Workflow Design and Analysis

This course addresses the understanding of workflow and uses of information in business settings. Topics include concepts of processes and process analysis; process representation; interpreting and creating process diagrams; and process validation and change management. Special emphasis will be placed on processes used to facilitate decision making necessary to optimize the success of businesses.

Essential Objectives:
1. Define concepts of workflow processes and Process Analysis.
2. Describe skills and knowledge necessary for Process Analysis.
3. Demonstrate an understanding of the advantages and disadvantages of internal and external workflow process analyses.
4. Create and interpret graphical representation of the workflow processes for better understanding of current processes by using standard processing mapping symbols and conventions.
5. Determine the best graphical representation of workflow processes for a business.
6. Critically analyze the workflow processes in a selected business setting, taking into account potential gaps, areas of redundancy, delays, manual work, work volume, task time, and elapsed time.
7. Compare and contrast the quality improvement methodologies and tools and their appropriate uses in the business setting.
8. Develop strategies to gain acceptance of changes in work processes.
9. Evaluate new processes as implemented, identify problems and changes that are needed, and develop and present plans for these process changes.
10. Develop and present a sustainability and continuous improvement plan for a business setting.

Methods:
This course will include a variety of teaching methods to include the following:
- Small-group and whole-class discussion
- Mini-lecture
- Small group activities
- In-class reaction writing and writing assignments
- Mid-term and final exams
- Research project - Creation of a Workflow Process & Design

Evaluation Criteria:
- 25% Attendance and Participation
- 25% Homework
- 25% 3-5 page term project
- 25% Mid-term and Final Exams

*A note about assignments: please note that all late assignments will be penalized by a 5 point reduction per day late. Any assignments handed in in excess of 7 days from the due date will NOT be accepted (unless otherwise approved in advance by the instructor).

Grading Criteria:

A+ through A-: For any work to receive an "A," it must clearly be exceptional or outstanding work. It must demonstrate keen insight and original thinking. It must not only demonstrate full understanding of the topic or issues addressed, but it must also provide a critical analysis of these. In addition, an "A" grade reflects a student's ability to clearly and thoughtfully articulate his or her learning.

B+ through B-: For any work to receive a "B," it must be good to excellent work. It must demonstrate strong originality, comprehension, critical thinking, and attention to detail. In addition, a "B" grade reflects a student's ability to clearly articulate his or her learning.

C+ through C-: For any work to receive a "C," it must meet the expectations of the assignment. It must demonstrate solid comprehension, critical thinking, and attention to detail. In addition, a "C" grade reflects a student's ability to adequately articulate his or her learning.

D+ through D-: For any work to receive a "D," it must marginally meet the expectations of the assignment. It demonstrates minimal comprehension, critical thinking, and attention to detail. In addition, a "D" grade may reflect a student's difficulty in articulating his or her learning.

F: Work that receives an "F" grade does not meet the expectations or objectives of the assignment. It demonstrates consistent problems with comprehension, organization, critical thinking, and supporting details. In addition, an "F" grade reflects a student's inability to articulate his or her learning. Students are strongly urged to discuss this grade with their instructor and advisor.

P: Equivalent to D (+/-) or better and therefore course will not count as credit for specific program requirements or competence area requirements.

NP: indicates failure to meet course objectives and/or failure to meet grading criteria for successful completion as described in the instructor's course description.

Attendance Policy:
Regular attendance and participation in classes are essential components of a student's success in college and are completion requirements for courses at CCV. Please be aware that missing more than two (2) classes will result in a letter grade reduction of your final grade (e.g. if your final grade earned is a B and more than two (2) absences occur, your final grade will be reduced to a C). Missing more than three (3) classes will result in a non-satisfactory grade. A pattern of late arrival or early departure will constitute absence at the instructor's discretion.

Faculty Contact Information:
Email Address:
Hiring Coordinator for this course:
Mailing Address:
Phone:
Notes:

Please note: *In order to receive accommodations for disabilities in this course, students must make an appointment to see the Americans with Disabilities Coordinator in their site and bring documentation with them.*

Academic Honesty: CCV has a commitment to honesty and excellence in academic work and expects the same from all students. Academic dishonesty, or cheating, can occur whenever you present -as your own work- something that you did not do. You can also be guilty of cheating if you help someone else cheat. Being unaware of what constitutes academic dishonesty (such as knowing what plagiarism is) does not absolve a student of the responsibility to be honest in his/her academic work. Academic dishonesty is taken very seriously and may lead to dismissal from the College.

Course description details subject to change. Please refer this document frequently.

Textbook(s):
Workflow Modeling: Tools for Process Improvement and Application Development
Alex Sharpe & Patrick McDermott
ISBN: 978-1580530217

Syllabus

Please note that the Syllabus is subject to change. All Homework, Test, and Term Project assignments are listed by due date (e.g. Term Project: Phase I is due at the beginning of the Week 3 class).

Week	Topic	Homework Assigned
1	Introduction: classmates & coursework What is Workflow Design & Analysis Who are the Players?	Discussion Questions 1 & 2 Read: • Lecture • Chapter 3 of text (*The Approach in a Nutshell*) Homework 1
2	Business Modeling & Initial Assessments	Discussion Questions 1 & 2 Read : • Lecture • Chapter 6 of text (*Conducting the Initial Assessment*)

		Homework 2
		Phase I of Term Project : Choose your business DUE next class
3	Various visual options for modeling – how to choose which is the best?	Discussion Question 1 Read : • Lecture Homework 3
4	Process Mapping	Discussion Question 1 Read : • Lecture • Chapter 8 of text (*Workflow Process Modeling*) • Week 4 Reading • Week 4 Reading 2 Phase II of Term Project : start building your improvement plan ; selection of visuals
5	Internal & External factors in the Design & Analysis process	Discussion Questions 1 & 2 Read : • Lecture • Chapter 7 of text (*Considering the Environment*) Phase III of Term Project : Identify internal &

		external factors pertaining to your business
6	Mid-Term Review	Discussion Questions 1 & 2 Class activity for mid-term review Homework : Study for mid-term
7	Mid-Term	
8	Business Efficiencies & how it can affect the process	Discussion Questions 1 & 2 Read : • Lecture Phase IV of Term Project : Identification & Integration of business efficiencies into your plan
9	The "As-Is" modeling process	Discussion Question 1 Read : • Lecture • Chapters 11 & 12 of text (*Techniques for Modeling the As-Is Process* and *Difficulties With As-Is Modeling*) Homework 4
10	Managing Details	Discussion Question 1 Read : • Lecture • Chapter 9 of text (*Managing Details*)

		Homework 5
11	Change Management & its role in Design & Analysis	Discussion Question 1 Read : • Lecture • Chapter 10 of text (*Questions & Difficulties*) Phase V of Term Project : Rough draft
12	The Importance of Evaluation/Review	Discussion Questions 1 & 2 Read : • Lecture Complete term project