

# Business process Management and Modelling Training Course



Do you want to...

**Improve productivity while reducing time and costs?  
Automate your manual processes?**

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

Businesses that have implemented Business Process Management (BPM) are already seeing solid returns on their investment through improved productivity and efficiency along with a reduction in time and costs. By applying a business process management approach, companies are able to automate their manual processes and cross the boundaries between people, systems and technology.

With processes being the building blocks of any modern organisation, a solid base is established when these business processes are controlled in order to align all the available resources for achieving your corporate goals. Is this easier said than done?

**The solution** to this challenge is the establishment of a roadmap to accurately identify your end customer and the core business processes, examine your existing IT architecture and analyse your current corporate culture. By assessing your organisation's appetite and capacity for change and agreeing on the envisaged end state, you will be able to facilitate the transition from the current world to the vision of the end state.

## Course Objectives

This 3-day, practical hands-on training workshop is designed for process managers and analysts as well as IT practitioners 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.

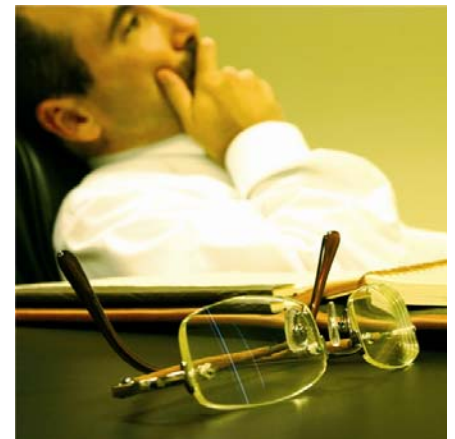
A further objective is to provide attendees with an understanding of the requirements needed to create a business process model so that you will be able to identify where the IT systems can support the process and also provide a platform for the design of those systems.

## In-house Training

All Analytix Courses are available in-house, should your organisation have a number of people or multiple sets to train. The cost advantages and the ability to discuss and resolve organisational issues are two major attractions of such training.

## 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
- Business Strategy Managers



## 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



## 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
  - Process automation
  - Process outsourcing
  - Process enterprise
- 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
- Enterprise process model

### Enterprise architecture

- The anatomy of an enterprise architecture
- Enterprise architecture frameworks

### A picture of the process enterprise

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

### Change management

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

### Enablers of Process

- Technologies to support:
  - Process modelling
  - Workflow automation
  - Document management
  - Simulation
  - Training
- Selecting suitable technology

### Managing the Process

- Measuring process performance
- Continuous improvement
- Creating process communities

### Process Modelling Fundamentals

- Standards
- Concepts
- BPMN



### Process Modelling Objectives

- The purpose of the process model
- Modelling for business analysts
- 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 1997 serving in multiple roles, from insurance specialist to process modelling, solutions architecture & systems development. Since 2000, he has specialised in workflow & document management, & as principal consultant, was responsible for ensuring the quality of business process design & implementation across multiple Business Process Management programmes. He has completed training with the BPMG & Dr. Michael Hammer, & has developed & run several internal & external training courses. In 2007 he became a partner in 93 Degrees, a niche provider of business consulting & technology services, specialising in business process management, enterprise content management & enterprise architecture. Pieter is also a lead associate of the Business Process Transformation Group & is responsible for the future development of both the Technology section of the BPTG website & the 8 Omega Framework.

### 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 lecturing - combining lecture, discussion & practical exercises utilising course materials, digital projector & flipchart

### Consulting Services

Analytix also offers consulting services to support Business Process Management & Modelling. Other services include Corporate & IT Governance, ISO 27001 compliant ISMS implementation, IT maturity assessments, security certification assistance & performance management.

## Register Today

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

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