ISYS90081
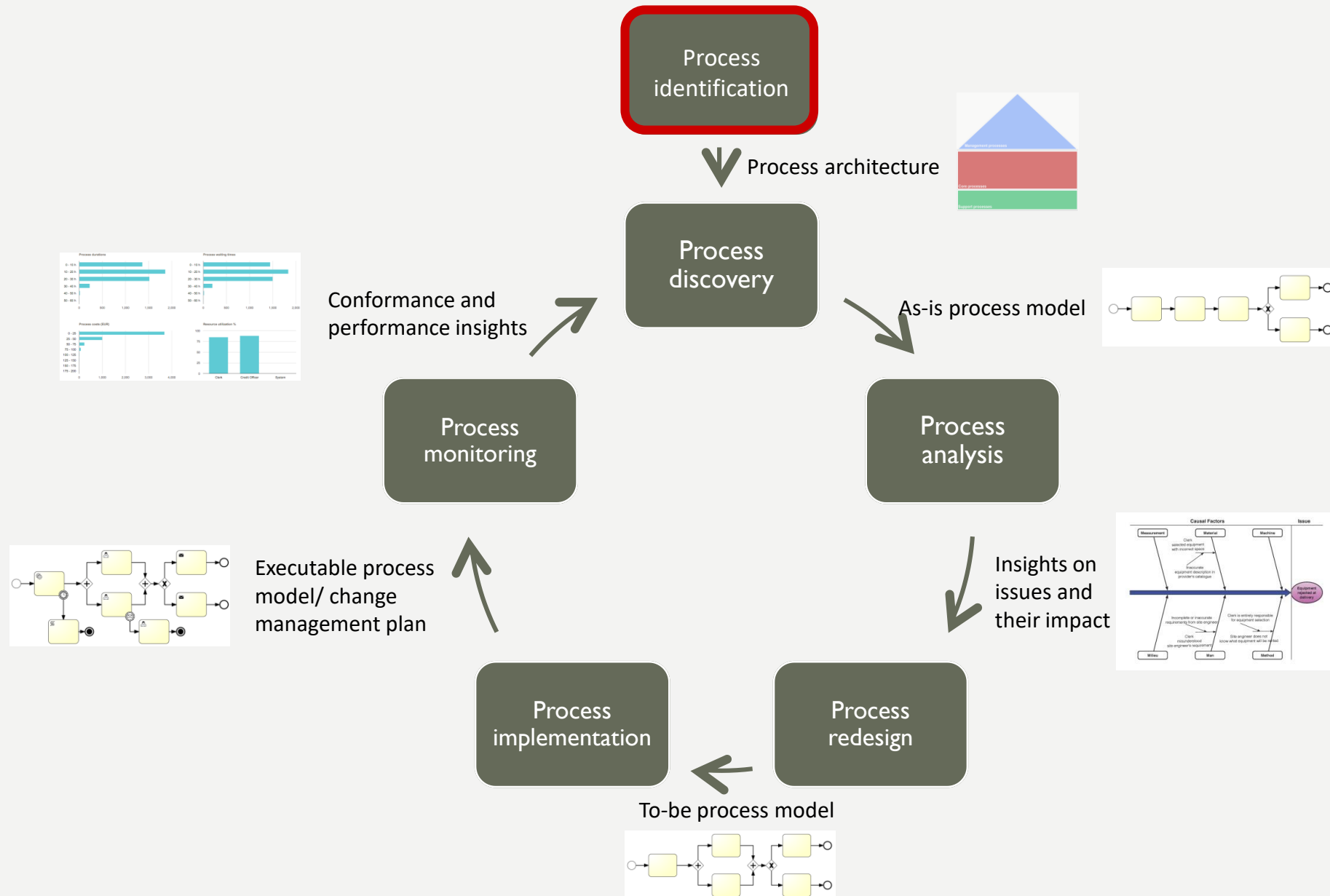
BUSINESS PROCESS MANAGEMENT
WORKSHOP WEEK 3

YOUR TUTOR
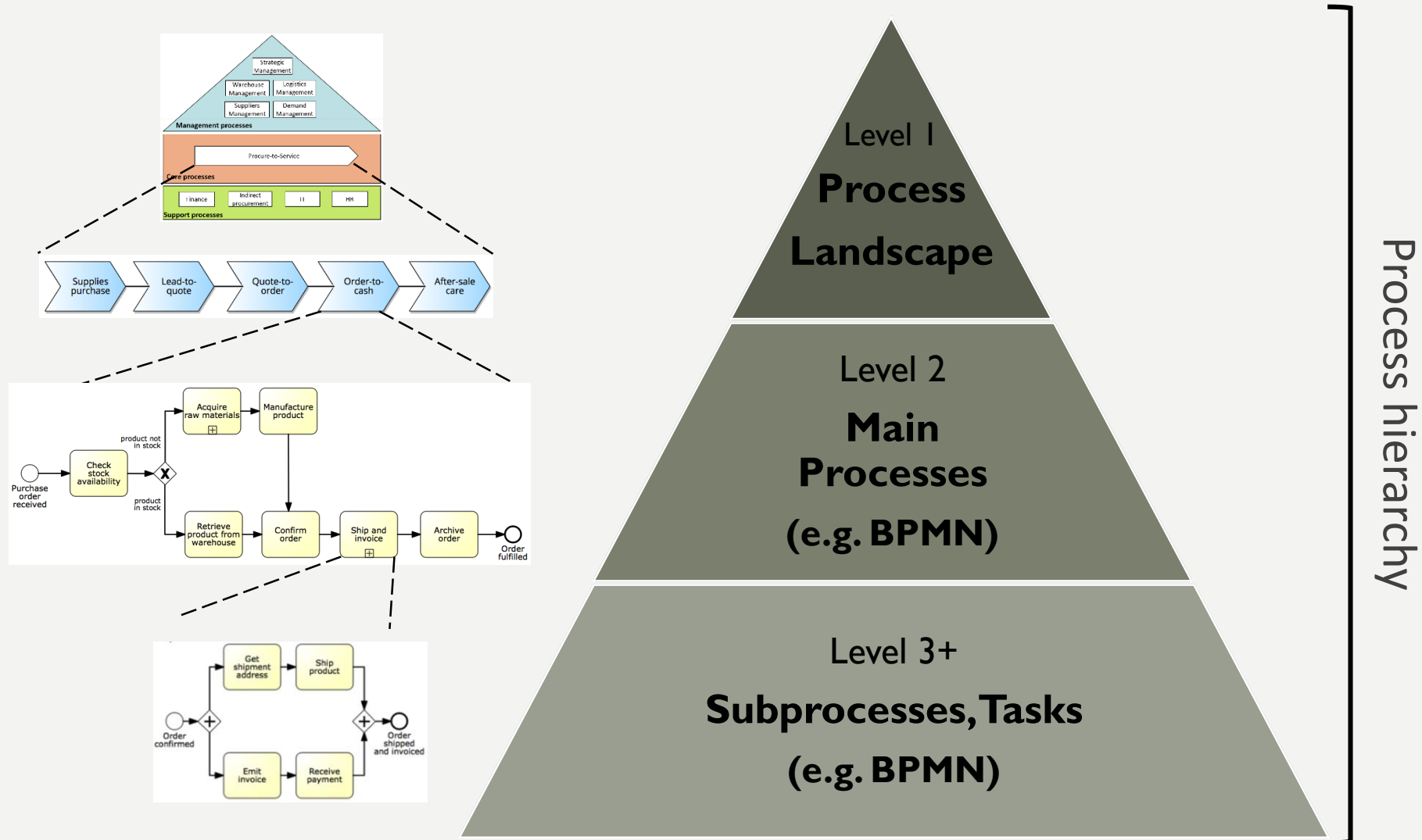
- Winn Chow (Senior Tutor)
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- Here, you can find my workshop slides:
- https://github.com/winnchow/ISYS90081-Tutorials

THE BPM LIFECYCLE

Process identification

Process architecture

Process discovery

As-is process model

Conformance and performance insights

Process monitoring

Process analysis

Executable process model/ change management plan

Insights on issues and their impact

Process implementation

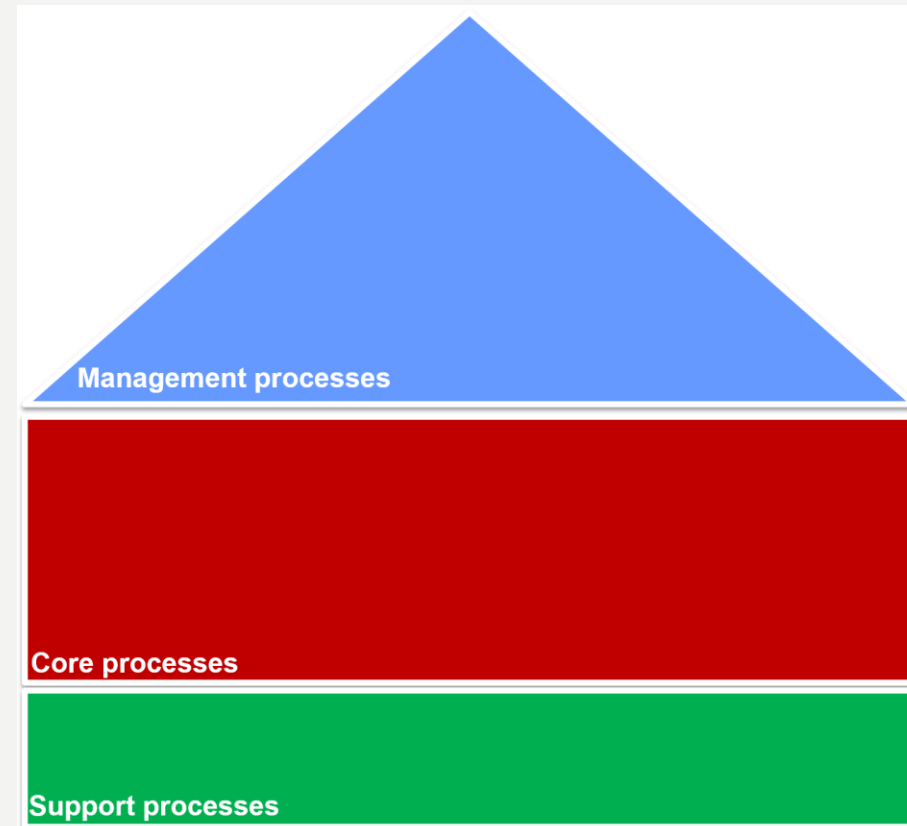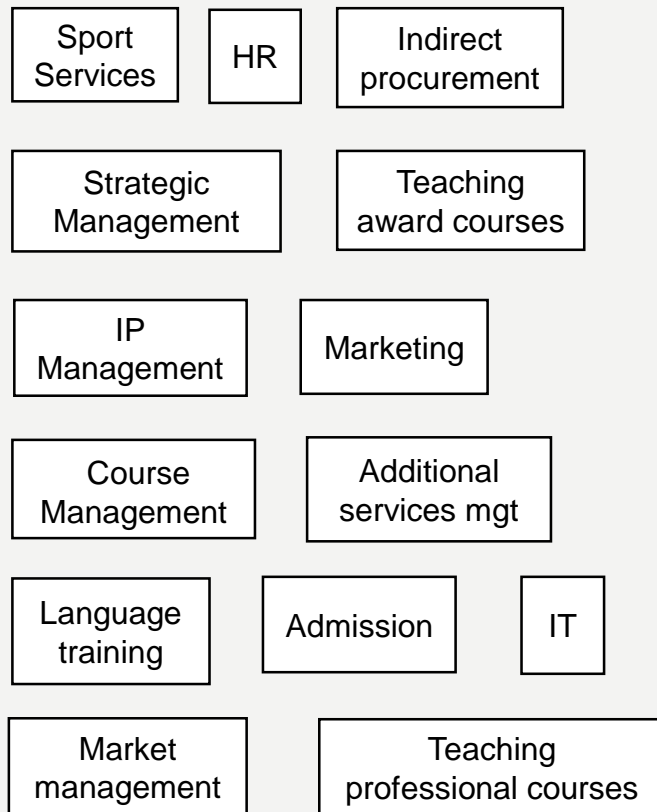Process redesign

To-be process model

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

Sport Services

HR

Indirect procurement

Strategic Management

Teaching award courses

IP Management

Marketing

Course Management

Additional services mgt

Language training

Admission

IT

Market management

Teaching professional courses

Management processes

Core processes

Support processes

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)