CAMPUS SENATE AY 2007/2008
RESOLUTION 37-5

Proposal for Graduate Certificate in Business Process Management
in the Department of Management Information Systems

WHEREAS, the Department of Management Information Systems has proposed a Graduated Certificate in Business Process Management [12 credit hours]; and

WHEREAS, the Graduate Council approved their request at the meeting of May 7, 2007,

THEREFORE, BE IT RESOLVED that the Campus Senate of the University of Illinois at Springfield hereby approve the Graduate Certificate in Business Process Management.
Proposed Graduate Certificate in Business Process Management  
College of Business and Management  
Management Information Systems Department

Purpose of certificate: Objectives and Learning Outcomes

The purpose of the Certificate in Business Process Management is to provide information systems practitioners with the fundamental knowledge needed to be able to successfully analyze, define and design organizational processes and to effectively apply information technology to these processes. The initial motivation for this certificate comes from the Management Information Systems Department’s emerging relationship with the State of Illinois’ Illinois Technology Board of Advisors (ITBA).

The Illinois Technology Board of Advisors (ITBA) is a consortium of Information Technology professionals, consisting of more than 200 active members. The group consists of Chief Information Officers, Directors of Technology, or other senior IT professionals serving in various positions throughout Illinois State Government. This organization provides a forum for identification, discussion, collaboration, and resolution of common issues that arise within the state’s IT community. The ITBA works with the Governor’s Office, Central Management Services, and other policy making bodies to promote enhanced quality, productivity, and operational efficiency within technology-enabled business solutions. More recently, the ITBA has extended its collaborative processes to include associate members from local government, educational institutions, and other government entities.

The state has undergone a series of early retirement initiatives, staffing reductions, and above average attrition. As a result, it now needs to redevelop the specialized knowledge and expertise of its professional and technical staff in order to pursue anticipated technology-enabled business initiatives. Additionally, its’ professional and technical staff needs to learn new skills and best practices not utilized in the past.

Based on a survey of state CIO’s and IT Managers, 94% agree there is a compelling need for professional certification and continuing education opportunities for IT professionals in state government. Based on the need for state government to operate in a more cost effective and efficient manner, a certificate in Business Process Management is an important step in developing the skills needed to help make this a reality.

Many organizations today are operating with an underlying set of information systems that support business processes that are not designed to provide comprehensive organizational information needed by executives. Typically these processes and systems are designed around organizational functions rather than around the process itself. Consequently sharing of information and the ability to provide executives with comprehensive, consistent, timely and accurate information is extremely difficult. Organizations can make significant improvements through the use of today’s technology for supporting business processes and business process integration and, the redesign of an organization’s processes. Organizations can; reduce their costs of doing business,
become more efficient and effective by eliminating redundant or unneeded functions, be
better able to adapt to today’s rapidly changing environment and improve management
decision making with improved information. What is needed, but not readily available,
are IT practitioners that understand business processes, how to redesign business
processes and effectively utilize information systems that support business processes and
business process integration. The purpose of this certificate will be to provide the needed
knowledge to IT practitioners so that they will be able to accomplish this critical
function.

While the motivation for this certificate comes from the government sector, much of the
same needs in the field of information technology exist in the private sector as well.
Consequently, this certificate will serve not only information technology practitioners in
state government; it will be equally valuable for private sector practitioners as well.

Target audiences

Information technology practitioners, from both the public and private sectors, who need
to acquire knowledge and skills needed to manage information technology projects.
Within the state government environment, this represents in excess of 1200 employees.

Proposed curriculum

The certificate may be taken as a stand-alone piece or may be incorporated into a
student’s work on a Master of Science in Management Information Systems degree. The
certificate will consist of the three courses listed below. Two of these courses currently
exist in the Master of Science in Management Information Systems degree program. The
third course, Enterprise Models is a new course which will be developed and is a
recommended required course for the MSIS 2006 Model Curriculum for Graduate
Degree Programs in Information Systems.

MIS 513 – Management Information Systems (4 hours)

Provides a foundation for understanding and analyzing information in organizations.
Fundamental concepts of systems and information are covered. Topics include computer-
based information systems, user requirements, and analysis and specification of systems
requirements, life cycle, and security.

MIS 575 – Technology Management and Organizational Transformation

Provides participants with knowledge and skills in the concepts of managing
technological change within for profit and not-for-profit types of organizations. Examines
how information technology makes possible new business models, new organizational
structures, and new management processes. Presents different approaches and current
practices in dealing with the organizational and human aspects of effective technology
transition initiatives. Topics covered include change management, new information
technology-based business models, planning for technology transition, managing change
agents, and managerial decisions about information technology.
Enterprise Models (new course)

Provides a process-oriented view of the organization and its relationships with suppliers, customers, and competitors: processes as vehicles for achieving strategic objectives and transforming the organization; process analysis, design, implementation, control and monitoring; processes as a means of achieving compliance; impact on work; the role of enterprise resource planning (ERP), supply chain management (SCM), and customer relationship management (CRM) systems. The process continuum: from structured to unstructured processes. Impact on work practices. The role of systems in transforming organizations and markets; global perspectives. 

Certificate total – 12 hours.

Relation to degree programs

Two of the three courses that make up this certificate are required courses for the Master of Science in Management Information Systems degree and are offered on a regular basis. The third course, Enterprise Models is a new course which will be developed and is a recommended required course for the MSIS 2006 Model Curriculum for Graduate Degree Programs in Information Systems.

Occupational and/or student demand

An increasingly competitive and ever-changing work environment provides a compelling reason for public (and private) sector employees to pursue continuing education and/or professional development opportunities. The state has already begun a comprehensive information management metamorphosis including upgrading its infrastructure and establishing an enterprise architecture model. The state must continue to incorporate state-of-the-art technologies and business best practices in order to significantly reduce its operating costs while simultaneously increasing the overall business value and efficiency of its current communications and computing environment. A key to success in this effort is the development of a significant number of employees with skills in the area of business process management. There will be an ongoing need to have employees who have the knowledge and skills to apply information technology to business processes.

Through the collective support of the ITBA membership, tuition reimbursement could be promoted as a priority throughout the state to provide assistance to those employees wishing to pursue this certificate.

Additionally, all courses within the certificate will be offered online and on-campus. It is expected that online demand will be greater than on-campus demand. One factor pushing a higher demand for online certificate programs is highlighted in a recent article in The Chronicle of Higher Education. In the article it states, “More employers prefer online training to traditional classroom learning when it comes to college and university certificate programs for their workers, according to a new report from Eduventures Inc. … According to the report, 52 percent of employers surveyed said they would be likely
or very likely to purchase, endorse, or support a traditional classroom program at a main college campus, while 64 percent responded the same way regarding an Internet-only format ...”  

F. Staffing and resource requirements

The implementation of this certificate uses existing courses and a future course which will be taught by existing faculty. These courses are offered on a regular basis and historically seats are available in the two existing courses, particularly for on campus sections. Depending on the success of the Business Process Management Certificate program, additional sections may need to be offered.

Administrative issues

1. Responsible Administrative Unit

   College of Business and Management, Management Information Systems Department.

2. Admissions

   a) Eligibility

      Possession of Bachelor’s degree.

   b) Admissions process

      Applicants would follow normal admission procedures.

3. Advising

   An advisor from the Management Information Systems department will be assigned.

4. Tracking

   Files for each student will be kept in the Management Information Systems department central office.

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