

FIT2090

BUSINESS INFORMATION SYSTEMS AND PROCESSES

FACULTY OF INFORMATION TECHNOLOGY
MONASH UNIVERSITY



Unit Learning Outcomes

On completion of the unit, students should be able to:

1. describe the role of business processes of a typical organisation;
2. select an appropriate process design and modelling methodology to create a business process model;
3. document and communicate a business process model for business process improvements;
4. analyse factors relating to managing small to medium sized projects for in-house development or software outsourcing;
5. discuss ethical issues related to the management and use of business information systems.

Unit Overview & Unit Weekly Schedule

Week	Lecture	Assessment
1	Introduction to Business Information Systems	
2	Enterprise Systems	Tutorials start in Week 2
3	Business Process Design and Data Flow Diagrams	
4	Business Process Design and System Flow Charts	
5	Business Process Improvements and Organisational Change	
6	Lean and Quality	Assignment 1 due Friday, Week 6
7	Analysing Business Processes	
8	Managing Business Processes	
9	Business Information Systems: Development	
10	Business Information Systems: Outsourcing and Governance	
11	Business Information Systems in Society	Assignment 2 Reports due Friday, Week 11
12	Emerging Trends of Business Information Systems and Unit Review	Assignment 2 Presentations during tutorials

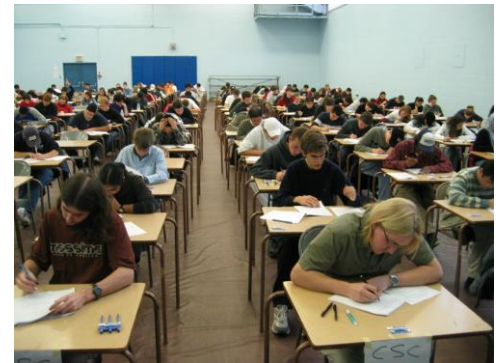
Assessments

Assignments – 40%

- Lecture & Tutorial Participation – 8%
- Assignment 1 (individual) – 12%
- Assignment 2 (Group) – 20%

Exam - 60%

- 2 hour, closed book exam, scheduled during the normal exam period.



Assessment – Hurdle Requirement

IMPORTANT NOTE:

To pass a unit which includes an examination as part of the assessment, a student must obtain, unless otherwise approved and published:

- 40% or more in the unit's examination, and 40% or more in the unit's total non-examination assessment, and
- an overall unit mark of 50% or more

If a student does not achieve 40% or more in the unit examination or the unit's non-examination total assessment, and the total mark for the unit is:

- equal to or greater than 50%, then a mark of 49-N will be recorded for the unit.
- less than 50% then the actual mark for the unit will be recorded.



FIT2090 Exam Structure

Semester Two 2019

Examination Period

Faculty of Information Technology

EXAM CODES: FIT2090 - PAPER 1

TITLE OF PAPER: Business Information Systems and Processes

EXAM DURATION: 2 hours 10 minutes or 130 minutes

AUTHORISED MATERIALS

OPEN BOOK ☐ YES ☒ NO

CALCULATORS ☒ YES ☐ NO

SPECIFICALLY PERMITTED ITEMS ☐ YES ☒ NO

FIT2090 Exam Structure

GENERAL INSTRUCTIONS

1. This exam is divided into **2** Sections.
2. Attempt ALL questions in this examination.
3. For Section A, circle your answers:
1 mark for a correct answer (the **best** answer)
0 marks for a wrong, no answer or more than one answer
4. For Section B write your answers in the spaces provided in this examination paper.
5. Answer all questions in this paper. If you require more space for your answers, please use the blank page (at the end of this examination paper) and label your answers clearly.

FIT2090 Exam Structure

SECTION	QUESTIONS	MARKS
SECTION A	Multiple Choice	(20 x 1 mark = 20 marks)
SECTION B	Short Answers	(6 x 10 marks = 60 marks)

Lecture 1 Learning Objectives

At the end of this lecture you should aim to discuss:

- How organisational goals can be achieved via BIS
- The impact of BIS on organisations
- How organisations realise the benefits of BIS

Lecture 2 Learning Objectives

At the end of this lecture, students will be able to:

- 1 Identify the basic activities and business objectives common to all transaction processing systems
- 2 Describe the transaction processing systems associated with the order processing, purchasing, and accounting business functions
- 3 Identify the basic functions performed and the benefits derived from the implementation of an enterprise resource planning system, customer relationship management, and product lifecycle management system
- 4 Describe the hosted software model for enterprise systems and explain why this approach is so appealing to SMEs
- 5 Identify the challenges that multinational corporations face in planning, building, and operating their enterprise systems
- 6 Identify tips for avoiding many of the common causes for failed enterprise system implementations

Lecture 3 Learning Objectives

On completion of this lecture, you will :

- Define the terms processes and business processes
- Understand the need for designing, managing and monitoring business processes
- Discuss business process benchmarking as a technique for evaluating a firm's business process performance
- Read and evaluate data flow diagrams
- Prepare table of entities and activities
- Prepare context diagrams
- Prepare data flow diagrams from a narrative

Lecture 4 Learning Objectives

On completion of this lecture, you will be able to:

- Describe the basic tools for business process design
- Read and evaluate systems flowcharts
- Prepare systems flowcharts from a narrative.
- Apply graphical tools like flow-charts for business process design and process flow analysis

Lecture 5 Learning Objectives

On completion of this lecture, you will be able to:

- Describe the value chain and the role that IS play in creating value in the value chain
- Discuss ways of measuring BIS successes and outcomes
- Discuss the philosophies of Business Process Improvement and Business Process Reengineering

Lecture 6 Learning Objectives

On completion of this lecture, you will be able to:

- Describe the Six Sigma Quality concept
- Discuss ways of implementing Six sigma quality
- Define the term “lean” and “quality”
- Describe the quality tools and their role in applying lean concepts

Lecture 7 Learning Objectives

On completion of this lecture, you will be able to:

- Describe the operational variables used to study processes in terms of stock and flow
- Describe the relationship between these operational variables using Little's Law
- Analyse cycle time and capacity

Lecture 8 Learning Objectives

On completion of this lecture, you will be able to:

- Describe the concepts of material flow, information flow, customer flow and workflow
- Discuss how these flows are managed in a company and a supply chain

Lecture 9 Learning Objectives

On completion of this lecture, you will be able to:

- Identify the pros and cons associated with both buying and building software
- Identify the advantages and disadvantages of the waterfall approach to system development
- Identify and state the goal of each of the **six phases** of the waterfall approach
- Identify and briefly describe the primary tools and techniques used during system development

Lecture 10 Learning Objectives

On completion of this lecture, you will be able to:

- discuss the reasons for which many organisations outsource (full/partial) their IT function
- discuss the differences between various types of IT outsourcing practices
- discuss the risks associated with IT outsourcing
- discuss the control and governance of IS

Lecture 11 & 12 Learning Objectives

On completion of this lecture, you will be able to:

- Identify and briefly describe the types of computer exploits and their impact
- Identify specific measures used to prevent computer crime
- Describe some examples of waste and mistakes in an IS environment, their causes, and possible solutions
- Identify policies and procedures used in eliminating waste and mistakes
- Discuss the principles and limits of an individual's right to privacy
- Outline criteria for the ethical use of information systems