



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS**

**DEPARTMENT OF INFORMATION SYSTEMS**

**UNIVERSITY EXAMINATION FOR THE DEGREE BACHELOR OF SCIENCE**

**BUSINESS INFORMATION SYSTEMS**

**YEAR THREE: SEMESTER TWO**

**3<sup>rd</sup> YEAR 2<sup>nd</sup> SEMESTER 2016/2017 ACADEMIC YEAR**

**MAIN CAMPUS**

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**COURSE CODE: IIS 3326**

**COURSE TITLE: BUSINESS PROCESS MODELLING AND WORKFLOW**

**DATE:**

**TIME:**

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**INSTRUCTIONS**

- 1. Answer Question 1 (Compulsory) and ANY other TWO questions**
- 2. Candidates are advised not to write on the question paper**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room**

### Question One

You been hired as business process manager and you have a team to lead to effectiveness and efficiency through process handling and business processes automations of a given organisation.

- a) Define a business process? And show how it's different form a workflow **(4 Marks)**
- b) Describe the different types of processes clearly giving sectors and sample processes each can be associated with? **(6 Marks)**
- c) Who is a "Requirements Analyst "and how would he help in automating business processes in an organisation? **( 6 Marks)**
- d) Explain the symptoms of a poor process business design **(4 Marks)**
- e) Suggest ways of how business process design can be improved with a redesigned business process model **(4 Marks)**
- f) Who are process customers? and draw differences between internal and external process customers of an a give business **(6 Marks)**

### Question Two

- a) What is a business process life cycle? **(2 Marks)**
- b) Describe with relevant examples the phases/ stages of the business process life cycle **(8 Marks)**
- c) Discuss some of the work flow patterns applied in most businesses around the globe  
Hint: use big business like Amazon, Alibaba **(5 Marks)**
- d) Differentiate between BPMN and BPEL using clear examples **(5 Marks)**

### Question Three

- a) Many organizations do not spend enough time optimizing a business process before automating it; they simply automate what was done manually or what the previous system did. We call this "paving the cow path." With this in mind what would be the role of Bench Marking with other organizations before implementing any business strategy ? **(6 Marks)**
- b) With a well labelled diagrams Illustrate how Work Design Workflow operates **(6 Marks)**
- c) Explain how structures and processes fit into the overall organization objectives **(4 Marks)**
- d) What is functional structure? and discuss the advantages of considering the process oriented view of organizations **(4 Marks)**  
Hint: pick any organisation of your choice

#### **Question Four**

- a) Discuss the differences between a formal and informal organisation?  
**(4 Marks)**
- b) In regard to any organisation, show how organisation principles such as Departmentation and Decentralisation can help improve the overall business strategy of an organisation  
**(4 Marks)**
- c) Explain the differences between Pure Line organisation and Departmental Line organisation  
**(4 Marks)**
- d) What are the silent features/characteristics for each of the above Line organisation in sub section (c)  
**(8 Marks)**