

INFO 5001 WORKFLOW MANAGEMENT FOR BUSINESS SOLUTIONS

Credit Points 10

Coordinator Merv Small ([https://directory.westernsydney.edu.au/search/name/Merv Small/](https://directory.westernsydney.edu.au/search/name/Merv%20Small/))

Description Through project-based learning, students will learn how to configure digital workflows applications and build custom applications with a strong emphasis on human centered design and end-to-end process re/engineering. Mentoring and coaching is provided by the industrial-academic team to allow students to develop real world, work ready skills to fulfil various organisational roles implementing the digital workflows platform. Teaching and learning activities focus on ServiceNow which is a cloud-based platform that delivers cross-enterprise digital workflows, connecting people, functions and systems. At the conclusion of this subject, you will have completed certifications for both the ServiceNow Fundamentals and Application Development Fundamentals, both highly sought after in the current job market.

School Computer, Data & Math Sciences

Discipline Information Technology, Not Elsewhere Classified.

Student Contribution Band HECS Band 2 10cp

Check your fees via the Fees (https://www.westernsydney.edu.au/currentstudents/current_students/fees/) page.

Level Postgraduate Coursework Level 5 subject

Restrictions

Students must be either enrolled in a postgraduate program or if accessing from undergraduate program, they must complete at least 160 credit points.

Assumed Knowledge

Students are expected to have a general understanding of IT platforms and some basic knowledge of coding

Learning Outcomes

1. Analyse conceptually how roles, groups and users work together to provide role-based access;
2. Create forms and views, with a focus on a positive user experience;
3. Analyse business processes, focussing on human-centred design;
4. Create knowledge articles to assist users to find the information they need;
5. Develop workflows to automate applications;
6. Collaborate with peers in an ethical and respectful manner to create an application that addresses requirements;
7. Present the features and benefits of an application in a clear and convincing manner.

Subject Content

ServiceNow Fundamentals

- Explore and Configure ServiceNow Applications through ServiceNow Fundamentals taught as Instructor-Led Training (ILT)
- During this subject students will:

- learn about the NOW Platform® User Interface
- gain a basic knowledge of the database schema
- understand uses for commonly accessed applications, and
- be introduced to advanced features and functionality, such as scripting and application development.

Application Development Fundamentals

- This hands-on course will provide training and lab work to support application development fundamentals in ServiceNow. Attendees will build an award-winning loaner equipment application by working through a checklist of considerations for application creation, including decisions such as creating an application table vs. extending an existing table, and determining how users will interact with the application.
- Detailed labs that reinforce good practices in these areas support the topics covered in class:
- Design an application table: to extend or not to extend?
- Create and implement forms and views for a positive user experience
- Manage application business logic with scripts
- Control access to the application and its records
- Send notifications to stakeholders and collaborators
- Use Flow Designer to automate applications
- Integrate to ServiceNow and to public web services
- Use the Service Catalog to provide access to applications
- Test the application manually and automatically
- Use the Application Repository to install/uninstall applications

Special Requirements

Essential equipment

Laptop

Assessment

The following table summarises the standard assessment tasks for this subject. Please note this is a guide only. Assessment tasks are regularly updated, where there is a difference your Learning Guide takes precedence.

Type	Length	Percent	Threshold	Individual/ Group Task
Simulation	17 hours	40	N	Individual
Professional Task	18 hours	30	N	Group
Presentation	20 minutes	30	N	Individual

Teaching Periods

Spring (2024)

Parramatta City - Macquarie St

Hybrid

Subject Contact Merv Small ([https://directory.westernsydney.edu.au/search/name/Merv Small/](https://directory.westernsydney.edu.au/search/name/Merv%20Small/))

View timetable (https://classregistration.westernsydney.edu.au/even/timetable/?subject_code=INFO5001_24-SPR_PC_3#subjects)