

## BAL2-3 - Value-Driven Business Process Management

### OVERVIEW

Your organization is a collection of processes. These processes are the drivers for most businesses today. Unfortunately, most organizations, perhaps including yours, are not set up to manage processes. Even though business processes are often the link between the business and the business customer and are most often a combination of business operating procedures, business rules and supporting systems.

Identifying Business Processes is the key to achieving success, increase organizational productivity and meet essential compliance and customer service needs.

This course is designed to teach you techniques, methods, and tricks to help you model, analyze, and improve business processes. These approaches will help you model your reality (AS IS system) and increase your understanding of the actual business processes involved. This will lead to redesigning your processes to remove any waste and greatly improve the effectiveness and efficiency of these processes. (To be system)

### AUDIANCE

- Business Analysts
- Systems Analysts
- Project Managers
- Team Leaders
- Project Team Members

### DURATION

- The duration of this course is 2 days (14 hours)

### COURSE OBJECTIVES

- Discuss Business Process Dimensions
- Understand Business Processes: specifying processes; process types business process perspective and evolution
- Documenting Business Processes: business events; business process models; detailed process specs
- Business Process Models: The benefits; types of modeling; guidelines for modeling; concepts and techniques; process model components; pros and cons of techniques
- Strategic Adoption of BPM as a Management Discipline
- BPM Success Factors

### COURSE OUTLINE

#### PART 1 - Introduction

- Business Process Management Dimensions
- Why are you here?
- What Do Mean When We Say BPM?

- The “B” in Business Process Management
- BPM Business Drivers
- Areas Which BPM can Improve Business Offerings
- The “P” in Business Process Management
- *Exercise 2: Process Examples*
- Business Process Types
- The “M” in Business process management
- So, What is Business Process Management (BPM)?
- Core Task of BPM
- Business Process Management Lifecycle
- The Need for a Flexible Business Process
- How do you implement BPM?
- BPM and Enterprise Business Transformation
- Where Do You Begin With BPM?
- BPM Projects Come in Two Flavors
- Business Process Excellence
- BPM Maturity Levels

## **PART 2 – Business Process Modeling**

- Business process modeling
- Process Modeling
- What is a Model?
- Business Process Modeling
- Business Process Modeling
- End-to-End Business Scenarios
- Elements of BPM
- As-is Phase
- Why Process Modeling (As-is)?
- Business Process Modeling Notation (BPMN)
- Business Process Modeling Notation (BPMN) Scope
- Business Process Modeling Notation (BPMN) Elements
- Business Process Modeling Notation (BPMN) Connecting Objects
- Swimlanes and Artifacts

## **PART 3 – Business Process Improvement Success Factors**

- Five reasons business process improvement projects fail
- Strategic Adoption of BPM as a Management Discipline
- Increased Efficiency through BPM
- Successful BPM
- Ten BPM Pitfalls to Avoid
- BPM Success Factors
- Social Business Process Management