Required Reading Links

<https://books.google.com/books?hl=en&lr=&id=p6vuyWD8I30C&oi=fnd&pg=PA97&dq=definition+business+process&ots=9D5jGIJ4M3&sig=ww7VqEIRWt37820idwfwGxl8WYM#v=onepage&q=definition%20business%20process&f=false>