

# CET310 Software Enterprise

## Week 11

### Visualising your Business Systems

#### Definition of Process

A process is a series of steps that are performed in a specific order to achieve a particular goal. It is a sequence of activities that are performed in a specific order to achieve a particular goal.

#### Key Elements of a Process

The key elements of a process are the activities, the inputs, the outputs, and the resources. The activities are the steps that are performed in the process. The inputs are the resources that are used in the process. The outputs are the results of the process. The resources are the people, equipment, and materials that are used in the process.

#### Business Process, Software and Efficiency

Business Process  
Software  
Efficiency

### Activities

#### Identifying Tasks

Identifying tasks is the first step in the process of visualising business systems. It involves identifying the specific activities that are performed in the process.

#### Inputs

Inputs are the resources that are used in the process. They can be people, equipment, materials, or information.

#### Outputs

Outputs are the results of the process. They can be products, services, or information.

#### Identifying Business Processes

Business processes are the series of steps that are performed in a specific order to achieve a particular goal. They are the activities that are performed in the process.

#### Identifying the Business Process

Identifying the business process involves identifying the specific activities that are performed in the process.

# CET310 Software Enterprise Week 11

## Visualising your Business Systems



## Activities



# Visualising your Business Systems

## Definition of Process

Process: A series of actions or steps taken in order to achieve a particular end

<http://www.oxforddictionaries.com/definition/english/process>

**Business Process:** A business process is a collection of linked tasks which result in the delivery of a service or product to a client.

A set of activities and tasks that, once completed, will accomplish an organizational goal.

<http://www.applan.com/about-bpm/definition-of-a-business-process/>

## The Eight Principles of the Business Process Manifesto

The principles of the Business Process Manifesto are stated in one of two ways: (1) a statement of a definition or (2) a statement of a recommendation using "should" or "should not" in order to reflect best practice and intended behavior. In the first section the principle groupings, a statement of definition is used, in the second section, recommendations are provided.

Each principle addresses one major aspect of Business Processes and each has a number of specific rules which are listed in the original document itself. The eight, first level principles are:

**About goals:** A Business Process must describe work of an organization.

**About value creation:** A Business Process creates value for customers and all or stakeholders of the Business Process.

**About resources:** A Business Process is performed by a set of resources in various organizations or organizations.

**About context:** A Business Process exists within a defined business context.

**About execution:** Business Process' goals and objectives support the strategic goals and objectives of the business.

**About names:** An Ideal Business Process name is unambiguous, business friendly, and consistently used.

**About models:** A Business Process model enables multiple perspectives, iterations, and diagrams.

**About relationships:** A Business Process is a unique organizational asset that employs other organizational assets.

<http://www.BPMCommunity.com/a2012/b672.html>

## Business Process, Software and efficiencies

Off the shelf Packages

Bespoke Systems

Software as a Service

Social Media

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# The Eight Principles of the Business Process Manifesto

The principles of the Business Process Manifesto are stated in one of two ways: (1) a statement of definition or (2) a statement of recommendation using "must" or "should" in order to reflect best practice and lessons learned. At the first level in the principle groupings, a statement of definition is used. At the second level, recommendations are presented.

Each principle addresses one major aspect of Business Processes and each has a number of specific rules within it that are described in the original document itself. The eight, first-level principles are:

**About work:** A Business Process describes the work of an organization.

**About value creation:** A Business Process creates value for customers and other stakeholders of the Business Process.

**About resources:** A Business Process is performed by a mix of resources in various organizations or organizational units.

**About context:** A Business Process exists within a defined business context.

**About motivation:** Business Process' goals and objectives support the strategic goals and objectives of the business.

**About names:** An ideal Business Process name is unambiguous, business friendly, and consistently used.

**About models:** A Business Process model enables multiple perspectives, notations, and diagrams.

**About uniqueness:** A Business Process is a unique organizational asset that employs other organizational assets.

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# Business Process, Software and efficiencies

Off the shelf Packages

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# Activities

## Making Toast!

### Part 1

Individually draw an illustration of the steps needed to make toast

### Part 2

In your groups take some post-it notes and optimise the visualisation of the toast making process

### Part 3

Watch the Ted Talk  
[https://www.ted.com/talks/tom\\_wujec\\_got\\_a\\_wicked\\_problem\\_first\\_tell\\_me\\_how\\_you\\_make\\_toast?language=en](https://www.ted.com/talks/tom_wujec_got_a_wicked_problem_first_tell_me_how_you_make_toast?language=en)

## Agile

Hold your weekly planning meeting. You should rotate the role of scrum master and have someone take notes of what is discussed.

You may elect a product owner if you wish - someone who feels ownership of the product.  
Review last week's activity - where all the actions were completed?  
Decide on the direction your enterprise will take for the next week and decide what the team members will do in the next week.

Your meeting records should be submitted as supporting documentation (in mahara) for your portfolio

You should try and meet up at least once before next week's session

## Relationship between business and Software

Working in your groups identify from your process maps, tasks that can be better supported by the application of software. Enhance the visualisation to include the contribution of software

## Identifying Business Processes

As a class - identify which processes exist and how that can be related to our own businesses

## Understanding your Business Process

Work in your groups to collaboratively visualise your own business processes. With reference to the principals highlighted in the lecture

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Work in your groups to collaboratively  
visualise your own business processes.  
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