

AUSFÜLLHILFE: BEWEGEN SIE DEN MAUSZEIGER ÜBER DIE ÜBERSCHRIFTEN. AUSFÜHRliche HINWEISE: [LEITFADEN MODULBESCHREIBUNG](#)

<b>Business Process Optimization using Hyperautomation Tools</b>						
<b>Kennnummer</b>	<b>Workload</b>	<b>Credits/CP</b>	<b>Semester</b>	<b>Häufigkeit des Angebots</b>		<b>Dauer</b>
	180 h	6	5-7	Each semester		1 Semester
<b>1</b>	<b>Lehrveranstaltungen</b>		<b>Sprache</b>	<b>Kontaktzeit</b>	<b>Selbststudium</b>	<b>Geplante Gruppengröße</b>
	a) Business Process Optimization using Hyperautomation Tools Praktikum b) Business Process Optimization using Hyperautomation Tools		a) English b) English	4 SWS / 45 h	135 h	a) 30 b) 30
<b>2</b>	<b>Lernergebnisse</b>  Automating core business processes is critical for organizations looking to succeed in today's highly competitive global market. Companies that want to build and grow need automation to squeeze more performance and business insights out of operations that historically have been managed by people. But organizations often lack the tools to understand their processes—including the inefficiencies and bottlenecks that adversely affect business growth. Lacking that insight, they will struggle to understand what they are automating and why, and they won't be able to fully leverage the power of automation solutions.  Besides providing a general overview on hyperautomation technologies this lecture will focus on the following 3 hyperautomation technologies: Process Mining, RPA – Robotic Process Automation and Chatbots  By the end of the lecture, students learn to get an entry in the world of business process optimization using hyperautomation tools by <ul style="list-style-type: none"> <li>• understanding the benefits and describing the application areas of process mining</li> <li>• applying process mining techniques on a real dataset - getting hands-on experience using Celonis process mining tool</li> <li>• understanding the benefits and describing the application areas of robotic process automation</li> <li>• applying robotic process automation - getting hands-on experience using UiPath RPA tool</li> <li>• understanding the benefits and describing the application areas of Chatbots</li> <li>• developing Chatbots using SAP conversational AI</li> </ul>					
<b>3</b>	<b>Inhalte</b> <ul style="list-style-type: none"> <li>• Overview Hyperautomation Tools</li> <li>• Process Mining Foundation</li> <li>• Process Mining Deep Dive with hands-on experience with Celonis toolset</li> <li>• RPA – Robotic Process Automation Foundation</li> <li>• RPA Deep Dive with hands-on experience with UiPath toolset</li> <li>• Chatbots Foundation</li> <li>• Chatbot Deep Dive with hands-on experience with SAP Conversational AI</li> </ul>					

Version	Erstellt von	Freigabe (Datum/Kürzel)	Gültig ab
1.3	jr	QM-Board 11.4.2012, 16.01.2013 04.06.2013/jr	04.06.2013

<b>4</b>	<b>Lehrformen</b> a) Praktikum/Labor b) Vorlesung
<b>5</b>	<b>Teilnahmevoraussetzungen</b> • Geschäftsprozessdesign
<b>6</b>	<b>Prüfungsformen</b> a) Studienleistung 1sbA (Praktische Arbeit) (2 LP) b) Prüfungsleistung 1K (Klausur) (4 LP)
<b>7</b>	<b>Verwendung des Moduls</b> •
<b>8</b>	<b>Modulbeauftragte/r und hauptamtliche Lehrende</b>  Prof. Dr. Jürgen Weiner (Module Responsible)
<b>9</b>	<b>Literatur</b> a) Will van der Aalst: Process Mining – Data Science in Action, Second Edition, Springer b) Gartner: Market Guide for Process Mining - Published 17 June 2019 - Analysts Marc Kerremans c) Gartner: Top 10 Strategic Technology Trends for 2020 <a href="https://www.gartner.com/en/doc/432920-top-10-strategic-technology-trends-for-2020">https://www.gartner.com/en/doc/432920-top-10-strategic-technology-trends-for-2020</a> d) McKinsey: Four Fundamentals of Workplace Automation. <a href="https://www.mckinsey.com/business-functions/mckinsey-digital/our-insights/four-fundamentals-ofworkplace-automation">https://www.mckinsey.com/business-functions/mckinsey-digital/our-insights/four-fundamentals-ofworkplace-automation</a> e) Craig Le Clair: The Forrester Wave™: Robotic Process Automation, Q4 2019 f) Tom Taulli: The Robotic Process Automation Handbook: A Guide to Implementing RPA Systems, Apress g) Alok Mani Tripathi: Learning Robotic Process Automation: Create Software robots and automate business processes with the leading RPA tool – UiPath (English Edition) (Englisch) h) Gartner: Gartner Predicts 25 Percent of Digital Workers Will Use Virtual Employee Assistants Daily by 2021 <a href="https://www.gartner.com/en/newsroom/press-releases/2019-01-09-gartner-predicts-25-percent-of-digital-workers-will-u">https://www.gartner.com/en/newsroom/press-releases/2019-01-09-gartner-predicts-25-percent-of-digital-workers-will-u</a> i) Deloitte Digital: Conversational AI – The next wave of customer and employee experiences: <a href="https://www2.deloitte.com/content/dam/Deloitte/au/Documents/strategy/au-deloitte-conversational-ai.pdf">https://www2.deloitte.com/content/dam/Deloitte/au/Documents/strategy/au-deloitte-conversational-ai.pdf</a>

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