BPM Best Practices Workshop using BPMN 2
Ramsay Millar, Practice Leader for CBAP, TOGAF

"If you can't describe what you are doing as a process, you don't know what you are doing!" - William Edward Demings

Learn BPM to manage your processes as assets that directly contribute to your organizations value and performance. BPM helps organizations to gain higher customer loyalty, product quality, delivery speed and more rapid time-to-market.

We will teach you 6 steps to reduce costs and make your organization more flexible.

1. Determine stakeholders, capabilities and map processes using value chain analysis.
2. Use root cause analysis to determine dysfunction then define goals (KPIs) for improvement.
3. Learn how to create and manage "AS IS" and "TO BE" models for GAP analysis reporting.
4. Learn to model workflow using BPMN 2.0 with a full life-cycle business modeling tool.
5. Learn business analysis techniques and how to leverage reusable reference models and patterns.
6. Apply Unified Process Improvement to ensure process-oriented thinking across the organization.

Who Should Attend?

- Subject Matter Experts and Business Managers
- Business Analysts and Strategic Planners
- Business Architects
- Software Solutions Architects and Engineers
- Project Managers

Industry Practice leaders develop and deliver our intensive project readiness workshops as follows:
1) 4-day Expert led on-site Workshop delivered on demand across the US, Canada and internationally.
2) 4-day Expert led online learning using GoToMeeting for individuals and small agile teams.
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Introduction to BPM and associated methods
- BPM, Business Architecture and Governance
- Change Management - the AS IS and TO BE Model
- The Unified Process Improvement lifecycle
- Process measurement and metrics using (KPIs)
- The Return on Investment (ROI)
- The importance of people skills
- Facilitation skills and teamwork

Getting Started
- Selecting Frameworks and Standards
- OMG UML Business Modeling extensions
- OMG BMM, SBVR, BPMN 2.0, TOGAF, FEAF
- Introduction to Business Modeling and tools
- Understanding modeling basics
- The Project Browser package structure
- Generating Project Documentation
- Creating diagrams
- Traceability and accountability

Who does the process serve?
- Performing Stakeholder Analysis
- Discover Roles and Business needs
- Discover and document Business Capabilities
- Discover and document processes
- Process to Capabilities matrices
- Modeling Process Value Chains

Modeling the "AS IS" Process
- The Basic Process Structure pattern
- Process Inputs (events)
- Process outputs (products, services)
- Measuring client satisfaction
- The "House of Quality" QFD matrices
- Discovering and documenting Business Services
- Business Process Modeling (BPMN 2.0) Workshop

Analyzing the "AS IS" Process
- Industry Best Practices
- SWOT Analysis
- Root Cause Analysis
- Validate the Process
- Detecting process dysfunctions
- Process benchmarking using the activity effectiveness technique

Modeling the Process Context
- The Use Case model
- The Fact Model and Semantics
- Writing Business Rules
- Creating glossary definitions
- Creating a Business Rules Catalog
- Modeling and documenting the Fact Model
- Domain and Information models
- Organization Chart and Reporting structure
- Traceability, Needs, KPIs, Compliance and Audit

Creating the "TO BE" Process
- Redefining roles and process boundaries
- Leveraging innovative and emerging opportunities
- Meeting and exceeding client expectations
- Resolving process anomalies
- Applying UML Business Patterns
- Modeling the "TO BE" process
- Modeling and writing "TO BE" Use Cases

Implementing the "TO BE" Process
- How to ensure a successful implementation
- Linking metrics with client satisfaction
- Re-educating the workforce
- Portfolio Management
- Project Management Documentation
- Process Change Management
- Ongoing process improvements
- Monitoring and measuring results

For more information contact:
http://www.In2grateIT.com