Summary
In this course, we teach how to define the requirements for an IT system that would best serve the needs of an organisation. The course is taught using a non-conventional style in which the students learn mostly through the stress of a series of concrete experiences that mimic real-life situations.

Content
The goal of this course is closely related to IT, but a substantial part the material is related to business, as well as philosophy and psychology. Some formal models and programming are also taught, but the course can be taken by non IT students. 

The exam might be written exam (to be agreed with the students at the beginning of the semester).

Detailed contents:
1) Business Part (4 weeks): practical experimentation and theoretical understanding of the key business processes of a manufacturing company: request for quotation, development, planning, quality management and accounting.
2) Business / IT Part (6 weeks): specification of an IT system that provides after-sales service. We teach the following techniques: interviews, root cause analysis, analysis/design of the business services and of the IT services. The underlying theory is system thinking (Weinberg, Vickers) and the ISO/IEC standard RM-ODP.
3) IT Part (2 weeks): implementation - using BPMN visual programming - of an IT system prototype. Overview of the technological aspects of service-oriented architecture (wsdl, bpel, and soap protocols; rest architecture style).
4) Enterprise Architecture & Conclusions (2 weeks): Overview of the enterprise architecture frameworks (Zachman, TOGAF, Urba-EA). Synthesis and key learning points of the course.

Keywords
Request for quotation (RFQ), quotation, purchase order, leadtime, bill of material, development process, V process, spirale process, manufacturing planning, quality system, traceability, ISO 9000, financial statements, year-end book closing, ERP.

Learning Outcomes
By the end of the course, the student must be able to:

• Describe business processes (sales, engineering, manufacturing, accounting)
• Assess / Evaluate business processes using ISO9000
• Coordinate business operations (role play)
• Analyze business needs for an IT system design
• Assess / Evaluate the IT processes using ITIL
• Conduct interviews with business stakeholders
• Formalize business requirements for an IT system design
• Design BPMN / BPEL workflow

Transversal skills
• Continue to work through difficulties or initial failure to find optimal solutions.
• Use both general and domain specific IT resources and tools
• Write a scientific or technical report.
• Collect data.
• Make an oral presentation.
• Summarize an article or a technical report.

Teaching methods
Problem-based teaching

Assessment methods
Group report and individual report. The knowledge check will be done on-line with zoom.

Resources
Bibliography
http://dl.acm.org/citation.cfm?id=291229

http://dl.acm.org/citation.cfm?id=203365

https://hbr.org/2003/05/it-doesnt-matter

OMG (2004). Introduction to BPMN

http://infoscience.epfl.ch/record/163961

http://infoscience.epfl.ch/record/112299

http://infoscience.epfl.ch/record/112298

http://infoscience.epfl.ch/record/129324
ITSMF (2007). An Introductory Overview of ITIL v3

http://infoscience.epfl.ch/record/89690

http://infoscience.epfl.ch/record/126293

http://ieeexplore.ieee.org/xpl/articleDetails.jsp?arnumber=5387107

Tools:
Alloy http://alloy.mit.edu/alloy/
Intalio http://ww.intalio.com/
SeamCAD http://lams.epfl.ch/seamcad/

Ressources en bibliothèque

- SeamCAD
- Intalio
- Declarative Specification and Alignment Verification of Services in ITIL / Rychkova
- Service Systems and Value Modeling from an Appreciative System Perspective / Regev
- Where do Goals Come from: the Underlying Principles of Goal-Oriented Requirements Engineering / Regev
- Contextual design / Beyer
- Quality Management Systems / ISO
- Introduction to BPMN / White
- An Introductory Overview of ITIL v3 / ITSMF
- On the Systemic Enterprise Architecture Methodology / Wegmann
- Defining Early IT System Requirements with Regulation Principles / Regev
- A Language and Tool for relational models
- Augmenting the Zachman Enterprise Architecture Framework with a Systemic Conceptualization / Wegmann
- A framework for information systems architecture / Zachman
- Alloy