



BDT703 Business Process Management Two days

Course Description:

This seminar will help all individuals to better understand Business Process Management by gaining insights into business process concepts and principles; use of business process change enablers; a structured methodology for business process development, design and management; and business process modeling and analysis concepts; and business process tools, techniques and technologies. This seminar will also address WHY organizations fail or succeed in implementing Business Process Management. These insights will enable executives, managers and employees to fully appreciate the full impact of Business Process Management and, thus, be more proactive and effective in implementing this concept within their organizations.

Objectives:

1. Gain familiarity with the general concepts and principles of Business Process Management, focusing on both macro and micro business processes.
2. Understand why and how organizations have failed or succeeded in implementing Business Process Management.
3. Fully understand and appreciate the role of business process change enablers, such as the people, organizational structure and culture, and information technology, and why and how they should be effectively integrated within Business Process Management.
4. Gain in-depth understanding of a specific, eight-phased, structured methodology for Business Process Management in order to effectively develop and implement business processes within organizations.
5. Fully understand and appreciate the development of a top-down business process architecture, through value chain concepts, and gain familiarity in scoping the business process model and its characteristics as a critical element of Business Process Management.
6. Become familiar with the application of various business process modeling and analytical tools, techniques and technologies to the current "AS-IS" and future "TO-BE" business process models.
7. Understand why and how to effectively automate business processes with different technologies in support of both macro and micro business processes.
8. Understand Business Process Management in the context of current organizational, management and technology issues and practices, including E-Business, enterprise



BDT703 Business Process Management Two days

architecture, enterprise resource planning systems, in order to better understand the role, framework, and impact of Business Process Management within an organization.

Audience:

Involved and informed executives, managers and employees in all industries and government agencies:

- * Chief Executive Officers and Chief Operating Officers
- * Chief Financial Officers
- * Chief Information Officers
- * Chief Corporate Change Agents
- * Chief Architects
- * Business Directors and Managers
- * Strategic Business Planners, Architects and Analysts
- * Information Systems Directors, Managers, and Project Leaders
- * Information Systems Planners, Architects and Analysts
- * Business Systems & Data Architects and Administrators
- * Telecommunications & Network Planners & Analysts

Topics:

1. Overview of the Business Environment
2. Key Concepts and Principles Underlying Business Process Management
3. Macro versus Micro Business Processes
4. Best Practices for Business Process Management
5. The Enabling Process and the Use of Business Process Change Enablers
6. A Structured Methodology for Business Process Management
7. Business Process Architecture, Modeling and Analysis Concepts
8. Automating Business Processes
9. Business Process Integration & Outsourcing



BDT703 Business Process Management Two days

10. Implementing Major Process Change with Positive Change Management
11. Key Business Process Management Issues
12. Case Studies, Specific Examples and Best Practices from Different Fields and Industries

Duration: 2 days

Course Outline:

1. Overview of the Business Environment

- a. General Environment and Turmoil
- b. Evolving Role of Information Technologies
- c. Corporate Responses
- d. Corporate Strategic Vision, Focus and Direction

2. Key Concepts and Principles Underlying Business Process Management

- a. Overall Focus for Business Process Management
- b. General Business Process Characteristics
- c. Conceptual Framework for Business Process Management
- d. Business Process Management Implications

3. Macro versus Micro Business Processes

- a. Process Concepts, Definitions and Description
- b. Major Characteristics
- c. Use of Macro and Micro Processes
- d. Use of Information Technology

4. Best Practices for Business Process Management

- a. Major Obstacles To Overcome
- b. Steps To Avoid Failures
- c. Succeeding at Business Process Management
- d. Critical Success Factors

5. The Enabling Process and the Use of Business Process Change Enablers



BDT703 Business Process Management Two days

- a. Defining the Enabling Process
- b. Identifying and Using Process Change Enablers
- c. Ten Process Enabling Categories, including People, Culture and Information Technologies
- d. Aligning, Balancing and Integrating Process Change Enablers

6. A Structured Methodology for Business Process Management

- a. Purpose and Key Tasks, Results & Outcomes
- b. Eight-Step Structured Approach
- c. Tools and Techniques
- d. Parallelism and Feedback

7. Business Process Architecture, Modeling and Analysis Concepts

- a. Developing the Process Architecture
- b. Scoping the Process Model: Macro versus Micro Processes
- c. Modeling and Measuring the Business Processes
- d. "AS-IS" and "TO-BE" Process Models

8. Automating Business Processes

- a. Identifying and Analyzing Business Processes for Automation
- b. Determining Why and How Business Processes Should Be Automated
- c. Selecting Specific Information Technologies
- d. Integrating Business Processes and Information Technologies

9. Business Process Integration & Outsourcing

- a. How To Integrate
- b. Role of Technology
- c. Why Outsource
- d. Value-Added Activities

10. Implementing Major Process Change with Positive Change Management

- a. Why Manage Change
- b. Fundamentals of Change Management
- c. Framework for Effective Change Management
- d. Leading Effective Change



BDT703 Business Process Management Two days

11. Key Business Process Management Issues

- a. Business Process Management versus Other Change Programs
- b. Impact on E-Business, Enterprise Architecture and Enterprise Resource Planning Systems
- c. Supporting Major Organizational, Managerial and Technological Changes
- d. Key Benefits

12. Case Studies, Specific Examples and Best Practices from different fields and industries will be used during the seminar to illustrate the various issues and topics.

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