

# INFORMATION PROCESS MANAGEMENT (IPM)

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## **IPM 140 Adding Value with Information and Processes (3 credits)**

Every day we participate in processes that are supported by information. For example, you might decide which concert to attend based on online reviews, or search and apply for a job online. Organizations that are successful at deriving value from their information and processes can achieve better outcomes than those that don't recognize this potential or know how to take advantage of it. This course introduces principles of good design and management of information and processes. It provides the foundation for developing skills in process design, definition, modeling and analysis, as well as for identifying good information strategies. As a culminating experience, student teams will create value for a nonprofit organization through an information and process design competition.

*Typically Offered:* Once a year

## **IPM 210 Information Security and Computer Forensics (3 credits)**

*Pre-Req:* IT 101 or CS 100

The security of electronically shared information is critical to organizational success. Increased connectivity is enabling to business, but is also enabling to unintentional entry of errors as well as intentional theft, modification and destruction of organizational data. This course will present an overview of information security management issues that must be addressed by organizations in today's ubiquitously networked environments. Specifically, the course will delve into information security risks and related protection of data, networks and application software. In addition, The course will cover computer forensics issues, including discussion on what organizations can do to collect evidence from various types of computer systems that might be employed to commit a crime, how to manage computer crime investigations, and how to preserve evidence from various platforms including mobile devices.

*Typically Offered:* Fall and Spring

## **IPM 299 Emerging Technologies in Business and Society (3 credits)**

### **IPM 300 Business Processes and Systems (3 credits)**

*Pre-Req:* ST 113 and at least 51 completed or in progress credits

Businesses rely on the efficient and effective execution of business processes to ensure value creation and sustained profitability. Efficiency and effectiveness are often maximized through the digital transformation of business processes using business information systems, often resulting in a dynamic environment of changing roles, relationships, and metrics. Bentley graduates will encounter complex businesses processes entering the workforce and be required to utilize the rapidly changing digital toolsets on which businesses now rely to carry out these processes. This course will provide students with the technological literacy and a future-focused skillset to (1) recognize and participate in organizations' digitally-driven processes, (2) formulate and solve quantitative problems to improve these processes, and (3) be nimble, self-directed learners who can use the technologies of today, and innovations of tomorrow, to ensure long-term success in a rapidly-changing digital landscape.

*Typically Offered:* Fall and Spring

## **IPM 320 Decision Support and Business Intelligence (3 credits)**

*Pre-Req:* GB 310 or IPM 300

Business intelligence provides applications and technologies used to gather, provide access to, and analyze information about company operations. Today's managers rely on decision support tools, which utilize the web and graphical user interfaces, for analysis. New tools support collaborative work, have embedded artificial intelligence and assign intelligent agents for routine work. This course will cover all facets of management support systems (MSS): business intelligence for enterprise decision support, decision support systems, expert systems, and knowledge-based systems. Cases are used throughout the course to exemplify concepts and provide students with analysis problems. Hands-on experimentation and testing will be done in Excel.

## **IPM 340 Special Topics in IPM (3 credits)**

*Pre-Req:* IPM 300 or Instructor Permission

Selected Topics, and Special Topics, are intended to address timely or transient themes or new content areas not intended for permanent course status. Any particular topic may be offered only twice.

## **IPM 401 Directed Study in IPM (3 credits)**

A Directed Study is designed for highly qualified students who, under the direction of a member of the sponsoring academic department, engage in an agreed-upon in-depth independent examination, investigation or analysis of a specialized topic.

*Typically Offered:* Fall and Spring

## **IPM 402 Seminar in IPM (3 credits)**

*Pre-Req:* IT 101 or CS 100

Seminar courses are intended to address timely or transient themes or new content areas not intended for permanent course status. Any particular topic may be offered only twice.

## **IPM 421 Internship in IPM (3 credits)**

Internships permit students to integrate conceptual knowledge with practical experience, allowing them to participate in career-related employment associated with their academic interests. Internships help students apply theory to workplace challenges, test career options, strengthen skills, learn more about their values and interests, and make the transition to the world of work. Tuition is charged for this class.

*Typically Offered:* Fall and Spring

## **IPM 450 Enterprise Systems Configuration for Business (3 credits)**

*Pre-Req:* (GB 310 or IPM 300 or AC 340) and at least 81 completed or in progress credits

Most companies rely on enterprise systems to support their business processes. Companies purchase enterprise system software and then configure it to match the way they currently do business, which may require package modification or system integration. Alternatively, systems are configured to match the practices designed into the software, which may involve business process re-engineering and organizational change. In this course, students will gain hands-on experience configuring the world's leading enterprise software product, SAP R/3. Students will gain a deep understanding of how business processes work in a company setting, and how carefully configured software can lead to efficiency and effectiveness gains and support competitive strategy. The course will prepare students to participate in the enterprise system implementation process as a consultant, a business systems analyst, an auditor, or an expert user.

*Typically Offered:* Once a year