



<b>COURSE:</b> BUS 362 D100 <b>TITLE:</b> Business Process Analysis	<b>INSTRUCTOR:</b> Drew Parker <b>SEMESTER:</b> Summer 2021 <b>Contact:</b> 778 782 3102 / <a href="mailto:drew@sfu.ca">drew@sfu.ca</a>
<b>Location/Time:</b> Thu: 10:30 am to 12:20 pm Lost in Cyberspace...	<b>Office hour (location/time)</b> TBA
<b>Teaching Assistants</b>	
TBA	

**TEXTBOOK:**

Dennis Alan, Barbara Haley Wixom, and Roberta Roth, Systems Analysis and Design, John Wiley and Sons, New York, 7th edition, 2018. **ISBN: 978-1-119-49632-8** (E-book available).

**TECHNOLOGY REQUIREMENTS**

A computer running Windows 10 or Mac OS 10.12 or later (Sierra) with a functioning camera and microphone and a reliable Internet connection for videoconferencing and live assessment monitoring/proctoring.

**PREREQUISITES:**

BUS 237, 60 credit hours

**COURSE MATERIAL AND LECTURE NOTES:**

Course materials will be hosted on the Canvas learning management system.

**COURSE RESOURCE WEBSITE:**

In addition to the Canvas site, course resources will be kept at: <http://bus362.com>

**INTRODUCTION**

Information technologies (IT) offer the promise of significant transformation of business in all sectors. However, the benefits of using new IT in business can only be known by studying their impact on business processes. The focus of this course is the analysis of business processes and the associated design of information systems to support the processes. The course will cover these in the context of a systems development project which typically commences with the identification of a business need, followed by a formal specification of business requirements and then the analysis of the processes to be supported by a new system. The important techniques you will learn in the course will include Use Case Development, Data Flow Diagramming, and Entity-Relationship Modelling.

The textbook learning is put into practice in a term project where you will identify a real online business system, analyze its information requirements, design a system to support these needs and construct system interface prototypes. During the design process, you

must take care to understand how users will actually use the system, the existing technology infrastructure and the managerial skills required to encourage adoption by employees. You will also be introduced to project management method as applied to business systems development.

### LEARNING OBJECTIVES

- Identify a business process need and requirements
- Develop a System Request
- Conduct a Feasibility Analysis
- Develop a Project Plan (using *MS Project*)
- Capture process requirements in Use Cases
- Model business processes using Data Flow Diagrams (*MS Visio*)
- Model the data requirements using Entity Relationship Diagrams (*MS Visio*)
- Design system interfaces
- Assess implementation challenges

### TEACHING METHODS & CONTENT:

The course lectures and tutorials will be delivered via synchronous (i.e., live) sessions. Synchronous sessions will be hosted during the scheduled class and lab times by me and the TAs, respectively. Students are expected to attend the lecture sessions and be prepared to participate in discussions and ask and answer questions as we go. I am going to try my absolute best to keep this interactive, and I hope you will as well. Much of the weekly group assignments are completed in the tutorials themselves, so attendance at the scheduled tutorial times is mandatory.

The course material is a collection of methodologies and techniques that are best learned by doing. Each class will contain a number of components, including:

- Discussion of topical events, new technology, etc.
- A lecture based in part on the assigned chapter from the textbook. Lectures will summarize and augment the textbook material.
- An interactive portion where we jointly work some examples that demonstrate how to apply the conceptual tools presented in the lecture.

Lab work will be used to gain hands-on experience with the tools used by IS professionals. Labs provide an opportunity to work on assignments and receive immediate feedback.

### GRADED COMPONENTS

#### Individual

- |                        |     |
|------------------------|-----|
| ● Class Participation  | 10% |
| ● Midterm Exam         | 20% |
| ● Scheduled Final Exam | 20% |

#### Group

- |                   |     |
|-------------------|-----|
| ● Lab Assignments | 20% |
| ● Group Project   | 30% |

## LEARNING MANAGEMENT SYSTEM, VIDEOCONFERENCING, AND COMMUNICATION

- Canvas (<http://canvas.sfu.ca>) will be used for course content delivery
- Zoom <http://sfu.zoom.us> will be used for delivering lecture, tutorial, and office hours
- SFU student email addresses will be used for communicating information and disseminating class materials. It is your responsibility to check your SFU email and the course website frequently. For security and privacy reasons, I must communicate with you through your official [@sfu.ca](mailto:@sfu.ca) email account. If you use another account, I will be happy to help you to forward your sfu emails there. I cannot respond to any confidential information emanating from a non-sfu email account.

This course may use SFU's officially supported digital proctoring systems to collect information under the authority of the *Freedom of Information and Protection of Privacy Act* (R.S.B.C. 1996, c.165) and the *University Act* (R.S.B.C., 1996, c. 468). It is related directly to and needed by the University to protect the integrity of the assessments. The information will be used by the section instructor and Teaching Assistants to review student activity during exams or other assessments for the purpose of confirming students are following assessment rules. If you have any questions about the collection, use and disclosure of this information please contact the Academic Director of the Beedie School of Business.

## ONLINE PROCTORING OF ASSIGNMENTS

- During remote instruction, assignments for this course will be completed online, and may be live-proctored using Zoom.
- Live-proctoring mimics in-person exams and will not be recorded. Students in this course will be required to have a webcam, a microphone, a stable and secure internet connection, and are responsible to ensure their computer is fully functional before the exam.
- Questions about privacy compliance can be sent to [privacy@sfu.ca](mailto:privacy@sfu.ca)
- When Zoom is being used for invigilation purposes, students can expect to:
  - Keep their camera on for the entire exam and are not permitted to use background filters
  - Show their student card to verify their identification
  - Share their screen at any point during the exam