



The syllabus of the course
«MANAGEMENT OF BUSINESS PROCESSES OF IT-COMPANIES AND QUALITY MANAGEMENT SYSTEM»

Specialty	<i>F6 Information systems and technologies</i>
Educational program	<i>Information systems and technologies</i>
Educational level	<i>The second (master's) level of higher education</i>
Course status	<i>Mandatory</i>
Language of instruction	<i>English</i>
Course / semester	<i>1 course, 1th semester</i>
Number of ECTS credits	<i>5 credits</i>
Distribution by types of classes and hours of study	<i>Lectures - 14 hours. Laboratory classes - 36 hours. Self study- 100 hours.</i>
Form of final control	<i>Credit</i>
Chair	<i>Department of Information Systems, room 413 (main building), (057) 702-18-31 (add. 4-37), department website: https://kafis.hneu.net/</i>
Teacher (s)	<i>Znakhur Serhii Viktorovich, phd, Associate Professor</i>
Contact Information teacher (s)	<i>serhii.znakhur@hneu.net</i>
Class days	<i>Lecture: згідно діючого розкладу занять Practical (laboratory): згідно діючого розкладу занять</i>
Consultations	<i>At the Department of Information Systems, full-time, according to the schedule of consultations, individual</i>

Purpose of the course: to develop the competences of applicants in developing business process models for various subject areas, studying the theory and practice of modeling and analyzing business processes based on the application of modern modeling and design methods and tools, building business process quality metrics.

Structural and logical scheme of the course

Prerequisites	Postrequisites
Analysis and optimization of enterprises business processes	Complex Training Pre-graduate Practice Diploma Work

Content of the academic course

Content module 1. Basics of the process approach

Topic 1. Process approach in IT organization management.

Topic 2. Optimization and reengineering of business processes

Topic 3. General provisions of quality management of business processes

Content module 2. Construction of IS architectural solutions

Topic 4. ISO 9001 quality management system

Topic 5. Documentation in the quality management system

Topic 6. System of metrics. Process cost model. Implementation of the quality management system in the IT organization

Material and technical (software) ensuring course

Software: PowerBI, Pandas, AWS, GCP.

Distance learning tools: Website of personal learning systems: <https://pns.hneu.edu.ua>;

Library: <http://library.hneu.edu.ua> Repository: <http://www.repository.hneu.edu.ua>

University auditoriums (Kharkiv, Nauki Ave. 9A)

Learning outcomes assessment system

The University uses a 100-point cumulative system for assessing the learning outcomes of students. Current control is carried out during lectures, practical, laboratory and seminar classes and is aimed at checking the level of readiness of the student to perform a specific job and is evaluated by the amount of points scored: for courses with a form of semester



control as grading: maximum amount is 100 points; minimum amount required is 60 points. The final control includes current control and assessment of the student.

Course policies

The teaching of the course is based on the principles of academic integrity. Violations of academic integrity are: academic plagiarism, fabrication, falsification, write-off, deception, bribery, biased evaluation. For violation of academic integrity, students are brought to the following academic responsibility: re-assessment of the relevant type of educational work

More detailed information on competencies, learning outcomes, teaching methods, assessment forms, independent work is given in the Work program of the course.