

The Fundamentals of Business Process Management

Total Marks: 30

Q. 1. Short Questions

(24)

- I. What is business analysis? and how it is helpful for organisations?
- II. What does enterprise content management involve?
- III. What is business process management?
- IV. Outline the key benefits of business process management.
- V. What type of information does business process life cycle record?
- VI. What is re-engineering? And why would we re-engineer a process?

Q.2. Discuss in details how enterprise content management system works? What is the role of ECM in business process management? (6)