UNIVERSITÀ DEGLI STUDI DI PALERMO

DEPARTMENT	Ingegneria
ACADEMIC YEAR	2023/2024
MASTER'S DEGREE (MSC)	MANAGEMENT ENGINEERING
SUBJECT	LAB OF BUSINESS PROCESS DIGITALIZATION
TYPE OF EDUCATIONAL ACTIVITY	F
AMBIT	21260-Altre conoscenze utili per l'inserimento nel mondo del lavoro
CODE	22396
SCIENTIFIC SECTOR(S)	
HEAD PROFESSOR(S)	BRUCCOLERI MANFREDI Professore Ordinario Univ. di PALERMO
OTHER PROFESSOR(S)	
CREDITS	3
INDIVIDUAL STUDY (Hrs)	48
COURSE ACTIVITY (Hrs)	27
PROPAEDEUTICAL SUBJECTS	
MUTUALIZATION	
YEAR	2
TERM (SEMESTER)	1° semester
ATTENDANCE	Not mandatory
EVALUATION	Pass/Fail
TEACHER OFFICE HOURS	

PREREQUISITES	Foundations of Business Process Management
LEARNING OUTCOMES	Knowledge and understanding At the end of the Lab the student will have acquired knowledge on the importance of Digital Transformation and how Pega, along with Design Thinking and the Agile methodology can make the transition smooth. The main design and development concepts related to the Pega low-code platform will be clear for the student by the end of the Lab. Applying knowledge and understanding At the end of the Lab the student will be aware of the main development concepts around Pega and he or she will able to follow the different phases of a Pega implementation project. He/she will be able to define specifications, define a Case Type and prototype its main processes. Making judgements The student will be able to make judgments about the strategy used for the implementation of a specific Case Type or Process, investigate possible issues with the architecture proposed and suggest improvements. Communication skills The student will acquire the ability to express and discuss the main issues related to Pega platform, case management and the main concept related to design thinking. Learning skills The Student will have all the tools to improve his knowledge in Pega, by exploring the platform itself and any application he might encounter.
ASSESSMENT METHODS	The evaluation will be based on a written exam. The exam aims to assess the competences and the knowledge learnt during the Lab. The questions will verify: acquired knowledge; elaboration capability; talking capability; ability to build autonomous connections not bound to the referring textbooks; capability to produce autonomous evaluations inherent the course topics; capability to understand the applications connected with the discipline areas; capability to connect the discipline topics with the referring professional and technological context. The exam will be not passed if the student will show a not acceptable knowledge of the topics
EDUCATIONAL OBJECTIVES	Proper knowledge of the PEGA system and methodology for business process digitalization. The student will understand the logic of PEGA and will know how to use it at a basic level.
TEACHING METHODS	Lectures, practical learning activities on PEGA Platfom
SUGGESTED BIBLIOGRAPHY	Lecture notes and presentations

SYLLABUS

Hrs	Frontal teaching
2	Introduction to class, resources & exercise system
3	Introduction to the Pega Platform and the Pega Express™ methodology
2	Requirements management and collaboration
3	Case lifecycle design
3	Data model, data validation and routing
2	UI and Reporting

Hrs	Workshops
2	Introduction to case lifecycle design
2	Feature driven development
2	Case lifecycle design
1	Data relationships
2	Routing
3	UI and Reporting