

# Quizlet

## Week 3: Business Process Design and Data Flow Diagrams

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Eddie\_Hu

### Key concepts:

Business Process

Data

Process Design

### Terms in this set (15)

Process	Specifies the transformation of inputs to outputs
Business Process	network of connected activities and buffers with well defined boundaries and precedence relationships, which utilize resources to transform inputs into outputs to satisfy customer requirements
Process Types	<ul style="list-style-type: none"> <li>- individual</li> <li>- functional (vertical)</li> <li>- cross functional (horizontal)</li> </ul>
Process Types: Individual	Carried out by an individual
Process Types: functional	Contained within one functional unit or department
Process Types: cross-functional	Spans over several functional units, departments and companies, where this type of process often has the highest improvement potential
Workflow Management System (WFMS)	A WFMS is a software package that can be used to support definition, management and execution of workflow processes. Its goal is to manage the flow of work such that it is done at the right time by the proper person
Benchmarking	<ul style="list-style-type: none"> <li>- comparing firm's/processes activities and performance with others - can be internal or external</li> <li>- involves 2 parties (initiator firm which is</li> </ul>

	the one that observed and the target firm which is the one that is being observed)
Benchmarking: Purpose	<ul style="list-style-type: none"><li>- assess a firm's performance relative to the competition and identifying performance gaps</li><li>- stimulate creativity and inspire new ideas</li></ul>
Data Flow Diagrams (DFDs)	Graphical representation of a system that depicts the systems components; the data flows amongst the components; and the sources, destinations and storage of data
DFD Levels	<ul style="list-style-type: none"><li>- context</li><li>- level-0</li><li>- level-1</li></ul>
DFD: Context Diagram	<ul style="list-style-type: none"><li>- highest level (most general)</li><li>- depicts the system and all its interactions as a single bubble</li><li>- depicts internal and external entities</li><li>- purpose: shows inputs and outputs into systems</li></ul>
DFD: Level-0 (LOGICAL)	<ul style="list-style-type: none"><li>- also called a Physical DFD</li><li>- shows systems internal and external entities, and the flows of data into and out of these entities</li><li>- specifies, where, how and by whom the processes are accomplished by</li><li>- depicts systems infrastructure</li></ul>
DFD: Level-1 (LOGICAL)	<ul style="list-style-type: none"><li>- also called a Logical DFD</li><li>- shows the systems processes, data stores, flow of data</li></ul>

	<ul style="list-style-type: none"><li>- specifies what activities the system is performing</li><li>- depicts systems activities</li></ul>
Abnormal Processing	<ul style="list-style-type: none"><li>- exception routines or error routines handle required actions for out-of-the-ordinary or erroneous event data</li><li>- should be documented below the level-0(logical) DFD with reject stubs</li></ul>

**THIS SET IS OFTEN IN FOLDERS WITH...****Week 1: Introduction to BIS**

18 terms

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37 terms

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 Eddie\_Huynh4**Week 6: Lean Operations and Quality**

37 terms

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