

## **ICS 3109      Business Process Re-engineering and Change Management**

Introduction to BPR: Process Concepts, System Thinking, System Dynamics. Key Issues around BPR and the Evolution of BPR. Principles and Tactics of Process Redesign: Restructuring and Reconfiguring; Changing Information Flows around the Process

Principles and Tactics for Changing Knowledge Management around the Process. Scoping an Enterprise Process: Operationalize Process Performance Targets; Define Process Boundaries; Identify Key Process Issues; Understand Known Best Practices and Define Initial Visions ; Outline Data Collection Plan and Collect Baseline Data; Process Scoping Report. Foundations of Business Process Modeling and Analysis: Understanding BPR Modeling and Analysis Method: Ramping Up Modeling Skills. Analysis and Redesign of Process: Analysis and Redesign Activities; Redesign sample process. BPR Methodology and Modeling. Role of ICT in BPR: ICT as Enabler of BPR; ICT as Implementer of BPR; ICT Integration Options for Processes. Case Studies