Tutorial on Fundamentals of Business Process Management

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Abstract: Business process management is a young discipline that establishes a bridge between computer science and business administration. This tutorial will offer a comprehensive treatment of the full lifecycle for managing business processes: from identifying the priorities for process improvement, to modeling existing processes, actually improving these, and monitoring their performance from then on. There is a special emphasis on the use of process-aware technologies to support business processes. The strength of this tutorial will be its ability to bridge various topics and backgrounds. The tutorial is thought to be appealing to advanced students with a background in computer science, business informatics, or business administration. Practitioners in all these fields may find it attractive to get a full understanding of all the fundamental techniques and theory that is available in the multidisciplinary field of business process management. Since the tutorial is based on a recently launched textbook, the tutorial may also inspire lecturers and senior lecturers to organize full-sized courses around the presented topics. The content of this tutorial is based on a textbook on the fundamentals of business process management [DLMR13], which is co-authored by the two tutorial presenters. This tutorial covers the whole spectrum of business process management. It is unique in its balanced and consistent organization of the topic. The tutorial follows the business process management lifecycle. It is subdivided into four sessions: introduction of business process management, essentials of BPMN, process analysis and redesign, and process automation. The tutorial will cater for three types of audiences. Computer Science Lecturers and Professors: Those lecturers who are in the process of setting up or revamping a course in business process management, conceptual modeling or requirements engineering can use this tutorial to get acquainted with the lecture material that is offered in the textbook that accompanies this tutorial. Graduate students: Students with a background in computer science, business informatics, or business administration will find this tutorial of interest to gain an overview of the business process management field and how that field both builds on and extends beyond their own discipline. Practitioners: Business professionals who are already active in the area of business analysis, process improvement, or IT management will appreciate the condensed form of this tutorial to get acquainted to all the fundamental theory and techniques for these activities.

References