

Only the german version of the module description as part of the study regulations is legally binding.

Module name	Business processes and IT service management
Module number	INF-25-Ba-PMZ-GSM
Responsible lecturer	Prof. Dr. Martin Sedlmayr martin.sedlmayr@tu-dresden.de
Qualification objectives	Students know the basics of process and workflow management and can use typical tools. They know the principles of IT service management and can describe and implement services themselves. Students know the relevant regulatory requirements for IT systems in the healthcare sector and can take these into account in the development and operation of .
Content	The module covers methods and tools for planning, controlling, monitoring and optimizing clinical processes, process modeling and execution, methods for setting up comprehensive management information systems using data warehouse/business intelligence technologies based on practical implementations, mobile processes, CRM, B2B or governance and maturity models, basic methods and tools of process management in general, an overview of IT service management methods based on ITIL and the ISO/IEC 20000 standard as well as the integration of medical products in medical networks and the associated IT security management processes (ISO 27001), with particular consideration of the m EIC 80001-1 standard.
Teaching and learning methods	The module comprises lectures of 2 SWS, exercises of 2 SWS and the selfbststudium. The language of instruction for the lectures and exercises is German.
Prerequisites for participation	The competencies to be acquired in the module INF-25-Ba-PMZ-EMI Introduction to Medical Informatics are assumed.
Applicability	The module is a compulsory module in the Medical Informatics specialization in the Bachelor's degree course in Applied Informatics. The module dul creates the prerequisites for the modules listed under prerequisites for participation.
Requirements for earning credit points	The credit points are earned if the module examination is passed. The module examination consists of a written examination lasting 90 minutes. The examination language is German.
Credit points and grades	6 credit points can be earned through the module. The module grade corresponds to the grade of the examination.
Module frequency	The module is offered every winter semester.
Workload	The total workload is 180 hours.
Module duration	The module comprises one semester.