

Course title: Business Operation Management
Course code: 25045
ECTS credits: 3
Requirements: None
Basic information
Level of studies: Undergraduate applied studies
Year of study: 2
Trimester: 4
Goal: The aim of the course is to provide students with practically usable knowledge and skills that will enable them to record, analyze, model and make proposals for the transformation of existing unregulated business processes in order to improve and enhance the work process itself. Acquiring the necessary knowledge is realized by conducting laboratory exercises in a simulated business environment on the example of cooperation of employees working on joint documents.
Outcome: After passing the exam, students are able to independently and successfully apply the acquired knowledge in the field of business process modeling (BPM) with the use of modern ICT technologies related to: CMS and DMS systems, technologies for the development of collaboration and management systems. For the purpose of a successful transformation of business processes and the application of new application solutions in large business systems, it is necessary to provide an adequate system of staff education with an unavoidable segment of organizational culture.
Contents of the course
Theoretical instruction
1. Analysis of unregulated business processes with the proposal of transformation
2. Systems and technologies for the development of e-document management systems
3. Standards and management of IT services
4. ERP systems
5. The role of education in large business systems
6. Organizational culture and ecology
Practical instruction (Problem solving sessions/Lab work/Practical training)
1.
2.

3.
Textbooks and References
1. D. Đokić, Materials from practical and theoretical Business Operation Management lectures
Number of active classes (weekly)
Lectures: 3
Practical classes: 2
Other types of classes: 0
Grading (maximum number of points: 100)
Pre-exam obligations: Points
Activities during lectures: 0
Activities on practical excersises: 60
Seminary work: 0
Colloquium: 0
Final exam: Points
Written exam: 40
Oral exam:
Lecturer
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Associate