

Facilitating Desirable Business Change

Duration

3 days

Brief Description

The course is designed for process architects, process analysts, process engineers and designers, process management implementors and process managers who are, or who will become, actively involved in specifying, modeling, analysing and integrating business processes. It is a skills course rather than a methodology course, designed to expose participants to leading techniques and ways of presenting models and results of analyses. It draws on our 25+ years experience in business and academia as well as industry best practice to equip process related professionals with valuable concepts, tools and techniques.

What Differentiates this Course?

There are many courses addressing business process modeling from a notation point of view (e.g. BPMN, Archimate, EPC) but these often concentrate on the details of the representation without sufficient understanding of the context, the big picture and the

Techniques and Deliverables of Process Management

possibilities of how processes can be transformed, and organizations and service delivery can be transformed by process.

This course focusses on how to add value to the business by thorough application of process thinking at all levels, from the extended value chain and network, through process architecture, to process modeling, analysis, engineering and design, on to implementation supported by current Business Process Automation tools.

Intended Audience

Candidates for this course include process managers, process architects, process modelers, analysts and designers, integration architects, enterprise architects, senior business analysts and specialists responsible for process management infrastructure and tools.

Course Overview

This course provides a set of techniques which assist the process professional in understanding the context, the challenges, the opportunities, the risks and the strategic options of an enterprise's use and exploitation of process thinking. The course covers fashioning a coherent architecture, related



image from Tron © Walt Disney

designs and plan to realise the organisation's vision with respect to process support for business operations and vision.

Examples and selected short videos stimulate delegates to think out of the box. We will introduce delegates to sources of information for ongoing enrichment as well.

Case study work, in small teams, allows delegates to perform analysis and devise architectures and strategies. Teams compete and learn from each other before experiencing another facet of the challenge.

The course stresses holistic consideration and the interplay of many factors that affect the outcome of architecture, modeling and design decisions.

Typical Coverage

- Course content includes (subject to change):
- Detailed coverage of process thinking, including:
- Value Chains, Extended Value Chains, Value Networks
- · Stakeholder to Enterprise Interaction



Techniques and Deliverables of Process Management

- Process Architecture
- Process Modeling
- · Process Notations
- · BPMN, EPC, Archimate, Inspired
- Process Analysis
- Process Engineering and Design
- · Process Patterns
- · Use of Process Reference Models
- Process Implementation, Deployment and Operation
- · Process Monitoring and Improvement
- Process and User Experience
- · Process and Application Support
- Process and Service Oriented Architecture
- Process Management Infrastructure and Tools
- · Business Rules and Process
- Public Processes, Security, Privacy

Provided Materials

Delegates will be provided with high quality notes and links to media and references to promote further research. Delegates receive an electronic copy of the text: Value Driven Business Process Management by Franz and Kirchmer.

Location, Costs and Dates

This course is currently offered in the UK, Germany and South Africa. We expect to extended it to other locations in future. Please see schedule for dates, locations and price in local currency. Company specific courses can be arranged world-wide.

Comments from Past Delegates

"The Process Architecture approach is a revelation."

"Has given me hope to tackle a project with very large scope. Didn't know where to start before."

"Nice flow from very high level perspective to detailed automatable processes."

"Thanks! Learned a lot even though I've been doing process modeling for years."

"Good coverage of different techniques. BPMN 2.0 right up to date."

"The technology stack for Process Management is useful."

"The Value Driven Process Management is a good way to ensure alignment with business."

Bookings and Further Information

Please write info@inspired.org, call +27 21 531 5404 or go to www.inspired.org to book or enquire.

Archimate is a trade mark of The Open Group. it provides a notation for expressing Enterprise Architecture models, including process aspects. BPMN = Business Process Model and Notation which is a standard of the Object Management Group. EPC = Event Process Chain, a technique from Dr Scheer and supported by the ARIS and other toolsets.