



Graduate Certificate in

BUSINESS PROCESS MANAGEMENT and SERVICE INNOVATION

This program provides professionals with the requisite skills and business perspective necessary to improve business process performance and to create innovative service delivery mechanisms

Customer-facing process innovation, service orientation, and business agility require employees in business and technology positions to be able to analyze and improve the end-to-end operations of their organizations. The use of BPM technology promises significant efficiency gains by cutting coordination and communication times and by better aligning heritage applications with emerging business requirements. Not surprisingly, global analysts such as the Gartner Group have identified process improvement as the number one priority of CIOs for a number of years. Delivered by industry and research leaders in the BPM sector, the Stevens BPM & SI program provides the vision and innovation needed to develop winning process performance. The courses prepare students or professionals for positions as consultants; business analysts; process managers; enterprise architects and strategists.

PROGRAM AUDIENCE

Everyone interested in **improving organizational performance** will benefit from this new program. It is targeted at business analysts, process managers, executives with line of business responsibility as well as architects that are charged with improving **business-IT alignment**. It enables students to move into more managerial and cross-functional roles with an understanding of end-to-end processes and the technology that supports their effectiveness and efficiency.

REAL WORLD DELIVERY

The Business Process Management & Service Innovation program courses are delivered using flexible methods and innovative techniques and can be tailored to meet the needs of our students or corporate clients. Some of the options are listed below:

- On campus in Hoboken, NJ (weekday at night or Saturday)
- At Customer sites, (weekday at night or Saturday)
- 1 week (5 days) concentrated on site with follow-up project work
- 2 x 3 days concentrated on site delivery plus project work (delivered over 2 weekends)
- Web Campus award winning distance learning on the Web
- Other hybrid options will be considered as needed

ADMISSION CRITERIA

- Application
- undergraduate GPA (3.0+) with original transcripts
- Two letters of recommendation

CONTACT



Michael zur Muehlen, Director, Center for Business Process Innovation
Associate Professor

Phone: +1.551.226.9372 Fax: +1.201.216.5385

Email: Michael.zurMuehlen@stevens.edu

Or visit:

<http://www.stevens.edu/bpm>

Graduate Certificate in Business Process Management and Service Innovation

consists of the following 4 courses –

MIS 710 Process Innovation and Management focuses on the role of Information Technology in reengineering and enhancing key business processes. It covers the implications for organizational structures and processes as the result of increasing information availability and streamlined business systems. Topics covered include: Process Analysis; Reengineering Principles and Organizational Design.

MIS 712 BPM & Workflow Implementation addresses the techniques and concepts required to map, implement, automate, and evaluate business processes. The course leads students from process design through the implementation and management of workflows to the structure of process-aware information systems. Topics covered include: BPMN and SOA; Process Modeling and Simulation; Operational Risk Management; BPMS and Business Rule Management and Emerging Standards.

MIS 690 Supply Chain Management and Strategy explores the major elements of the supply chain and exposes students to leading edge thinking on supply chain strategy as well as practical tools and methods for its implementation. Topics covered include: SCM Principles; Supply Chain Networks and Organizations; Product Lifecycle; Forecasting and Inventory Management; Supply Chain Performance and Metrics.

MIS 730 Integrating Information Systems - Architecture in the Large focuses on the design and evaluation of alternative architecture strategies for Information Systems integration. It discusses different integration mechanisms for technical and organizational architectures as well as techniques to assess the advantages and disadvantages of alternative architectures.

All courses may be applied to the Information Systems or Service Management & Engineering masters degrees.

STEVENS
Institute of Technology
HOWE SCHOOL OF TECHNOLOGY MANAGEMENT