

Course Name:	Essence of IT Based Business Process Re-engineering
Duration:	1 Day
Medium of Instruction:	Cantonese with English terminology
Award of Certificate:	Certificate of Attendance

Nature and Objectives:

Business process re-engineering (BPR) has been widely adopted by organizations to re-think how to do work better to improve service, reduce costs and maintain competitiveness. Leading organizations use IT as a stimulus to support innovative business processes, rather than just refining current ways of doing work. The adoption of BPR as an approach to re-design processes is commonly found in many well-established organizations to govern the way in using the resources for creating values to meet customers and the market needs. Re-engineering identifies, analyzes, and redesigns an organization's processes with the aim of achieving dramatic improvements in critical performance measures, such as cost, quality, service, and speed. Many organizations have invested in IT in the past decades to automate their business processes and improve the communication. How to use IT as an effective tool to support BPR to improve process efficiency is always in the mind of business leaders. This course aims at providing the participants with the necessary knowledge to understand about BPR and introduce practical methods, tools and techniques of exploiting IT to help undertaking and strengthening the business process re-engineering for organizational success.

Who Should Attend:

The course is suitable for executives (IT and non-IT), auditors, organization and method analysts, business analysts and IT practitioners (such as system analysts) to attend, with a need of applying IT for business process re-engineering in their organizations.

Course Outline:

Overview of Business Process Re-engineering (BPR)

- What is business process re-engineering?
- Why is it needed?
- Key steps in BPR process
- The role of IT in BPR
- Challenges of BPR

The Business Process

- A process perspective
- The traditional organization
- What goes on inside a business process?
- Process-oriented organization
- Diagnose an existing process
- The process owner

The Core Matter : Business Process Re-engineering

- Initiating and preparing for BPR
- Implementing BPR
- The re-engineering paradox
- Improved agility: customer, competitiveness, productivity

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Exploiting information technology

- Relationship between BPR and IT
- Linking IT to business processes
- Re-engineering – the path to IT productivity?
- IT enabled BPR
- BPR using system modeling
- OOSAD – a method to support BPR
- Workflow technology – Key BPR tool or vendor hype?
- BPR using XML, Internet and Intranet
- IT leadership behavior and BPR outcomes

Analysis, tools and techniques for BPR

- Tools and techniques for process improvement
- Business process modeling with IT tools
- Examples of IT tools and software for BPR
- Case study of applying IT tools for BPR