

ASSESSMENT # 6

Total Marks: 30

- 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?

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