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 process, 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, bpe1, 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 (RFO), 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; interview, contextual inquiry, root-cause analysis, ITIL, business service, IT service, requirements engineering, SEAM system modeling, SEAM goal-belief modeling, SEAM behavior modeling, Vickers appreciative system, behavioral refinement, information modeling, service-oriented architecture (SOA), BPMN, BPEL, WSDL, SOAP, REST, enterprise architecture (EA), Zachman, TOGAF, Urba-EA.

Systemic paradigm, epistemology, ontology, axiology (ethics and esthetics).

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

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


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

Ressources en bibliothèque

- SeamCAD
- Alloy
- 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 Introducrory Overview of ITIL v3 / ITSMF
- On the Systemic Enterprise Architecture Methodology / Wegmann
- Defining Early IT System Requirements with Regulation Principles / Regev
- A Langage and Tool for relational models
- Augmenting the Zachman Enterprise Architecture Framework with a Systemic Conceptualization / Wegmann
- A framework for information systems architecture / Zachman
- Intalio