



Systems Modeling for Business Process Improvement

David Bustard, Peter Kawalek, Mark Norris

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The effective application of information technology (IT) can be the key to achieving organizational change and improvements that directly impact your company's success in today's highly competitive business. This manual provides approaches for developing system models that bridge the traditional gap between information systems and software engineering and allow you to manage change and outcomes effectively. With contributions from researchers and practitioners in the field - including Ian Somerville, Wendy Currie, Frank Stowell and Dave Bustard - the book examines change from business, information systems and software engineering perspectives, and addresses major concepts and issues in systems engineering and business process improvement.



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