

# INFORMATIZACIJA IN PRENOVA POSLOVNIH PROCESOV

## UČNI NAČRT PREDMETA/COURSE SYLLABUS

<b>Predmet:</b>	INFORMATIZACIJA IN PRENOVA POSLOVNIH PROCESOV
<b>Course title:</b>	BUSINESS PROCESS MANAGEMENT AND REENGINEERING
<b>Članica nosilka/UL</b>	UL FU
<b>Member:</b>	

<b>Študijski programi in stopnja</b> (ni študijev)	<b>Študijska smer</b>	<b>Letnik</b>	<b>Semestri</b>	<b>Izbirnost</b>
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**Univerzitetna koda predmeta/University course code:** 0573698

**Koda učne enote na članici/UL Member course code:** 1629

<b>Predavanja</b> <b>/Lectures</b>	<b>Seminar</b> <b>/Seminar</b>	<b>Vaje</b> <b>/Tutorials</b>	<b>Klinične vaje</b> <b>/Clinical</b> <b>tutorials</b>	<b>Druge oblike</b> <b>študija</b> <b>/Other forms</b> <b>of study</b>	<b>Samostojno</b> <b>delo</b> <b>/Individual</b> <b>student work</b>	<b>ECTS</b>
45		30		45	60	6

**Nosilec predmeta/Lecturer:** Dalibor Stanimirović

**Vrsta predmeta/Course type:** Obvezni/Core

**Jeziki/Languages:**

Predavanja/Lectures:	Angleščina, Slovenščina
Vaje/Tutorial:	Angleščina, Slovenščina

**Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:**

**Prerequisites:**

### **Vsebina:**

1. Pomen procesa v organizaciji
2. Razlika med tradicionalno in procesno organiziranostjo
3. Parametri dinamike procesa
4. Kazalniki izvajanja procesa
5. Modeliranje procesov
6. Uporaba programske opreme za simuliranje procesov
7. Informacijska podpora procesom
8. Oblikovanje skupine za prenovo procesa in izboljšava procesa
9. Informatizacija poslovanja
10. Vpliv informatizacije na procese
11. Študije primerov dobre prakse prenove
12. Nove oblike organizacij

### **Content (Syllabus outline):**

1. Process meaning for the organisation
2. Differences between traditional and process organisation
3. Dynamic components of the business process
4. Key performance indicators of the process
5. Process modelling
6. Usage of the software for the process simulations
7. Information and communication technology support of the business processes
8. Formation of the team for the Business process reengineering and process improvement
9. Introducing information and communication technology into the process
10. Impact of the information technology on the processes
11. Practical examples of the business process reengineering
12. New organisation forms of business

### Temeljna literatura in viri/Readings:

Dumas, M., Rosa, L. M., Mendling, J., & Reijers, A. H. (2018). Fundamentals of business process management. Springer-Verlag.

Reijers, H. A. (2021). Business Process Management: The evolution of a discipline. Computers in Industry, 126, 103404.

Van Looy, A. (2021). A quantitative and qualitative study of the link between business process management and digital innovation. Information & Management, 58(2), 10341

Fetais, A., Abdella, G. M., Al-Khalifa, K. N., & Hamouda, A. M. (2022). Business process re-engineering: a literature review-based analysis of implementation measures. Information, 13(4), 185.

Wang, H., Zhou, W., Li, Y., & Li, Y. (2024). Business process digitisation and firm innovation performance: The role of knowledge search and digital culture. Knowledge Management Research & Practice, 22(1), 49-60.

Iden, J., Danilova, K. B., & Eikebrokk, T. (2025). Business process management and digitalization—a reciprocal relationship. Business Process Management Journal, 31(2), 393-415.

### Cilji in kompetence:

#### Cilji:

- Študent zna opredeliti primerne poslovne procese za prenovu
- Študenta zna analizirati slabosti procesa
- Študenta zna določiti ključne kazalnike procesa
- Študenta zna preoblikovati proces
- Študent zna statično modelirati procesa in njegovih dinamične komponente
- Študent zna simulirati proces
- Študent zna načrtovati nov proces

#### Kompetence

- Študent ima sposobnost razumevanja delovanje poslovnih procesov in zakonitosti
- Zna modelirati poslovne procese
- Zna poslovne procese simulirati in analizirati učinke prenove
- Zna voditi tim, zadolžen za prenovu procesov
- Zna kritično analizirati indikatorje procesa

### Objectives and competences:

#### Objectives:

- Qualified knows detecting proper business processes for the reengineering
- Student knows detecting business process weaknesses
- Student defines key process indicators
- Student knows to renew business process
- Student know to use methods and techniques of static and dynamic process modelling
- Student can simulate the business process
- Student can plan the new business process

#### Competences

- Student has capability of understanding business processes and its legitimacy
- Is trained for business process modelling
- Student can simulate business processes and is skilled for analyses of reengineering impacts
- Is qualified for leading the team dedicated for the business process reengineering
- Is capable of critical data analysis of the business process indicators

### Predvideni študijski rezultati:

#### Znanje in razumevanje:

Študent je usposobljen

- izboljšati poslovni proces,
- zna določiti ključne kazalnike procesa,
- Usposobljen je modelirati proces in ga s pomočjo vizualnih interaktivnih programov simulirati,
- S pomočjo napotil in praktičnih primerov je sposoben predlagati izboljšanje in predvideti učinke izboljšav na ključnih kazalnikih procesa

### Intended learning outcomes:

#### Knowledge and understanding:

Student is qualified for

- the business process reengineering,
- is capable of defining key process indicators,
- is able to model the process with the visual interactive program also simulate the process,
- with the guidelines gained through the presented cases and can suggest process improvements and predict their influences on the key process indicators

### Metode poučevanja in učenja:

1. priprava študenta na predavanja
2. predavanja
3. priprava študenta na vaje
4. vaje
5. e-učenje

### Learning and teaching methods:

1. student preparations for lectures
2. lecture
3. student preparations for tutorials
4. tutorials
5. e-learning

6. študija primera	6. case study
7. seminarska naloga	7. seminar paper

Načini ocenjevanja:	Delež/Weight	Assessment:
1. izpit (pisni in/ali ustni)	60,00 %	1. exam (written and/or oral)
2. študija primera	40,00 %	2. case study

Ocenjevalna lestvica:	Grading system:
5 - 10, pri čemer velja, da je pozitivna ocena od 6 - 10	5 - 10, a student passes the exam if he is graded from 6 to 10

#### Reference nosilca/Lecturer's references:

<ol style="list-style-type: none"> <li>1. Stanimirović, D. A framework for information and communication technology induced transformation of the healthcare business model in Slovenia. <i>Journal of global information technology management</i>. 2015, vol. 18, iss. 1, str. 29-47, ilustr. ISSN 2333-6846. <a href="http://www.tandfonline.com/doi/pdf/10.1080/1097198X.2015.1015826">http://www.tandfonline.com/doi/pdf/10.1080/1097198X.2015.1015826</a>, DOI: 10.1080/1097198X.2015.1015826. [COBISS.SI-ID 4618926]</li> <li>2. Stanimirović, D. Digitalization of death certification model: transformation issues and implementation concerns. V: et al. <i>Design solutions for user-centric information systems</i>. Hershey (Pa.): IGI Global, cop. 2017. Str. 22-43. ISBN 978-1-5225-1944-7, ISBN 978-1-5225-1945-4. <a href="http://www.igi-global.com/chapter/digitalization-of-death-certification-model/173964">http://www.igi-global.com/chapter/digitalization-of-death-certification-model/173964</a>, DOI: 10.4018/978-1-5225-1944-7.ch002. [COBISS.SI-ID 3828709]</li> <li>3. Stanimirović, D., &amp; Tepej Jočić, L. Accelerated digitalization of the epidemiological measures: overcoming the technological and process complexities of establishing the EU digital COVID certificate in Slovenia. <i>International journal of environmental research and public health</i>. [Online ed.]. 2022, vol. 19, no. 21, str. 1-16. ISSN 1660-4601. <a href="https://www.mdpi.com/1660-4601/19/21/14322">https://www.mdpi.com/1660-4601/19/21/14322</a>, <a href="https://mdpi-res.com/d_attachment/ijerph/ijerph-19-14322/article_deploy/ijerph-19-14322.pdf?version=1667382825">https://mdpi-res.com/d_attachment/ijerph/ijerph-19-14322/article_deploy/ijerph-19-14322.pdf?version=1667382825</a>, DOI: 10.3390/ijerph192114322. [COBISS.SI-ID 128169475]</li> <li>4. Stanimirović, D., Murko, E., Battelino, T., &amp; Grošelj, U. Development of a pilot rare disease registry: a focus group study of initial steps towards the establishment of a rare disease ecosystem in Slovenia. <i>Orphanet journal of rare diseases</i>. 9 Jul. 2019, vol. 14, no. 172, str. 1-13, ilustr. ISSN 1750-1172. <a href="https://ojrd.biomedcentral.com/track/pdf/10.1186/s13023-019-1146-x">https://ojrd.biomedcentral.com/track/pdf/10.1186/s13023-019-1146-x</a>, DOI: 10.1186/s13023-019-1146-x. [COBISS.SI-ID 4555237]</li> <li>5. Stanimirović, T., &amp; Stanimirović, D. The performance of Slovenian hospitals: the development of sustainable business model. <i>Danube</i>. Dec 2021, vol. 12, iss. 4, str. 256-272, ilustr. ISSN 1804-8285. <a href="https://sciendo.com/article/10.2478/danb-2021-0017">https://sciendo.com/article/10.2478/danb-2021-0017</a>, DOI: 10.2478/danb-2021-0017. [COBISS.SI-ID 94355971]</li> <li>6. Stanimirović, D. Failures and fallacies of eHealth initiatives: are we finally able to overcome the underlying theoretical and practical orthodoxies?. <i>Digital health</i>. 15 May 2024, vol. 10, 7 str. ISSN 2055-2076. <a href="https://journals.sagepub.com/doi/10.1177/20552076241254019">https://journals.sagepub.com/doi/10.1177/20552076241254019</a>, DOI: 10.1177/20552076241254019. [COBISS.SI-ID 195990275]</li> </ol>
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