



ISYS90081

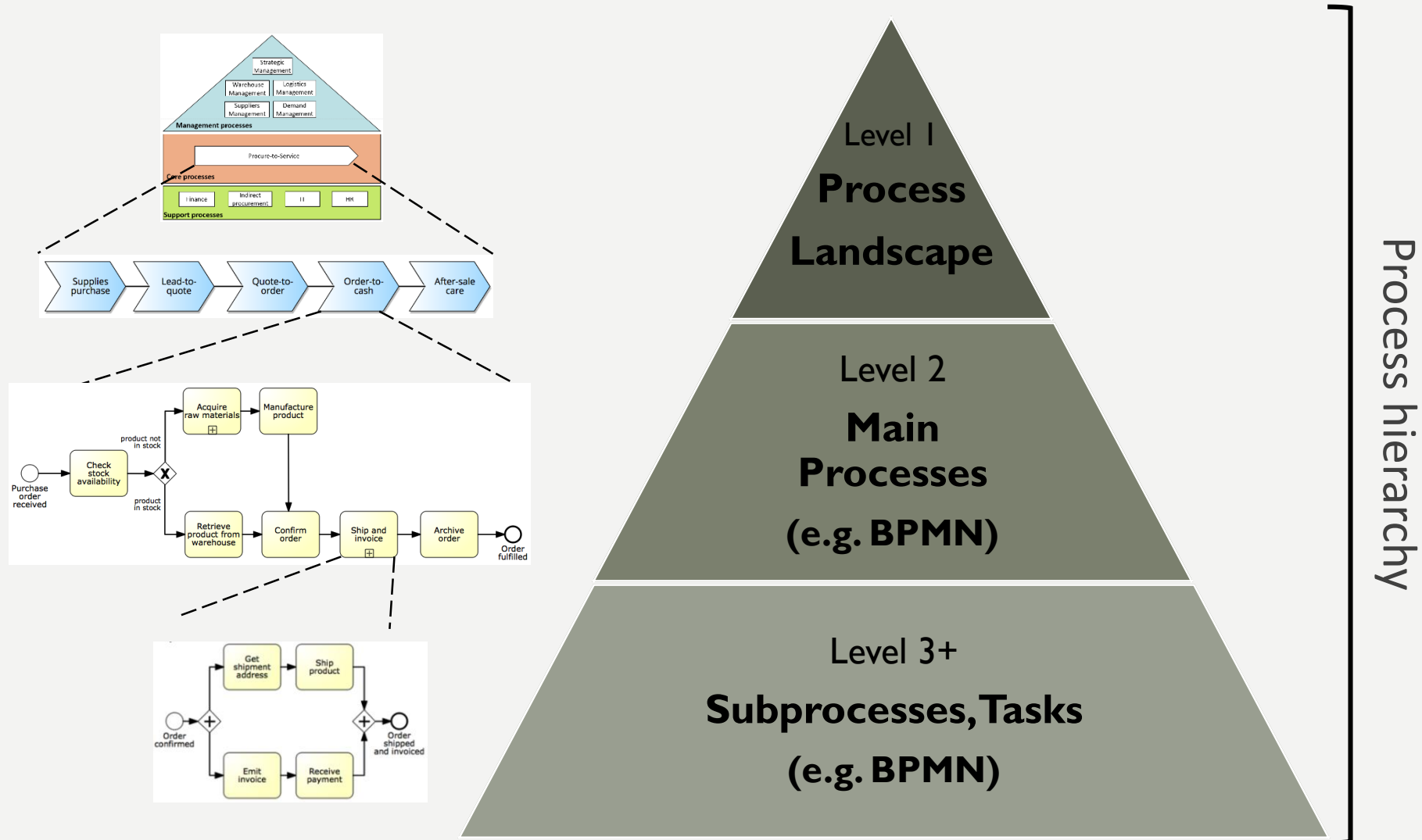
**BUSINESS PROCESS MANAGEMENT
WORKSHOP WEEK 3**

YOUR TUTOR

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- Here, you can find my workshop slides:
- <https://github.com/winnchow/ISYS90081-Tutorials>

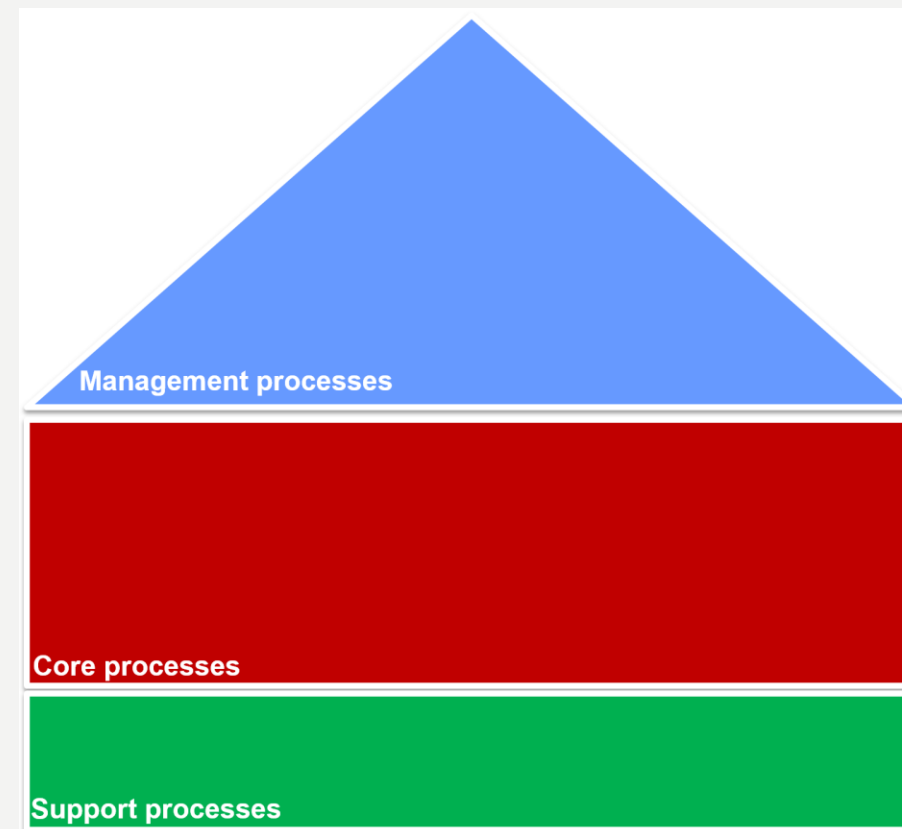
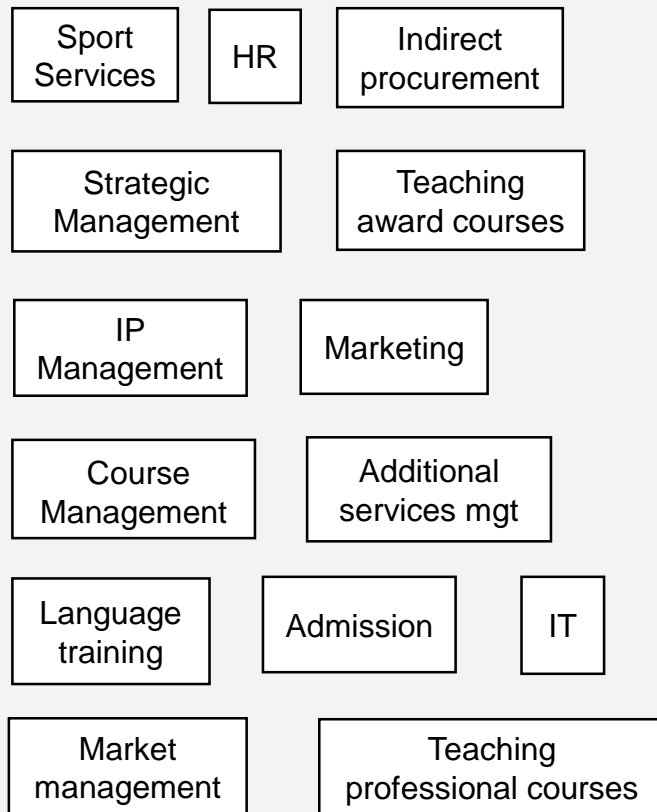
PROCESS ARCHITECTURE: HIERARCHICAL VIEW

PROCESS LANDSCAPE



EXERCISE: IDENTIFY PROCESS TYPES

These groups of processes are typically performed at a university. Categorize each process group as core, support or management



DEFINITION

Core processes cover the essential value creation of a company, that is the production of goods and services for which customers pay. These include design and development, manufacturing, marketing and sales, delivery, after-sales, and direct procurement (i.e., sourcing required for the making of products or the delivery of services).

Support processes enable the execution of these core processes. These include indirect procurement (i.e., sourcing of hardware, furniture, stationery, etc.), human resource management, information technology management, accounting, financial management, and legal services.

Management processes provide directions, rules, and practices for the core and support processes. These include strategic planning, budgeting, compliance and risk management, as well as investors, suppliers, and partners management.

CORE, SUPPORT AND MANAGEMENT PROCESSES

Management processes

- Strategic and Planning
- Budgeting
- Compliance and Risk management
- Investors, Suppliers and Partners management

Management level

Core processes

- Design and Development
- Manufacturing
- Marketing and Sales
- Delivery and After-sale
- Direct procurement

For a particular customer

Support processes

- Indirect procurement (ORM and MRO)
- Human Resources
- Information Technology
- Accounting, Financial and Legal

Operation level

VALUE CHAIN MODELING

AN APPROACH TO HORIZONTAL SCOPING

- Chain of *core processes* an organization performs to deliver value to customers and stakeholders
- More generally, a mechanism to group high-level business processes according to an order relation (can be applied to core, support and management processes)

