



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2016/2017

**FOURTH YEAR SECOND SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF SCIENCE IN COMPUTER SCIENCE**

MAIN CAMPUS

CIT 428: BUSINESS PROCESS MANAGEMENT

Date: 26th July, 2017

Time: 8.30 - 11.30 am

INSTRUCTIONS:

- Answer ALL questions in SECTION A and any other TWO from SECTION B
- Write your registration number on all sheets of the answer book used.
- Use a NEW PAGE FOR EVERY QUESTION attempted, and indicate number on the space provided on the page of the answer sheet.
- Fasten together all loose answer sheets used.
- Mobile phones and PDAs are NOT allowed in the examination room.



SECTION A: ANSWER ALL QUESTIONS

Question one (30 marks)

1 .a) Discuss any 4 benefits of business reporting and monitoring. (.....8mks)

b) Define the term Business Re-Engineering. (.....1mk)

c) The following is a 6 stage Business Process for collection of a Local Supply Order(L.S.O) which runs for 1hr 40min and thus requiring Process Re-Engineering.

Process	Request Time	Feedback Time	Delay
Queue	10:00 - 10:11	10:13 - 10:15	10:13-10:11=2min
Biometric scan	10:15 - 10:16	10:17 - 10:19	
Fill in for details	10:19 - 10:33	10:36 - 10:52	
Verification	10:52 - 10:54	10:56 - 10:58	
Present documentation	10:58 - 11:00	11:01 - 11:15	
Advance for collection	11:15 - 11:21	11:24 - 11:36	
Pick LSO	11:36 - 11:38	11:39 - 11:40	

Deduce the following quantities:

i) the mean Fulfillment time (.....5mks)

ii) the mean Delay time (.....4mks)

iii) the Efficiency rate (.....4mks)

iv) the efficiency rate increases by 7%, when 'Advance for collection' process is halved, and 'Pick LSO' increases by 1 minute.

Calculate the new-efficiency rate when the 'Advance for collection' is increased 4 times and 'Pick LSO' process speeded by 2 minutes. (.....8mks)

SECTION B: ANSWER ONLY TWO QUESTIONS

Question Two (20 marks)

2. a)With the aid of a cycle diagram, explain the 5 stage Business Process Lifecycle. (.....12mks)

b) Discuss any 4 elements that the Business Process Execution Language (BPEL) programming language supports.(8mks)

Question Three (20 marks)

3. a) Briefly describe 5 benefits of Business Process Analysis.(5mks)

b) With the aid of a 6 stage-process-diagram, apply five Business Process Analysis methods to aid you in analyzing Order to Payment process.(15mks)

Question Four (20 marks)

4. a) Explain any 4 benefits of business reporting and monitoring.(8mks)

b) With the aid of a flow diagram, explain the Business Process Model and Notation for a process with a normal flow.eg Voting Process.12mks)

Question Five (20 marks)

5. a) With regards to Business Process Model and Notation, briefly outline the 4 core elements of flow objects.4mks)

b)Discuss 5 differences between functional-centric and a process-centric approaches in management.10mks)

c) Discuss any 3 effects of business process automation in an organization.6mks)