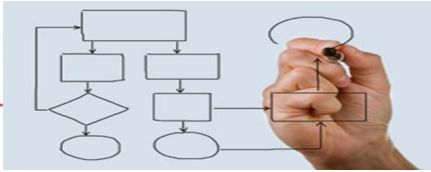**Freeware**

# Business Process Management and Modelling Training Course

**BPM Africa's BPM curriculum supports all phases of the BPM life cycle, from modelling through deployment and monitoring**

• **Comprehensive BPM curriculum supports many roles in today's business organizations, from business analysts to integration developers and system administrators**

• **Flexible training options include an instructor-led in-**

## What you will learn

As a result of attending this course, delegates will learn how to:

- Understand the concepts and objectives of business process management (BPM)
- Overcome the challenges and issues of business process transformation
- Clarify key frameworks and methodologies and core business processes
- Identifying the potential pitfalls of implementing and managing BPM
- Successfully implement change and increasing awareness of the end-to-end process
- Determine the pros and cons of using technology to assist you in implementing BPM
- Optimise the business process through the use of the process model

## Do you want to…

### Improve productivity while reducing time and costs?

### Successfully overcome the challenge of streamlining processes in your organisation?

Requirements and technology conditions can change at breakneck speed. Unpredictable  forces – such as mergers, acquisitions, regulatory requirements and continued globalization – can inhibit the ability of your company or organisation to deliver services, grow and compete. To meet these and other unforeseen business challenges, your organisation must streamline, monitor and control business processes and integrate your company's people, processes and information for improved agility and responsiveness to a rapidly changing business and social environment.

Business process management (BPM) enabled by service-oriented architecture (SOA) is the key to meeting these challenges. Support of BPM in Bizagi software follows a holistic approach, including products and training across the BPM life cycle – from modelling through development (the assemble phase), deployment (the run phase) and monitoring of business processes (the management phase).

**Comprehensive and holistic BPM curriculum**

Key applications, such as Bizagi Process Modeler and Visio can help your organization leverage the BPM tools and skills that underlie a business's capability to respond to unexpected challenges in the marketplace. The BPM-oriented curriculum mirrors BPM Africa's holistic approach to BPM with a course that enables BPM.

An ideal starting point for your BPM training is the BPM Training Course *Using Bizagi Modeler for BPM*. This course provides an overview of both BPM and the Bizagi and Visio products that enable BPM and is appropriate for key business and technical users who are involved in your company's

*Bizagi & Visio Business Modeler*

This curriculum helps the business analyst build skills to define, simulate, and design key performance indicators for a process solution.  Successful completion of these classes helps prepares you to qualify for OMG certification as the course content is aligned to the OMG and BPMN 2.0 Standard

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## Course Objectives

This 2-day, practical hands-on training workshop is designed for process managers and analysts as well as IT those whose goal is to shift the organisation to a new level and apply a framework for structuring an organisational approach to process-centric change and continuous improvement. The objective is to provide **attendees** with the necessary perspective, knowledge and skills to understand the essential elements and benefits of identifying the processes, mapping them, optimising them and implementing them so that they are effectively monitored, managed, controlled and improved.

A further objective is to provide attendees with an understanding of the requirements needed to create a business process model so that you will be able to identify where the IT systems can support the process and also provide a platform

## Who will benefit?

- **Process Analysts and Managers**
- **Heads: Process Management**
- **Business Analysts**
- **IT Architects**
- **Systems Analysts and Managers**
- **IT Managers**
- **Operations Managers**
- **Operations Planners**
- **Project Managers**
- **Quality Analysts**
- **Quality Managers**

## Course Content

### Process Concepts

- Defining business process
- End-to-end process
- The functional organisation
- Change drivers for BPM

### Business Process Transformation in your Organisation

- Selecting an approach:
  - Process reengineering
- Building a vision of the end state

### Frameworks & Methodology

- Best practice frameworks
- Project methodology

### Identifying Core Business Processes

- Core versus non-core processes
- Process classification frameworks

### A picture of the process enterprise

- Changing to a process-centric enterprise
- The role of management

### Change management

- The change dip
- The importance of adoption
- Aspects of change management

### Enablers of Process

- Technologies to support:
- Process modelling
- Document management
- Simulation
- Training

### Managing the Process

- Measuring process performance
- Continuous improvement

### Process Modelling Fundamentals

- Standards
- Concepts

### Process Modelling Objectives

- The purpose of the process model
- Modelling for deployment to the business

### Practical Session

- Review & improve
- Author processes

## About the Trainer

Your Trainer has been involved in process reengineering & automation since 1984 serving in multiple roles, from operations management to process modelling, solutions architecture & systems development. He has a specialisation in workflow & document management, & as principal consultant, was responsible for ensuring the quality of business process design & implementation across multiple Business Process Management programmes. In 2006 he launched Enhance the holding company of BPM Africa, a niche provider of business consulting & transformation sector. Bryan has most recently partnered with ErongoRed (Namibia Utility), LexisNexis (Publishing) and City of Tshwane to implement BPM.

## Approach, Deliverables & Training Method

- Instruction from a subject-matter expert with extensive operational experience across a broad range of public & private sector organisations
- Comprehensive course notes classroom style engagement - combining lecture, discussion & practical exercises utilising course materials, digital projector & flipchart

## Consulting Services

Enhance also offers consulting services to support Business Transformation. Other services include Strategy Development & Implementation, Operational Assessment, Change Management & Planning, Restructuring, Technology sourcing and support, Human Resource Planning and implementation, Coaching, Training, Quality management &performance management.

## Register Today

To register, or for more information, please contact us:

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**Fax: +27 (86) 667 1017**

**Email: bryan@enhancecall.co.za**



Enhance Consulting
*Delivering Significantly Improved Results*