



# COIT20252 *Business Process Management*

## Term 1 - 2020

Profile information current as at 07/05/2024 05:38 am

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. More specifically, this unit outlines concepts, methodologies and phases of BPM, with applicability to a wide range of domains. During the term, you are required to apply 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.

#### 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 Anti-requisites: COIT20235 Business Process Modelling

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 - 2020

- Brisbane
- Melbourne
- Online
- 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. **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

An overall high satisfaction with the unit content and structure.

##### Recommendation

Continue to foster the current learning and teaching environment.

## 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. Distinguish between various methods, tools and techniques used for process identification, modelling and redesign
3. Apply appropriate techniques to model and interpret existing 'as-is' against possible 'to-be' process scenarios
4. Identify and evaluate organisational change issues that may arise owing to implementing new business processes and propose solutions
5. Demonstrate team work and communication skills through case study analysis and presentation.

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 (BPPE)
- 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



### Alignment of Assessment Tasks to Learning Outcomes

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

Assessment Tasks	Learning Outcomes				
	1	2	3	4	5
<b>3 - Written Assessment - 50%</b>	•		•	•	•

## Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes				
	1	2	3	4	5
<b>1 - Knowledge</b>	○	○	○	○	○
<b>2 - Communication</b>	○		○	○	○
<b>3 - Cognitive, technical and creative skills</b>	○	○	○	○	○
<b>4 - Research</b>	○	○	○	○	○
<b>5 - Self-management</b>		○			
<b>6 - Ethical and Professional Responsibility</b>				○	
<b>7 - Leadership</b>			○	○	
<b>8 - Aboriginal and Torres Strait Islander Cultures</b>					

## Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes							
	1	2	3	4	5	6	7	8
<b>1 - Portfolio - 30%</b>	○	○	○	○	○			
<b>2 - Presentation - 20%</b>	○	○	○	○	○			
<b>3 - Written Assessment - 50%</b>	○	○	○	○	○	○	○	

## Textbooks and Resources

### Textbooks

COIT20252

#### Prescribed

#### **BUSINESS PROCESS CHANGE: A BUSINESS PROCESS MANAGEMENT GUIDE FOR MANAGERS AND PROCESS PROFESSIONALS**

Edition: 3rd (2014)

Authors: Harmon, P

Morgan Kaufmann-Elsevier

Waltham, MA, USA

Binding: Paperback

#### **Additional Textbook Information**

Copies can be purchased at the CQUni Bookshop here: <http://bookshop.cqu.edu.au> (search on the Unit code)

[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](mailto:r.chugh@cqu.edu.au)

## Schedule

### **Week 1 - 09 Mar 2020**

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

### **Week 2 - 16 Mar 2020**

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

### **Week 3 - 23 Mar 2020**

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

### **Week 4 - 30 Mar 2020**

Module/Topic	Chapter	Events and Submissions/Topic
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Business Process Architecture	4	ePortfolio 1: Business Process Strategy (Friday 1pm)
<b>Week 5 - 06 Apr 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Business Process Performance Measurement	5	
<b>Vacation Week - 13 Apr 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
		Have a good break!
<b>Week 6 - 20 Apr 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Business Process Management	6 & 7	Presentations (For on-campus and off-campus students)
<b>Week 7 - 27 Apr 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Business Process Analysis	8	ePortfolio 2: Business Process Management (Friday 1pm) Presentations (For on-campus and off-campus students)
<b>Week 8 - 04 May 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Business Process Modelling	9	Presentations (For on-campus and off-campus students)
<b>Week 9 - 11 May 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Business Process Improvement Methodologies - Lean and Six Sigma	12 & 13	Presentations (For on-campus and off-campus students)
<b>Week 10 - 18 May 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Business Process Software Tools & BPM Suites	15 & 16	ePortfolio 3: Business Process Improvement Methodologies (Friday 1pm)
<b>Week 11 - 25 May 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Business Process Risk Evaluation & Change Integration	Based on Additional Readings (refer to the Moodle unit site)	
<b>Week 12 - 01 Jun 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Review - the next step	Based on Additional Readings (refer to the Moodle unit site)	Complete the Unit evaluation, which is accessible from this Unit's Moodle site.  <b>Case Study Report</b> Due: Week 12 Wednesday (3 June 2020) 1:00 pm AEST
<b>Review/Exam Week - 08 Jun 2020</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
		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 demonstrating your learned knowledge in 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 website for a detailed description of the task and the due dates for 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 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 and done by someone else, 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

#### Learning Outcomes Assessed

- Define and describe the core concepts of business process management in organisations
- Distinguish between various methods, tools and techniques used for process identification, modelling and redesign

#### Graduate Attributes

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

## 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. Presenter Dynamics and Comprehension
3. Presentation Skills
4. Content and Coverage
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 University policy. Therefore, it is in your best interests 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

- Identify and evaluate organisational change issues that may arise owing to implementing new business processes and propose solutions
- Demonstrate team work and communication skills through case study analysis and presentation.

### Graduate Attributes

- 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 three to four members) to write a report based on a given case study. In this report, you are required to analyse current processes, identify shortcomings 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:

In some cases, group formation may not be possible. If you have a genuine problem and you are unable to participate in



a group, you:

\* as an on-campus student, need to contact your campus lecturer by Friday week 4

or

\*as an off-campus (Distance) student, need to contact the unit coordinator by Friday week 4.

**Assessment Due Date**

Week 12 Wednesday (3 June 2020) 1:00 pm AEST

**Return Date to Students**

Certification of Grades Day (10 July)

**Weighting**

50%

**Assessment Criteria**

Your report will be assessed on your understanding of the content with rational arguments based on critical evaluation, your demonstrated capability in the selection and use of scholarly publications, and a combination of your 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 University policy. Therefore, it is in your best interests to do your own work.**

**Referencing Style**

- [Harvard \(author-date\)](#)

**Submission**

Online Group

**Submission Instructions**

All group members must submit the same report on Moodle.

**Learning Outcomes Assessed**

- Define and describe the core concepts of business process management in organisations
- Apply appropriate 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
- Demonstrate team work and communication skills through case study analysis and presentation.

**Graduate Attributes**

- 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