Document & Workflow Management – 6388

Unit Outline 2009 – Semester 1

Faculty of Information Sciences and Engineering

University of Canberra

Australian Government Higher Education (CRICOS)
Registered Provider number: #00212K

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This Unit Outline must be read in conjunction with:

a) *Studying at the University of Canberra:* A Guide to Policies and Procedures, which sets out University-wide policies and procedures, including information on matters such as plagiarism, grade descriptors, moderation, feedback and deferred exams, and is available at:
http://www.canberra.edu.au/student-services
b) Guide to Student Services at the University of Canberra, and is available at:
http://www.canberra.edu.au/student-services

1: General Information

1a	**Unit title:**	**Document & Workflow Management**
1b	**Unit number**	**6388**
1c	**Semester and year offered**	**S1 2009**
1d	**Credit point value**	**3**
1e	**Unit level**	**3**

1f Name of Unit Convener and contact details

Unit Convenor: Dr. Mohammad Yamin
Room: 11A13
Email: mohammad.yamin@canberra.edu.au
Phone: 6201 2436
Consulting Hours: Wednesday, 1:30 – 2:30 or by appointment

I can usually be contacted by email. If you would like to see someone in person and I am not available, please make an appointment to see the unit moderator.

1g Name of Unit Moderator and contact details

Unit Moderator:	Craig McDonald
Room:	11C16
Phone:	(02) 6201 5285
Email:	craig.mcdonald@canberra.edu.au

1h Administrative contact details

Faculty of ISE Office:	
Room:	11B14
Phone:	(02) 6201 2153
Fax:	(02) 6201 5231
Email:	ise@canberra.edu.au

2: Academic Content

2a Unit description and learning outcomes

i. Syllabus:

This unit examines how organisations create and manage their business processes. The Unified Modeling language is used to represent workflow and the integration of computer-based support of workflow. The document life cycle is examined with emphasis on collaborative document development, and the effective use of documents of various types from organisational policies to transaction processing forms. Contextual influences on workflow and document design are considered, including an organization's strategic, structural and functional environment; relevant international standards; and relevant software support for the design and implementation of document and workflow systems.

ii. Learning Outcomes:

After completion of this unit, students will be able to undertake a workflow and document design project that will meet the needs of an organisational situation in a professional manner.

iii. Graduate Attributes — this unit primarily addresses the UC graduate attributes on:

a. **Communication**: Graduate express knowledge, ideas and opinions in their professional field, both orally and in written form, with confidence and clarity.

b. **Information Literacy and Numeracy**: Graduates are expected to be able to locate, identify, collate, analyse, manipulate, evaluate, interpret and present information.

c. **Information and Communication Technology**: Graduates are expected to be able to select and use appropriate information and communication technology to retrieve, manipulate and present information.

d. **Problem Solving**: Graduates are expected to be able to:

   1. identify problems and analyse the main features of problems relevant to their professional field; and
   2. apply appropriate problem solving processes, arguments, critical and creative thinking.

e. **Working With Others**: Graduates are expected to be able to:

   1. work with others as part of a group; and
   2. take responsibility for carrying out agreed tasks.

2b Prerequisites and/or co-requisites

Systems Analysis and Modelling.

2c Assumed Knowledge

Information Systems in Organisations or equivalent.

3: Delivery of Unit and Timetable

3a Delivery mode

This unit will be delivered on campus with weekly lectures and tutorials, as per the timetable for this semester. There will be one meeting per week for a two hour lecture plus an hour long tutorial.

3b Tentative Schedule of topics/lectures/tutorials/practicals/field classes by week

Week	Lecture
1	Intro to D&WfM RefWorks
2	Introduction to Workflow Analysis Modelling Techniques: Rich pictures, Use Cases, Activity Diagrams
3	Modelling techniques: Petri Nets
4	Document Analysis & Design (including the life cycle)
5	UC Policy Documents: (Guest Lecture by Carole Kayrooz)
6	Business Process Analysis: Business Rules & Management, Roles & Responsibilities
7	Functions and Architecture of Workflow Systems (including security)
8-9	Class-free period
10	TRIM Context: A guest lecture by Geoff Moore from Tower Software
11	Business Process Redesign
12	Integration of Workflow Systems with other systems
13	Workflow Mining
14	Some issues in Business Process Management
15	Unit in review

The above schedule is subject to changes. For an up-to-date schedule, please see the unit website.

4: Unit Resources

4a Lists of recommended texts/readings

There are no required texts for this unit but the following resources will be useful:

Books:

- Van de Aalst, Wil. and van Hee, Kees. (2004) Workflow Management: Models, Methods and Systems MIT Press.
- Robert J. Glushko and Tim McGrath, 2005, Document Engineering: Analyzing and Designing Documents for Business Informatics & Web Services, The MIT Press Cambridge, Massachusetts, London, England.

Websites:

- http://www.wfmc.org/
- http://www.e-workflow.org/
- http://www.towersoft.com/global/Product/TRIM+Context+6+/
- http://www.g1.com/Products/Electronic-Document-Management/

Many more websites will be provided in the lecture slides/notes.

4b Materials and equipment

Students are required to use computers to access resources in this unit and to do some assessable work that involves the use of computers. Computing resources for this unit are available in the laboratories in Building 11. Some laboratory sessions have been booked to support this unit.

4c Unit website

This unit will be hosted on Moodle at:

- http://learnonline.canberra.edu.au/course/view.php?id=1140

The lecturer will use this website to provide up-to-date information. The lecturer in some situations may also use your email address, lecture/tutorial sessions and other available means to provide you with information. Students are expected to check the unit website and their student email account regularly.

4d Email

Electronic mail is the primary method by which the university contacts students. You acknowledge this when you enroll at the University of Canberra. You are expected to check your email every day and respond promptly to requests and instructions from your lecturer and tutor. If you use the auto-forward facility to redirect email from your student account to another account, you are expected to ensure that the autoforward points to a valid email address. Students who ignore email may place themselves at risk of failing this subject.

5: Assessment

5a Assessment overview

Assessment Item (including exams held in the exam period)	Due Date of Assignments	Weighting (total = 100%)
Assignment 1: Report (individual)	Week 7	20%
Assignment 2: Report (group)	Week 13	20%
Assignment 2: Presentation (group)	Weeks 13 - 15	10%
Tutorial Preparation (4 group presentations)	Schedule to be published on unit web site	10%
Exam	Exam period	40%

Each assignment submission must have a cover sheet which will be available from the unit website.

5b Details of assessment items

Assignment 1: Workflow Modelling

An individual assignment using appropriate modelling techniques to analyse and document an existing workflow.

Assignment 2: Design Project

A group assignment involving a major project where students explore optional topics in some depth (e.g. studying a UC policy and mapping its workflow, or designing a process to manage a document life-cycle and associated policies). Students prepare a report and present the outcomes to the whole tutorial.

Tutorial Preparation

There are 4 tutorials for which your group will need to prepare and deliver a presentation which will be assessed. One member from each group will give a presentation lasting no longer than five minutes based on no more than three slides. Each presentation will be worth 2.5%.

Group Work

Both the tutorial preparation and Assignment 2 involve group work. Each student must join a group and participate in the work of the group. It is not acceptable to submit individual assignments where group work is required.

The target size for each group is four students. All students in a group must be enrolled in the same tutorial session. Your tutor reserves the right to allocate students to groups where necessary.

Assessment of your individual participation in group-assignments

This unit may use a number of methods to determine individual participation of students for their group work. Based on the participation, individual marks in the same group of students may be different. Details of these methods will be provided in the instructions for the assignments.

Examination

The Examination (end of semester exam) will be a closed book examination and will be conducted as per the university examination schedule.

General

The assessment criteria for the assessment items will be included in the detailed description of the assignment.

Further details for each assessment item will be made available during lectures and will be published on the web site.

All assignments are required to be submitted on the due date. If for any reason you are unable to complete an assignment by the due date you must submit, to the lecturer, a request for an extension in writing **before** the due date (if possible) setting out in detail the genuine and exceptional reason for requesting the extension. If there is a medical reason for the extension request it must be accompanied by a medical certificate (see below).

Medical certificates.

Your medical certificate must clearly state:

- That you were unfit to complete the assignment; and
- The date of the medical consultation; and
- The period during which you were / are / will be unfit; and
- The severity of your illness.

Resubmission of an assignment that is unsatisfactory is an option in this unit.

Late and (if requested by the lecturer) resubmitted assignments may not count fully towards the determination of your grade. A late assignment may incur a penalty of 3% of the total possible marks for that assignment, per day it is late. A resubmitted assignment (if requested by your tutor/lecturer) can gain at most 60% of the total available marks for that assignment.

If there is any doubt with regard to the requirements of any particular assignments or assessment procedure, the onus for clarifying the issue rests with the student who should contact the lecturer about the matter. Tutors will also be happy to assist in this regard.

For the examination, students may take in an unannotated English language dictionary (no calculators or technical dictionaries are permitted in the exam).

In all submitted written work, the author-date or 'Harvard' system should be used for referencing. Refer to the University Library Citation Guide available online at:

http://www.canberra.edu.au/library/attachments/pdf/Abridged_Guide-Harvard_Examples_EE_final-version.pdf

For submission of assignments, students must use the prescribed cover sheet and provide all the information required on the coversheet. The coversheet will be available on the unit website.

The lecturer reserves the right to question students orally on any of their submitted work.

The tutors will provide feedback to the students on their assignments. Solutions of the assignment questions may only be discussed in tutorials/lectures. Students are encouraged to seek individual feedback from the tutor.

5c Special assessment requirements

In order to pass grade in this unit you MUST:

- achieve 50% for the tutorial preparation; and
- achieve 50% for the two assignment reports (aggregate mark); and
- achieve 50% in the final examination.

Once these conditions have been satisfied, grades will be awarded as per the following table:

Grade	Letter Grade	Aggregate Marks
High Distinction	HD	≥ 85%
Distinction	D	≥ 75% but < 85%
Credit	CR	≥ 65% but < 75%
Pass	P	≥ 50% but < 64%
Fail	NX	< 50%

5d Supplementary assessment

To be eligible to undertake supplementary assessment in a unit, a student must:

- be enrolled in their final semester of study; and
- have failed a single unit, with a final mark between 45-49% in the unit; and
- have passed all other units undertaken in that semester.

The failed unit must be the final unit required to complete the academic requirements of their course.

6: Student Responsibility

6a Workload

The amount of time you will need to spend on study in this Unit will depend on a number of factors including your prior knowledge, learning skill level and learning style. Nevertheless, in planning your time commitments you should note that for a 3cp Unit the total notional workload over the fifteen week semester is assumed to be 150 hours or an average of 10 hours per week. These hours include time spent in classes.

6b Special needs

Students who need assistance in undertaking the unit because of disability or other circumstances should inform their Unit Convener or the Disabilities Office as soon as possible so the necessary arrangements can be made.

6c Attendance requirements

Students are expected to attend lectures, tutorials and laboratory sessions. Announcements made at lectures are deemed to be made to the whole group. It is highly recommended that you attend lectures and that you consult the web site regularly.

6d Required IT skills

There are no specific IT skills required for this unit apart from those learnt during your course.

6e Costs

There are no additional costs associated with this unit aside from those associated with the production of your assignments.

7: Student Feedback

All students enrolled in this Unit will have an opportunity to provide anonymous feedback on the Unit at the end of the Semester via the Unit Satisfaction Survey which will be presented to you on OSIS. Your lecturer or tutor may also invite you to provide more detailed feedback on their teaching through an anonymous in-class questionnaire administered through the University's Teaching and Learning Centre (TLC). Your lecture or tutor will invite you to provide detailed feedback surveys for Assignment 1 and Assignment 2 at the time of their submission.

Changes to the Unit resulting from previous year's student feedback:

1. The format of tutorial preparation is changed.
2. More emphasis will be laid on document design.

8: Authority of this Unit Outline

Any change to the information contained in Section 2 (Academic content), Section 3 (Delivery of Unit and timetable) and Section 5 (Assessment) of this document, will only be made by the Unit Convener if the written agreement of staff and a majority of students has been obtained; and if written advice of the change is then forwarded to each student enrolled in the Unit at their registered term address. Any individual student who believes him/herself to be disadvantaged by a change is encouraged to discuss the matter with the Unit Convener.