ANALYSIS AND MODELLING OF BUSINESS PROCESSES AND SYSTEMS

- **Course code**
  8126
- **Type of course (compulsory, optional)**
  Elective
- **Level of course** (e.g. first, second or third cycle; sub-level if applicable)
  N/A
- **Year of study**
  2013-2014
- **Semester**
  6th semester
- **Number of credits allocated**
  6 ECTS Credits
- **Name of lecturer**
  Angeliki Poulymenakou, Associate Professor
- **Learning outcomes**
  The objective of the course is to introduce basic concepts and techniques related to business analysis of IT enabled work systems. The students will comprehend how different types of business processes and technologies, within a specific human, work and organisational context can be analysed in order to identify and implement improvements and innovations. Emphasis is given on techniques for the analysis of structures, performance, infrastructures and risk in organisational and societal settings empowered by technology. Further, the student will be introduced to techniques and tools for business process modelling and evaluation and will apply them to test cases in lab sessions. Students will also learn how to conduct a business process analysis study and will be asked to apply these skill in ta real life case setting.
- **Mode of delivery (face-to-face, distance learning)**
  Face-to face teaching, case study discussion, demonstration of enterprise software, lab sessions with business process modelling software (ARIS toolset), group assignment of real-life work system case study
- **Prerequisites and co-requisites**
  N.A.

- **Recommended optional programme components**

Laboratory training on enterprise software (ERP)

- **Course contents**

  The course material includes the following thematic areas:

  - *Organizational analysis and Information Systems*
  - *Work systems: conceptual framework, elements of, and 5 analysis perspectives*
  - *Event driven business process modelling*
  - *Work systems analysis perspectives: architecture, performance, infrastructures, context, and risk.*
  - *Applying business analysis techniques to real-life settings*
  - *Business process management life-cycle.*

- **Recommended or required reading**

  📖 Πουλυμενάκου Α. (2012) Αρχες και Τεχνικές Αναλυσης και Μοντελοποίησης Επιχειρηματικών Διαδικασιών και Συστημάτων. Πανεπιστημιακές Σημειώσεις, Οικ. Παν/μιο Αθηνών.

  📖 Alter S. (2011) The Work Systems Method.

- **Planned learning activities and teaching methods**

Teaching includes lectures and tutorial lessons on case studies, take-home case study preparation, lab sessions on business process modeling software, group assignment and presentation.

- **Assessment methods assessment methods and criteria**

  Final written exam (50%)

  BP modeling assignment (individual) 25%

  Real-life work systems analysis case study 25%

  Students must achieve >= 5 grade in written exam

  Class participation is also evaluated.

- **Language of instruction**

  Greek

- **Work placement(s)**

  N.A.