

## ملخص أطروحة الدكتوراه بعنوان

## تصميم نظام لأتمتة وإدارة إجرائيات العمل في المنظمات وتنفيذها في قطاع الاتصالات

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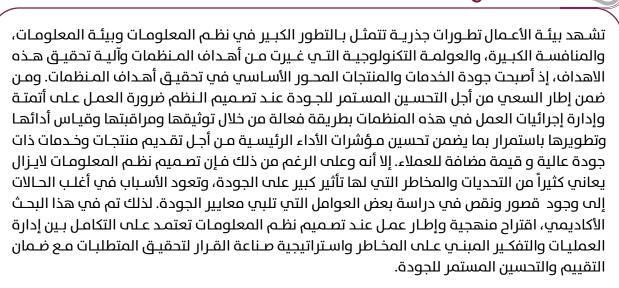
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### PhD dissertation summary

# Design a System to Automate the Business Processes Management in Organizations and Implement it in the Telecommunication Sector

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### Summary

The international business environment is witnessing radical developments represented by the great development in information systems and the information environment, great competition and technological globalization, which has changed the goals of organizations and the mechanism for achieving these goals, as the quality of services and products has become the primary focus in achieving the goals of organizations.

Within the framework of striving for continuous improvement of quality when designing systems, it is necessary to work on automating and managing work procedures in these organizations in an effective manner by documenting, monitoring, measuring and constantly developing their performance to ensure improvement of key performance indicators in order to provide products and services of high quality and added value to customers. However, the design of information systems still suffers from many challenges and risks that have a significant impact on the quality, and the reasons in most cases are due to the presence of shortcomings and lack of study of some of the factors that meet quality standards. Therefore, in this academic research, a methodology and framework was proposed when designing information systems that is based on the integration between operations management, risk-based thinking, and decision-making strategy to achieve requirements while ensuring continuous evaluation and improvement of quality.