

Advanced Business Process Mapping, Analysis and Modeling

Course Outline



The process management world keeps changing as new advances in business improvement plus technology take hold. New types of processes and process issues are emerging constantly, creating a daunting task for most process projects. Business transformation projects may start with basic improvements and finish with complete enterprise transformation. Understanding the needs beyond basic process analysis and mapping is the start of the transformation path.

Inference Model

Process Flow

Reference Models

This seminar provides working knowledge of the more recent types of process flows, the technology emerging to implement those flows and the techniques of integration and assessment needed for enterprise scale projects. Related issues such as inference models, reference model analytics, package model analytics and inferred impact are covered. This course includes extensive exercises that the participant can use as reference for advanced techniques.

Advanced Business Process Management

Course Outline

Module 1: Current Directions in Business Process Mapping

- Course Objectives and structure
- A little history on BPM
- Business excellence models
- Business transformation methodology

Exercise – Selecting an Approach

Module 2: Enterprise Architectures and Processes

- Business excellence models
- Strategy models
- Performance models – Balanced Scorecard
- Enterprise analysis
- Enterprise architecture

Exercise – Developing a One Page Architecture.

Module 3: Processes and their Business Context

- Impact assessment techniques
- Process representation forms
- Process context analysis
- Ranking processes based on performance
- Identifying process opportunities on the enterprise level

Demonstration – An Enterprise Architecture Tool

Module 4: Analytic Flows

- The BI environment
- Determining requirements
- Defining the flow
- Flow techniques
- Implementing the flow

Exercise – Designing an Analytic Flow

Module 5: E-Flows and Their Technology

- E – Commerce and flows
- Designing new e-flows – the services concept
- Revising old processes – transforming to e-flows
- Multiple processes - the service architecture
- Integration of e-flows across partners

Exercise – Designing an E-Flow

Module 6: Legacy Integration Flows

- Using old functionality for new processes
- Technology requirements for integration
- Current integration techniques e.g. XML
- Retiring old application and functionality

Demonstration – A Legacy Integration Product

Module 7: Process Integration

- Weaving versus consolidation
- Integrating basic processes
- Consolidating similar flows
- Integrating large scale flows
- Integrating with partners and customers

Exercise – Integrating Processes – A Stepwise Approach

Module 8: Business Transformation

- Enterprise change versus process change
- Business integration
- Merger, acquisition, divestiture, consolidation
- Issues with large scale transformation

Exercise – Choosing a Transformation Approach

Module 9: Process Transformation

- Identifying the process change and transformation
- Assessing the migration of process enablers
- Identifying sensitivities and assessing alternative
- Preparing the process migration plan

Demonstration – Determining Alternatives

Module 10: Process Simulation

- The simulation scenario
- Identifying the parameters of a simulation
- Evaluating results
- Comparing to reality

Demonstration – A Simulation Tool

Module 11: Process Change Management

- The drivers of change
- Leveraging people and processes
- Barriers and accelerators for change

Exercise – A Simple Culture Assessment for Change

Module 12: Process Risk Management and Processes

- The risk management process
- Process risk analysis
- Risk mitigation and remediation
- Integrating risk management into strategy

Exercise – A Crisis Risk Assessment

Module 13: Advanced Process Tools

- Process management tools
- Process and metadata repositories
- The process analysis repository
- Process modeling tools (workflow, integration etc.)

Exercise – A Workflow Tool Checklist

Module 14: Enterprise Process Management

- Enterprise process governance
- The many sources of processes
- The process analysis repository services
- The program office - dealing with multiple projects

Demonstration – A Process Management Tool

Module 15: Issues, Trends and Hot Topics

- Hosting process and applications
- The computing grid
- Automation and technology
- Standards and workflow issues

Exercise – Wrap and Final Question Session