business Process Analysis	8	Blog 2: Business Process Management (Friday 1pm)
Week 8 - 01 May 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Business Process Modelling	9	ePortfolio 3: Business Process Analysis (Friday 1pm)
Week 9 - 08 May 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Business Process Improvement Methodologies - Lean and Six Sigma	12 & 13	Blog 3: Business Process Modelling (Friday 1pm)
Week 10 - 15 May 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Business Process Software Tools & BPM Suites	15 & 16	ePortfolio 4: Business Process Improvement Methodologies (Friday 1pm)
Week 11 - 22 May 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Business Process Risk Evaluation & Change Integration	Based on Additional Readings (refer to the Moodle unit site)	
Week 12 - 29 May 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Review - the next step	Based on Additional Readings (refer to the Moodle unit site)	**Case Study Report** Due: Week 12 Wednesday (31 May 2017) 1:00 pm AEST
Review/Exam Week - 05 Jun 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
		Complete the Unit evaluation, which is accessible from this Unit's Moodle site.
Exam Week - 12 Jun 2017		
Module/Topic	**Chapter**	**Events and Submissions/Topic**

Term Specific Information

Unit Coordinator's contact details
Dr Ritesh Chugh
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Phone: +61 3 9616 0535

Assessment Tasks

1 Blogs (Online Journal)

Assessment Type
Written Assessment

Task Description
A blog is a website where entries are made in reverse chronological order. It is perhaps the simplest and one of the most popular ways of producing a website. A blog is similar to an online diary/journal.
In this unit we use Mahara for creating the blogs. Please refer to the Moodle unit website for instructions on how to create a blog/journal and submit your blog posts/entries.
You are required to maintain an online reflective blog/journal and write blog posts/entries for the weekly topics 4, 6 and 8. For each blog post, you will select one of the listed articles from the Additional Readings section of the relevant week on the unit's Moodle site. After reading the article, you will write a reflective blog post describing how this article has helped you to learn the week's topic. Please refer to the unit Moodle site for detailed description of the task.

Assessment Due Date

1pm Friday of the relevant week

Return Date to Students

Within two weeks of submission.

Weighting
15%

Assessment Criteria
You can complete your blog posts before the due dates but feedback will not be released until 2 weeks after the due date of each blog post. Due date is 1pm Friday of the relevant week. Marks and feedback on your work will be returned to you via Moodle.
The blog posts will be assessed on your demonstration of insight and ability to compare and contrast ideas being presented. You will need to show an understanding of the paper and reflect upon the learning value. Your post should be correctly referenced and free from typographical, spelling and grammatical errors. 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, plagiarism penalties will be applied as per University policy. Therefore, it is in your best interests to do your own work.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
via Mahara and Moodle

assessmentOutcome

- Define and describe the core concepts of business process management in organisations.
- Model, analyse and design business processes.
- Distinguish between various methods, tools and techniques used for process identification, modelling and redesign.
- Apply appropriate methods and techniques to model and interpret existing 'as-is' against possible 'to-be' process scenarios.

- Identify and evaluate organisational change issues that may arise owing to implementing new business processes and propose solutions.
- Critique real-world organisation/s' business processes through case study analysis.
- Critically evaluate current research literature in business process management.

assessmentGradAttribute

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Self-management

2 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 business process management. An e-portfolio is a learning tool that enables students to accumulate evidence of learning achievement. In this unit, Mahara will be used as the learning tool. Please refer to the Moodle unit website for detailed instructions on how to create a Mahara portfolio. Your portfolio should capture rich ideas, resources and innovative practice around business process management within the frame of the topics identified in the E-portfolio Assessment Details document in Moodle. Please refer to the unit's Moodle site for a detailed description of the task.

Assessment Due Date

1pm Friday of the relevant week

Return Date to Students

Within two weeks of submission

Weighting
30%

Assessment Criteria
The 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 choice of items, communication and information literacy skills and 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, plagiarism penalties will be applied as per University policy. Therefore, it is in your best interests to do your own work.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
via Mahara and Moodle

assessmentOutcome

- Define and describe the core concepts of business process management in organisations.
- Model, analyse and design business processes.
- Distinguish between various methods, tools and techniques used for process identification, modelling and redesign.
- Apply appropriate methods and techniques to model and interpret existing 'as-is' against possible 'to-be' process scenarios.
- Identify and evaluate organisational change issues that may arise owing to implementing new business processes and propose solutions.
- Critique real-world organisation/s' business processes through case study analysis.
- Critically evaluate current research literature in business process management.

assessmentGradAttribute

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Self-management

3 Case Study Report

Assessment Type
Written Assessment

Task Description
You are required (as a group with up 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. You need to demonstrate your analytical skills to evaluate the processes and utilise your communication skills to communicate 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 - Please contact your campus lecturer by Friday week 4, if you have a genuine problem and are unable to participate in a group. In some cases, group formation may not be possible.

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

Assessment Due Date
Week 12 Wednesday (31 May 2017) 1:00 pm AEST

Return Date to Students

Certification of Grades Day (7 July)

Weighting
55%

Assessment Criteria
The 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 argument 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, plagiarism penalties will be applied as per University policy. Therefore, it is in your best interests to do your own work.

Referencing Style

- Harvard (author-date)

Submission
Online Group

Submission Instructions
Submit via Moodle Assignment link

assessmentOutcome

- Define and describe the core concepts of business process management in organisations.
- Model, analyse and design business processes.
- Distinguish between various methods, tools and techniques used for process identification, modelling and redesign.
- Apply appropriate methods and techniques to model and interpret existing 'as-is' against possible 'to-be' process scenarios.
- Identify and evaluate organisational change issues that may arise owing to implementing new business processes and propose solutions.
- Critique real-world organisation/s' business processes through case study analysis.
- Critically evaluate current research literature in business process management.

assessmentGradAttribute

- Knowledge
- Communication

- Cognitive, technical and creative skills
- Research
- Self-management
- Ethical and Professional Responsibility
- Leadership

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