Course Descriptions None 2018-2019

Course Title	Business Process Management
Course Code	EBC4059
ECTS Credits	6,5
Assessment	Whole/Half Grades

Period

Period	Start	End	Mon	Tue	Wed	Thu	Fri
5	15-4-2019	7-6-2019		X			X

Level	Advanced
Coordinator	Banu Aysolmaz For more information:b.aysolmaz@maastrichtuniversity.nl
Language of instruction	English

Goals

•Understand how information systems and technologies can be used to support operational and managerial business processes
•Understand alternative approaches to sourcing information management services and solutions
•Develop an understanding of some of the issues encountered in the development, implementation, and operation of information systems within globally oriented organizations
•Understand best practice guidelines for BPMN (Business Process Modeling and Notation)
•Use BPMN to analyze, improve, and automate business processes in a global setting

Description

To remain competitive in an increasingly global business environment, organizations must continuously adapt their business processes. As such, functions which were once kept internal to an organization have become scattered across global networks. In many cases, organizations turn to offshore service providers to manage important business functions. In other cases, organizations extend the reach of their operations by directly integrating their information systems with those of suppliers and customers. Many business processes therefore cross organizational boundaries and touch upon a wide range of stakeholders. To facilitate these changes, managers must carefully analyze, restructure, and optimize the interaction between human and technical workflows. This course thus develops an understanding of common issues that are faced in the context of global business IT operations and examines techniques to analyze and improve underlying business processes.

Literature	Fundamentals of Business Process Management, ISBN: 978-3-642-33142-8
Prerequisites	There are no specific prerequisites for this course. However, it does build upon the basic understanding of the role of information systems in Organisations that is provided in an introductory MIS course such as the Management Information Systems course offered to International Business students (EBC2003). For further details on the topics covered in EBC2003 and the literature that is used please refer to Canvas . Courses and workload are very demanding for all IB Master courses. Exchange students need to have obtained a Bachelor degree in business or a related field. An advanced level of English.
Teaching methods	PBL / Presentation / Lecture / Assignment / Groupwork
Assessment methods	Participation / Written Exam
Evaluation in previous academic year	For the complete evaluation of this course please click http://iwio-sbe.maastrichtuniversity.nl/rapporten.asp?referrer=codeUM

This course belongs to the following programme / specialisation

Master Business Research	IB Electives
Master Business Research - Operations Research	IB Electives
Master Human Decision Science	Electives
Master International Business - Accountancy	Electives
Master International Business - Controlling	Electives
Master International Business - Entrepreneurship and SME Management	Electives
Master International Business - Information Management and Business Intelligence	Compulsory Courses
Master International Business - Organisation: Management, Change and Consultancy	Electives
Master International Business - Strategic Corporate Finance	Electives
Master International Business - Strategy and Innovation	Electives
Master International Business - Sustainable Finance	Electives
Master Information and Network Economics	Business Electives
SBE Exchange Master	Master Exchange Courses
SBE Non Degree Courses	Master Courses