Business Process Analytics

Master Degree in MANAGEMENT - EM13

A.Y. 2019/2020

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Extended syllabus
The course

**Purposes**

- Provide students with analytical and conceptual tools useful to examine and solve decision problems in business, markets and firms.

- Use analytic models and adequate data to visualize, analyze and optimize business processes, distributed systems and large projects.

**Prerequisites**

- Basics of calculus and statistics (bachelor level).
- Familiarity with the software *Excel* is welcome.
**Remark**

This course has been conceived for students enrolled to the Master Program *Management* offered by the Department of Management.

The participation of students enrolled to other programs and international students is welcome.

Bachelor students should be aware that the techniques used in class, the teaching methodologies and the examination procedures are designed for a master level course.
Main References


Teaching material

- Slides
- Case studies and exercises
- Excel sheets
- Other recommended readings
Moodle platform

Starting from this edition, I will use intensively the Moodle (online) platform offered by Ca’ Foscari.

All students willing to take the exam are requested to officially enroll in the online Moodle course called EM1304. (here)

To this aim, you need to insert the enrollment key “BPA1920”, when requested.

All the materials, exercises, slides, case studies, mockups, quizzes, ... will be uploaded on this online page.
Organization of the lectures

I will make a blended use of slides (theory, case description) and Excel (implementation of methodologies, discussion of results and solutions).

Usually, the material related to the forthcoming class is posted in advance. Therefore, you can download it (maybe read it!) before the class.

From time to time, I will ask you to bring your own laptop in order to experience "live" the methodologies.
Examination policy

The evaluation is based on a written exam and on a mandatory assignment.

- **Assignment (10%)**: Students will be proposed one situation in which some of the methodologies seen in class have to be implemented in order to represent and optimize a process.

- **Written exam (90%)**: Students will be proposed three exercises (possibly enriched with some short theoretical questions) to be solved using the techniques analyzed in class.

- The assignment is evaluated with points from 0 to 3.
- The final exam with points from 0 to 27.
- The final score is the sum of the two.

18/30 is the minimum grade to have the 6 CFU.
Mandatory activities on Moodle

In order to self-assess ongoing learning and knowledge, I will post on Moodle *two mandatory quiz sessions*.

To take part at the exam, all proposed quizzes must be completed with at least 70% of success. The deadline for the quizzes coincides with the deadline for enrollment in the exam list.

**Students who are not compliant with this rule, will not be allowed to take the written exam.**
Examination policy - Not attending students

The program for not attending students (non frequentanti) is the same as for attending students.

Concerning the evaluation policy, students not attending the class are expected to follow exactly the same rules as attending students.

Not attending students are also requested to solve with a passing grade the quizzes on Moodle in order to take part at the written exam.
Assignment

- The assignment is related to the material analyzed in class. The candidate is expected to be able to recognize, organize and process the significant data at hand, in order to solve the proposed problem.

- The solution of the proposed activity has to be uploaded through the Moodle platform and will be evaluated by the instructor.

- The final grade for the assignment will range from 0 to 3 points.

- The deadline for the assignment coincides with the deadline for enrollment in the exam list.
Covered topics and structure of the course

1. Decision support systems for Business Process Analysis.
   - Why, when and how to use analytical tools?
   - Integrated systems: MRP and ERP and the current challenges in dealing with Inventory Management.
   - Business Process Reengineering. A case study in the context of Production Planning.

2. Visualization and analysis of complex Business Processes.
   - Large projects: Critical Path Analysis, Pert and other tools for Project Management.
Ca Foscari is an Inclusive University

• If you have a motor, visual, auditory or other disability, or a specific learning disorder, we invite you to do two things:
  1. Talk to your course instructor
  2. Contact the office of disability support services: disabilita@unive.it
• Contact the office of disability support services (disabilita@unive.it) for general information: to find out what you are entitled to by law, and to request support and accommodation - www.unive.it/disabilita