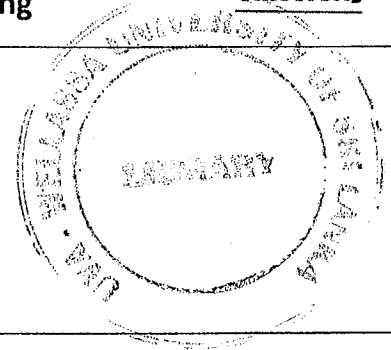


Uva Wellassa University of Sri Lanka
 Faculty of Science and Technology
 Department of Computer Science and Technology
 300 Level 1st Semester Examination Jul./Aug. 2016
 IIT 371-2 Business Process Reengineering



Instructions to candidates:

Duration: Two (02) hours
 Number of questions: Four (04) essay questions
 Answer all questions
 Mark allocation: 100

1.
 - a. List four (04) main objectives of Business Process Reengineering. (8 mark)
 - b. Briefly explain the following concepts
 - i. Scope of a process
 - ii. Scale of a process(8 mark)
 - c. **“Business Network Processes helps companies share skills, costs and marketing”**
 Argue the above statement using appropriate examples. (9 mark)

2.
 - a. Name the four (04) key roles associated with process management and briefly explain each of them. (8 mark)
 - b. Fill the following table considering how continuous improvements and reengineering responds to the following features.

Feature	Continuous Improvement	Reengineering
Level of change		
Starting point		
Frequency of change		
Time required		
Participation		
Typical scope		
Risk		
Primary enabler		

(8 mark)

- c. Draw the Leavitt Diamond and discuss how the four (04) variables in the diagram change according to the changes that take place in one (01) variable. (9 mark)

3.

- a. Discuss the factors that demotivate companies to take up a Business Process Reengineering initiative.

(8 mark)

- b. **"A main success factor of a Business Process Reengineering initiative is senior management commitment and sponsorship"**

Elaborate on the above comment focusing on the contribution made by the senior management when reengineering the business processes.

(8 mark)

- c. Explain the IT enabled business transformation levels of an organization giving suitable examples.

(9 mark)

4.

- a. List eight (08) process performance indicators.

(8 mark)

- b. Demonstrating your knowledge regarding characteristics of IT, explain in detail how Information Technology can be used to enable Business Process Reengineering in a company.

(8 mark)

- c. **"One approach to redesign the processes is systematic redesign"**

Discuss how systematic redesign method can be used to create processes that add value to the customer.

(9 mark)