IS 222 – BUSINESS PROCESS AND MANAGEMENT

UNIVERSITY VISION

A leading University in advancing scholarly innovation, multi-cultural convergence, and responsive public service in a borderless Region.

UNIVERSITY MISSION

The University shall primarily provide advanced instruction and professional training in science and technology, agriculture, fisheries, education and other related fields of study. It shall also undertake research and extension services, and provide progressive leadership in its areas of specialization.

UNIVERSITY STRATEGIC GOALS

a. **D**eliver quality service to stakeholders to address current and future needs in instruction, research, extension, and production
b. **O**bserve strict implementation of the laws as well as the policies and regulations of the University
c. **A**cquire with urgency state-of-the-art resources for its service areas
d. **B**olster the relationship of the University with its local and international customers and partners
e. **L**everage the qualifications and competences in personnel action and staffing
f. **E**valuate the efficiency and responsiveness of the University systems and processes

INSTITUTIONAL OUTCOMES (IO)

a. Enhance competency development, commitment, professionalism, unity and true spirit of service for public accountability, transparency and delivery of quality services
b. Provide relevant programs and professional trainings that will respond to the development needs of the region
c. Strengthen local and international collaborations and partnerships for borderless programs
d. Develop a research culture among faculty and students
e. Develop and promote environmentally-sound and market-driven knowledge and technologies at par with international standards
f. Promote research-based information and technologies for sustainable development
g. Enhance resource generation and mobilization to sustain financial viability of the university

PROGRAM OUTCOMES (PO) COMMON TO ALL PROGRAMS AND ITS RELATIONSHIPS TO INSTITUTIONAL OUTCOMES

A graduate of Sultan Kudarat State University can:	INSTITUTIONAL OUTCOMES (IO)						
	a	b	c	d	e	f	g
a. discuss the current developments and advancements in the specific field of practice;	✓	✓				✓	
b. demonstrate independently the 21st century competencies and skills;	✓	✓		✓		✓	
c. work collaboratively in multi-disciplinary and multi-cultural groups;	✓		✓	✓	✓		
d. exhibit professional, social and ethical accountability;	✓	✓	✓	✓	✓		
e. preserve Filipino historical and cultural heritage;	✓	✓	✓	✓	✓		
f. generate new knowledge through data-driven research and development projects; and				✓	✓	✓	✓
g. participate actively in the national, regional and local development plans.	✓	✓	✓	✓	✓	✓	✓

1	**COURSE CODE**	IS 222
2	**COURSE TITLE**	Business Process and Management
3	**PREREQUISITE**	IS 121
4	**CREDITS**	3 units

5   COURSE DESCRIPTION

This course provides an in-depth understanding of Business Process Management (BPM), covering the principles, methodologies, and tools used to model, analyze, improve, and automate business processes. Students will develop both theoretical knowledge and practical skills necessary to enhance organizational efficiency and effectiveness.

6   COURSE LEARNING OUTCOMES (CLO) AND ITS RELATIONSHIPS TO PROGRAM OUTCOMES

Course Learning Outcomes (CLO)		Program Outcomes						
At the end of the course, a student can:		a	b	c	d	e	f	g
a.	Gain an understanding of the concepts and significance of BPM.	✓	✓	✓	✓	✓	✓	✓
b.	Develop skills to model, analyze, and optimize business processes.	✓	✓	✓	✓	✓	✓	✓
c.	Learn to apply BPM tools and technologies to improve business performance.	✓	✓	✓	✓	✓	✓	✓
d.	Understand the role of digital transformation and automation in BPM.	✓	✓	✓	✓	✓	✓	✓
e.	Explore real-world BPM applications through case studies and projects.	✓	✓	✓	✓	✓	✓	✓

7   COURSE CONTENTS

WEEK	CONTENT	INTENDED LEARNING OUTCOMES((ILOs)	TEACHING AND LEARNING ACTIVITIES (TLA)	OUTCOMES-BASED ASSESSMENT (OBA)	COURSE LEARNING OUTCOMES (CLOs)
1	**Course Orientation** *SKSU VMGO, Classroom Policies, Course Overview, Course Requirements, Grading System*	At the end of the week, the student can: a. discuss the University's VMGO, classroom policies, course overview, requirements and grading system	Discuss the VMGO of the University, the classroom policies, scope of the course, course requirements and grading system		
2-3	**Module 1: Introduction to Business Process Management**	a. Define business processes and BPM. b. Explain the role of BPM in organizational success. c. Identify different types of business processes. a.	a. Lecture on BPM fundamentals. b. Case study discussion on BPM in different industries. c. Group brainstorming on real-world business processes.	a. Class participation b. Quizzes c. short assignments	a, c
3-4	**Module 2: Business Process Modeling and Documentation**	a. Understand and apply process modeling techniques. b. Create business process diagrams using BPMN (Business Process Model and Notation). c. Interpret and document business process flows.	a. Hands-on workshop on BPMN tools. b. Group exercises to model a business process. c. Peer review of process diagrams.		a, b

5-6	**Module 3: Business Process Analysis and Improvement**	a. Analyze business process inefficiencies and bottlenecks. b. Apply process improvement methodologies (Lean, Six Sigma, Kaizen). c. Identify Key Performance Indicators (KPIs) for business processes. d.	a. Lecture on process analysis techniques. b. Simulation exercises on process bottlenecks. c. Case study analysis of successful process improvement. d.	a. Assignments b. Quizzes c. case study analysis	d, c
7-8	**Module 4: Business Process Automation and Technology**	a. Understand the role of IT in BPM. b. Evaluate different BPM software and automation tools. c. Discuss the impact of AI and RPA (Robotic Process Automation) on BPM.	a. Hands-on session with BPM software tools. b. Live demonstration of automation and workflow management. c. Industry guest lecture on BPM technology trends.	a. Short presentations b. Quizzes c. case study analysis	b, c
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10-12	**Module 5: Business Process Management Frameworks and Lifecycle**	a. Explain the BPM lifecycle stages (Design, Model, Execute, Monitor, Optimize). b. Evaluate BPM implementation strategies in organizations. c. Assess the challenges in BPM adoption and change management.	a. Group project on BPM lifecycle application. b. Role-playing exercise on BPM change management. c. Video case studies of BPM implementations.	a. Quizzes b. short research papers, c. class participation	c, d, e
13-15	**Module 6: Risk Management and Compliance in BPM**	a. Identify risks in business processes. b. Understand regulatory and compliance requirements. c. Develop strategies for risk mitigation in BPM.	a. Lecture on BPM risks and compliance. b. Group discussion on risk scenarios and solutions. c. Case study on regulatory impact in BPM.	Quizzes Case study analysis group presentations class discussions	a, e

16-17	Module 7: Future Trends in Business Process Management	a. Explore the future of BPM with AI, IoT, and Cloud Computing. b. Analyze emerging trends such as Process Mining and Intelligent Automation. c. Predict the evolution of BPM in digital transformation.	a. Research and presentation on emerging BPM technologies. b. Industry panel discussion on BPM innovations.	Case study analysis group presentations class discussions	d, e
18	FINAL EXAMINATION				

Total No. of Hours : 54

Textbooks/References:

1. **"Fundamentals of Business Process Management"** – Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo A. Reijers
2. **"Business Process Change"** – Paul Harmon, published in **2019**
3. **"BPM Handbook"** – Layna Fischer, published in **2010**

Supplemental:

1. Handcock, M.S., Hunter, D.R., Butts, C.T., Goodreau, S.M., Morris, M., statnet: software tools for the representation, visualization, analysis and simulation of network data. Journal of Statistical Software, Vol. 24 (2008), No 1, 1–11.
2. Sage Publisher, Student Study Site for Statistics Alive, http://www.uk.sagepub.com/steinberg2e/study/modules.htm
3. StatSoft Electronic Statistics Textbook, http://www.statsoft.com/Textbook
4. Stock, J.H. and Watson, M.W., Macroeconomic forecasting using diffusion indexes. Journal of Business & Economic Statistics, Vol. 20 (2002b), 147–162.
5. Transum.org, Statistics Lesson Starters and Online Activities, http://www.transum.org/Software/SW/Starter_of_the_day/Similar.asp?ID_Topic=58

Prepared:	Reviewed:	Approved:
IVY LYNN F. MADRIAGA, MIT Faculty	**ALEXIS D. APRESTO, DIT** Program Head, BSIS	**ELBREN O. ANTONIO, DIT** Dean, College of Computer Studies