

The Design Phase

Assignment 3

Total Marks: 30

Q:1. Short Questions:

(24)

- I. What is the design phase in business process management?
- II. How will you determine the amount of human interaction with the technology?
- III. How can you figure out the level of automation required to get most from the technology available?
- IV. What is the role of content in business process?
- V. What is process mapping? and what is its purpose?
- VI. What is a swimlane process map?

Q: 2. What information you would require to identify future state of the processes? (6)