



MODULE SPECIFICATION

Module Title	Business Processes and Systems
Module Code	CS 321
Module Credits	4
Pre-requisites (<i>including Year 1</i>)	Applied Business Statistics or equivalent

Description

Course Overview
<p>This course examines how organizations operate through interconnected business processes supported by information systems. Rather than viewing departments in isolation, students will study how work flows across functional areas to create value for customers and support organizational goals. Attention is given to documenting, evaluating, and improving business processes, as well as understanding the role of enterprise systems in coordinating operations across an organization.</p> <p>Students will gain practical exposure to business process modeling and process improvement methods, while also working with SAP S/4HANA to observe how enterprise resource planning systems support integrated business activity. The course also introduces selected infrastructure and emerging technology topics so that students can think critically about technology-enabled solutions to business challenges. Throughout the semester, emphasis is placed on the relationship among people, processes, and systems in achieving effective organizational performance.</p>
Course Purpose
<p>This course extends students' prior functional business knowledge by introducing them to organizational information systems, contemporary business process thinking, and the strategic role of technology in process integration and improvement. It is intended to help students develop a broader, more connected understanding of how organizations function.</p>
Method of Teaching and Learning
<p>This module will be taught using a combination of lectures, tutorials and consultation hours. Learning will also be reinforced by appropriate readings from the course text.</p>
Syllabus
<p>Modules</p> <p>Part 1: Why MIS?</p> <ul style="list-style-type: none">• The importance of management information systems in modern organizations• Business processes, information systems, and information• Organizations as integrated sets of cross-functional processes

- The role of people, processes, and systems in delivering value
- Information systems and competitive advantage

Part 2: Information Technology

- Networks, enterprise connectivity, and cloud computing
- Database processing and the management of organizational data
- Artificial intelligence, automation, and robots in business environments
- Core technology infrastructure concepts that support business operations

Part 3: Structured Processes and Information Systems

- Information systems security and risk awareness
- Using information systems to improve business processes
- Process documentation, process modeling, and process analysis
- Process redesign and performance improvement
- Supporting organizational processes with ERP systems
- Supporting the procurement process with SAP
- Supporting the sales process with SAP

Part 4: Dynamic Processes and Information Systems

- Collaboration technologies, social media, and information systems
- Analytics and information systems for decision-making and process insight
- Strategy, process, and technology alignment
- Ethical, societal, and global issues in technology-enabled business processes

Assessment

Assessment Type	% of Final Mark
Individual Process Modeling Project	20%
Group Business Process Improvement Project	25%
Foundational Learning Assessments	30%
Process Analysis Assessment	10%
Course Participation and Attendance	15%

Range	Letter Grade
90% - 100%	A
80% – 89%	B
70% - 79%	C
60% - 69%	D
< 60%	U

Textbooks

Title	Editor/Author	ISBN/Publisher
<i>Processes, Systems, and Information: An Introduction to MIS</i> , 4th ed.	McKinney, Earl H. Jr., and David M. Kroenke.	Pearson

Optional Textbooks

Title	Author	ISBN/Publisher
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Reference Textbooks

Title	Author	ISBN/Publisher
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Software

- ProcessModelTM
- SAP S/4HANA