



# CIS 309: Business Process Management

## Overview

Analysis and evaluation of business processes in the context of improving operational efficiency. This course examines organizational processes, evaluates & analyzes business process metrics in the context of improving operational efficiency thereby creating business value.

## What You'll Learn

- Explain the basic concepts of business process and management strategy
- Use key process measures, their interrelationship and managerial levers to manage and control the business process
- Plan for and control the variability of the business process to enhance the process performance

## How to Succeed

To be successful in this course, we recommend English language fluency and computer literacy. Knowledge of basic mathematical & problem-solving skills is recommended. We also encourage you to make sure your laptop or desktop computer meets the [technical requirements](#).

CIS 105 Computer Applications and Information Technology is strongly suggested as a prerequisite for success in this course.

## Earn College Credit

This course appears on your transcript identically to how it appears on the transcript of an enrolled ASU student.

This course satisfies 3 credit hours at Arizona State University. It is strongly encouraged that you consult with your institution of choice to determine how these credits will be applied.

In order to receive academic credit for this course, you must earn a grade of "C" or better. You have one year to add the course to your transcript.

**This course is part of the [Applied Business Analytics Certificate](#).**

## Exams and Grading

**35%**

Homework Activities

**15%**

Quizzes

**25%**

Midterm Exam

**25%**

Final Exam

# CIS 309: Continued

## Materials

This course makes use of open educational resources (OERs) provided within the course, **no purchase necessary**.

## Graded Assignments

Graded assignments are required and count towards your final grade. Students must submit all assignments via the course site unless otherwise instructed.

**Homework (35%):** These activities are designed for you to practice and apply what you learned in the module. Each module will have a homework activity.

**Quizzes (15%):** This class will have three quizzes. You must achieve 80% on each quiz to earn credit in this course. You will have unlimited attempts. Each attempt is not timed.

**Exams (50%):** There will be two exams in this class, Midterm and Final, each worth 25% of your grade. The Final Exam will be cumulative, but limited to major class topics. Exams will include definitions/terminology, short answer questions, and development problems. You will have 100 minutes to complete exams and unlimited attempts. The highest score out of all attempts is saved. A score of 85% is required on both exams to earn credit in this course.

## Course Communication

All communication will take place via the discussion forums and course announcement page. There will be a discussion forum where you can post general questions, comments, and direct inquiries for the instructor and course team. Please use these forums to ensure a timely response. Your instructor will not be able to respond to email.

## Additional Information

If you have questions about Universal Learner Courses and how they work, please visit [ea.asu.edu](http://ea.asu.edu) or contact our support team at [ulcourses@asu.edu](mailto:ulcourses@asu.edu).

## Instructor led Version

### Time Commitment

This is an asynchronous, online course. This means, while you will have deadlines, you do not need to be at your computer at specific times or participate in live activities.

To be successful in this class, you must view all course pages and complete all graded work by the deadlines indicated. Also, keep in mind that "attendance" in an online course means logging into the platform on a regular basis, checking for course announcements, and visiting and participating in the discussion forums.

This 3 credit, 8 week course requires about 135 hours of work. Therefore, expect to spend approximately 15-20 hours per week preparing for and engaging in this course.

### Assignment Deadlines

Your instructional team will provide all content and learning activities on or through your course site. It is your responsibility to review all content, fulfill all assignments on time, and ask any questions you have in the designated discussion area. It is also your responsibility to determine the due dates and times for all course assignments according to your time zone. Due to the large-scale format of Universal Learner Courses, late assignments will not be accepted at any point during the course, and we cannot make exceptions.

# CIS 309: Continued

## Self paced Version

### Time Commitment

The work in this course is equivalent to an eight week course but you have one year to complete it. Please plan your goals accordingly. During this year, you are encouraged to work through the course at a pace that suits your needs.

You have one year from the date you enrolled to complete the course, and you have one year from the date you complete the course to purchase your academic credit.

### Course Resets

Self paced courses cannot be reset. If you are not happy with your grade and want to take the course again, you have two options: you may take the course the next time it is offered in an instructor led format or wait until a new version of the self paced course opens at the beginning of every academic year on the first day of class in August.

### Transcript

You will be able to add the course to your transcript **six weeks after enrolling**. Although the course is self paced, course attendance dates will be listed on your transcript. After purchasing the credits, the course will appear on your transcript in the session you **completed** the course. If you are on the cusp of two sessions and need to confirm the date of completion or beginning/end of a session, please contact our support team at [ulcourses@asu.edu](mailto:ulcourses@asu.edu).