

“Hands On” BPM

Course Outline



The tools used on a Business Process Management project might include an analysis tool, a process modeling tool, a workflow tool and even a repository for saving the results.

Positioning skills using BPM tools can be a great advantage in doing a BPM project or embarking on a larger BPM effort that requires the use of tools.

This seminar provides hands on work experience using a case study project designed to highlight the tools in BPM typical of those used today.

Process Modeling

Mapping Techniques

Analytic Tools

Related issues such as analysis analytics, process modeling and mapping techniques, process management and project organization are covered as part of the lecture portion of the course. Examples of each artifact used in the course are provided along with a CD that contains trial versions of all products used in the class. This course uses extensive exercises based on a tools suite for BPM. The attendee should have some basic working knowledge of process mapping but no tools experience is needed.

Who should attend: Business process teams, Business planners, Process Analysts, Managers, Professionals, IT Specialists, Business Analysts and IT Architects.

Hands-on Business Process Management

Course Outline

Section 1: Overview – Current Tools and BPM Today

Course Objectives and structure
A little history on BPM tools
Analysis tools, Modeling tools
Work flow tools, Support tools
The 'Hands On' case study
Hands on Exercise – What tools do we need?

Section 2: Process Gathering

Gathering business analysis material
Collecting 'As Is' flows (using Visio and other tools)
Gathering core measures
Identifying the context
Process architectures and leveling
Hands on Exercise – Capturing process material

Section 3: Processes Performance

Types of measures
Simulation ideas
Interpreting measures
There are more measures than for processes
Hands on Exercise – Performance Analysis

Section 4: Process Context

Identifying and organizing context material
Measuring the complexity
Understanding the degree of complexity of the context
Context attribute and their analysis
Hands on Exercise – Context Analysis

Section 5: Process Ranking and Transformation Selection

Impact assessment techniques
Ranking the sensitivity to change
Identifying process opportunities on the enterprise level
Determining the risk/yield of process efforts
Hands on Exercise – The risk/yield four box

Section 6: The business analysis repository

What is a repository?
Using a repository
Repositories and processes
Identifying what else goes in the repository
Integrating tools
Hands on Exercise – Repository initialization

Section 7: Managing business processes

What is process management?
What role does a tool play?
Tracking processes
Tracking the enablers
Preparing the migration plan
Hands on Exercise – Organizing process material.

Section 8: Modeling processes

Process modeling tools
Creating a process in the tool
Diagramming standards
The exercise flow
Hands on Exercise – Creating an 'As Is' process flow in a modeling tool

Section 9: Improving existing processes

Process improvement concepts
The basic exercise model for improvement
Applying the improvement concepts
Hands on Exercise – Editing an existing model to get the 'To Be' model

Section 10: Designing new processes

Developing the requirements
Creating the 'first cut' flow
Editing the flow and cleaning up
The exercise flow
Hands on Exercise – Developing a new flow

Section 11: Grouping processes for deployment

Integrating flows, linking together
Leveling flows, the flow structure
Identifying and documenting measures
The exercise flows to work with
Hands on Exercise – Integrating flows for deployment

Section 12: The workflow tool

Deploying processes
The workflow tool
Using a workflow tool
Capturing or migrating the modeled flow
The workflow exercise
Hands on Exercise – Initiating a workflow

Section 13: Workflow performance

Process performance as a workflow
Workflow measures
Deciding on measures to use
The workflow measures example
Hands on Exercise – Improving workflows with measures

Section 14: Workflow administration

What is workflow administration?
Allocating workflow resources
Tools features for administration
The administration exercise
Hands on Exercise – Administering a workflow

Section 15: Review and assessment of results

Tracking performance of the BPM effort
Reviewing the case study project
Assessing performance of the project
Recommending changes for improvement in BPM
Some final tool comments – what direction are tools taking?
Final Exercise – Wrap and Final Question Session