



PLUG IT IN

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# Business Processes and Business Process Management

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1. Business Processes
  2. Business Process Reengineering and Business Process Management





1. Discuss ways in which information systems enable cross-functional business processes and business processes for a single functional area.
2. Compare and contrast business process reengineering and business process management to determine the advantages and disadvantages of each.

# PI1.1 Business Processes (BP)

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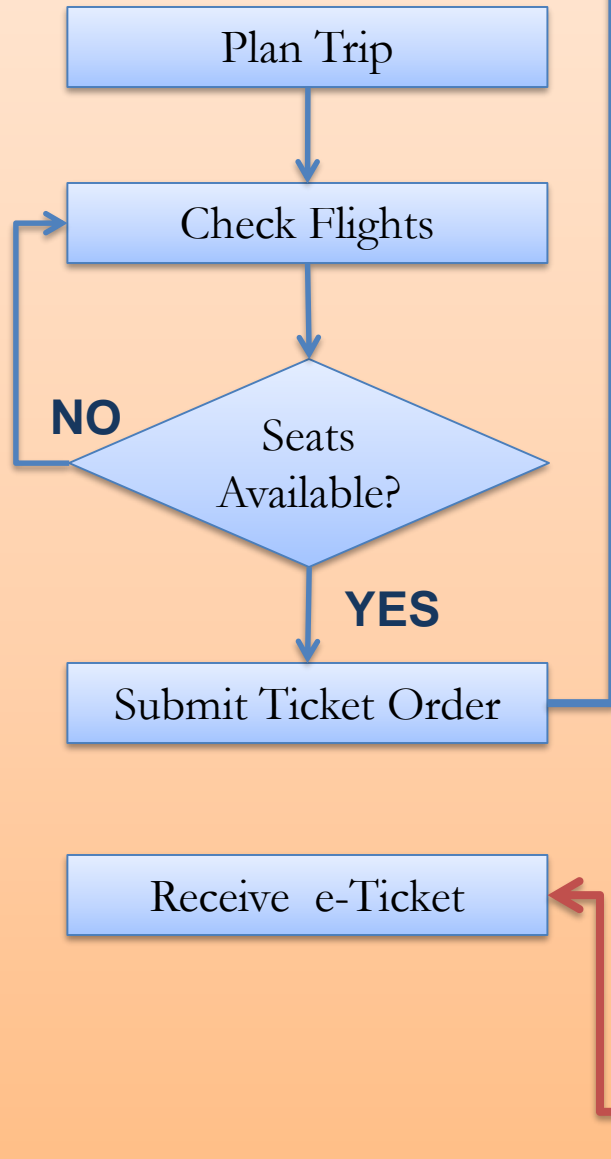
- Business Process
- Cross-Functional Processes
- Information Systems and Business Processes

# Business Processes

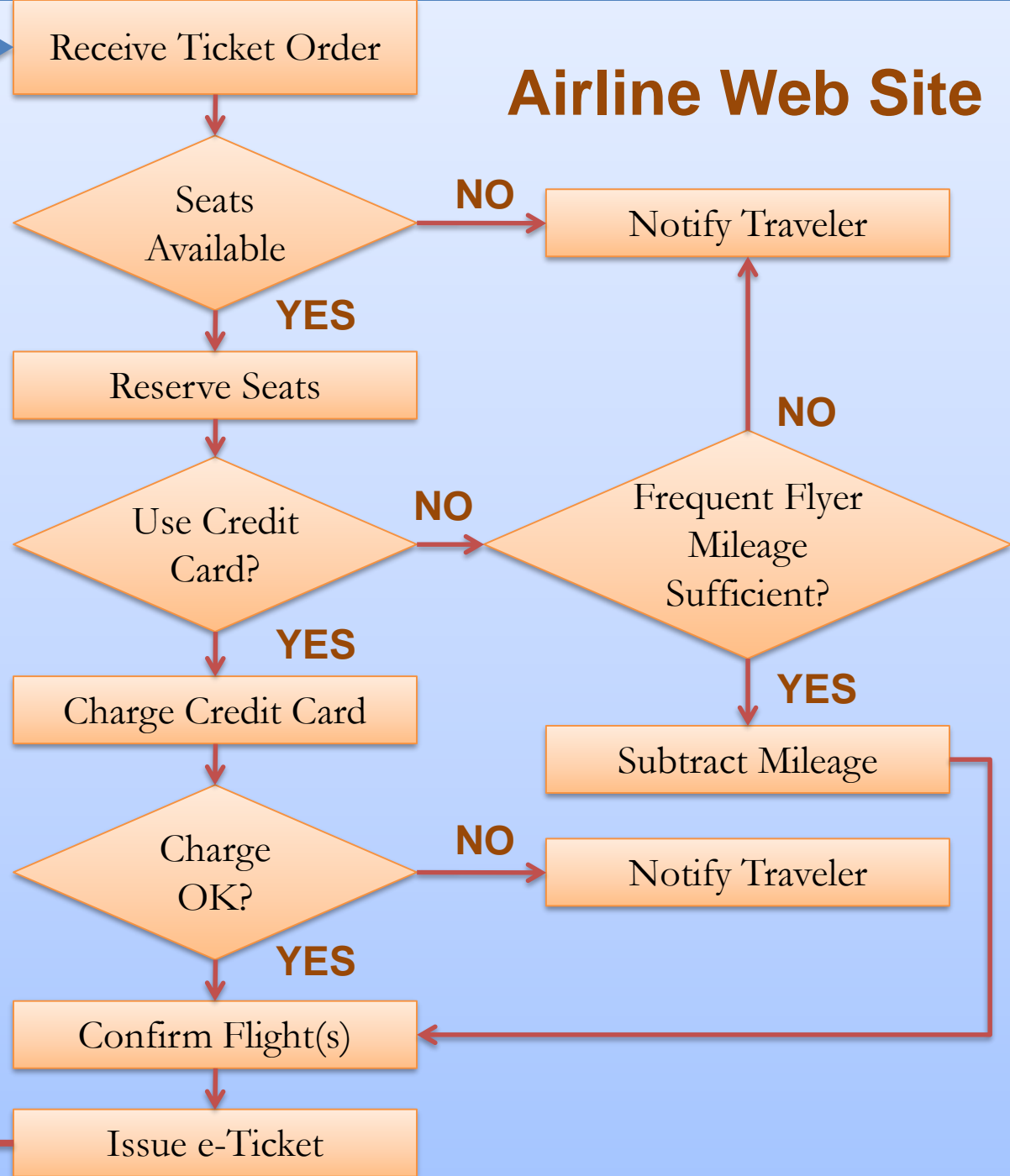
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- Business Process
- Three Fundamental Elements of a Business process
  - Inputs
  - Resources
  - Outputs

# Traveler



# Airline Web Site




# PI1.2 BP Reengineering and BP Management

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- Business Process Reengineering (BPR)
  - Business Process Improvement (BPI)
  - Business Process Management (BPM)
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# Five Phases of a BPR Project

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1. Define Phase
  2. Measure Phase
  3. Analysis Phase
  4. Improve Phase
  5. Control Phase
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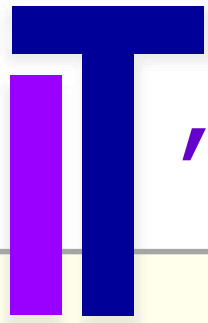
# Business Process Management (BPM)

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- Important Components of BPM
    - Process Modeling
    - Web-enabled Technologies
    - Business Activity Monitoring
  - Business Process Management Suites (BPMS)
  - Social Business Process Management (SBPM)
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- The State of Alaska Streamlines Its Processes





# 'S ABOUT BUSINESS PI1.1

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- **Chevron**

1. What was one of the main advantages of BPR at Chevron?
2. Why did Chevron adopt BPI?
3. How does Chevron apply BPM in its operations today?