



SIMON FRASER UNIVERSITY

FACULTY OF BUSINESS ADMINISTRATION

COURSE: BUS 362-4 D100

TITLE: Business Process Analysis

SEMESTER: Summer 2017

INSTRUCTOR: Drew Parker

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Textbook:

Dennis Alan, Barbara Haley Wixom, and Roberta Roth, Systems Analysis and Design, Sixth Edition, John Wiley and Sons, New York, 6th edition, 2014, ISBN: 978-1-1183-2685-5

Prerequisites:

BUS 237, 60 credit hours

Course Objectives:

By combining information technology and business processes, organizations can improve their operational efficiency and provide better service to customers. This course provides students with the theory and techniques to model and analyze business processes, and to propose ways in which information technology might support and transform them.

In this course we take the perspective of a business analyst responsible for:

- 1) identifying business processes that could benefit from process redesign,
- 2) assessing the costs and benefits of redesigning a process and the associated information systems,
- 3) analyzing the information flows into and out of the process,
- 4) specifying how the new process will be performed and the data the process will use,
- 5) designing the look and feel of interfaces for the system supporting the process, and
- 6) managing a team project to achieve all of the above.

Teaching Methods:

A combination of lectures, labs, examinations, and assignments will be used to communicate material in the course. Lectures will summarize and augment the textbook material. Lab work will be used to gain hands-on experience with the tools used by business analysts.

Assignments are designed to provide experience in applying analysis and design methods in a group environment. Examinations are used to assess individual learning performance.

A key component of the course is a term project. Each team of students will identify an off-campus organization with a business process in need of redesign. The teams will conduct a thorough analysis and create an appropriate new design, using the techniques learned during the course.

Grading:

In-lab Assignments	16%
Midterm	20%
Analysis Project (due week 10)	20%
Design Project (due week 13)	14%
Final	30%