

Business Process Modelling, Analysis and Design

Kathy Long

24-26 March 2010,
1-3 December 2010, London

Fee £1445 + VAT
Group Booking & Series
Discounts Available

Overview

This workshop oriented session is like no other session of its type offered anywhere in the world. This seminar is unique in that it is built around a case study developed by the participants in team workshops. Consequently, participants leave with real world knowledge that can be used for accelerating their own projects. It is the longest running session on process modeling, analysis and design in the world. It specifically addresses the tactical aspects of process improvement project work. Attendees have a unique opportunity to gain knowledge first hand from an instructor who is one of the pioneers in this area of training and consulting. It is completely vendor independent and based on knowledge gained from over 17 years of consulting and training with hundreds of organizations of all types around the world. No other offering is as complete, comprehensive or real-world in its approach. It has been presented over 500 times to more than 10,000 professionals including major consulting firms, many of the Fortune 500 companies and several government agencies. It can be found on many continents and in a number of languages.

Learning Objectives

- The importance of properly managing the "people" aspect of process redesign
- Critical Success Factors for process improvement
- Practical process modeling and analysis and design techniques
- How to avoid creeping project scope and analysis paralysis
- The recommended tools currently available
- Tips and Techniques for avoiding common pitfalls in process improvement projects

Seminar & Workshop Outline

Introduction to Business Process Management

- Developing a common language for business process
- Clarifying communication about business processes
- Introduction to a framework for successful process-based change
- Integrating re-engineering and systems design and development
- Levels of process competency

Define Process Project

- Significance of identifying process stakeholders
- Identify process performance targets
- How to define a project scope with stability
- Getting the business & technology groups involved
- Learning to deal with fuzzy process boundaries
- Techniques for defining and controlling scope
- Defining the project team

Case Study: Workshop 1 Defining Project & Process Scope

Capturing Process Knowledge

- Identifying sources of process knowledge
- Starting to build buy-in for change
- Conducting successful facilitated session
- Gathering process information using appropriate techniques
- Knowing what information about the process is essential

Modeling Current Process

- Establishing modeling standards
- Distinguishing "process" models
- Defining other types of models
- Knowing which models are appropriate and when
- Modeling the "right" process information
- Understanding process components
- Documenting IGOE's (Input, Guide, Output & Enabler)
- Practical Tips and Techniques for Modeling Processes

Case Study: Workshop 2 Modeling Process

Measuring Processes

- Determining the appropriate measurements
- Defining measurement criteria
- Designing measurement techniques
- Importance of balanced measures

Case Study: Workshop 3 Measuring Process

Analyzing Processes

- Prioritizing the focus of analysis
- Understanding how to use the information gathered in modeling & measurement
- Knowing where and when to use techniques like Six Sigma & Use Cases
- Additional analysis techniques
- Identifying "quick wins"

Case Study: Workshop 4 Analyzing a Process

Creating New Processes

- Researching Innovative Processes
- Benchmarking
- Building evaluation criteria
- Breaking through the creative barriers
- Various Creative workshop techniques
- Evaluating alternatives

Case Study: Workshop 5 Creating a Process

Designing New Processes

- Properties of a good process
- Guidelines for process design

Validating New Processes

- Gaining Buy-in for process change
- Developing Scenarios
- Application of Scenarios
- Additional Validation techniques
- Verifying IGOE's
- Verifying Assumptions
- Creating Prototypes
- Running Simulations

Selection of Tools

- Defining the BPR activities
- Aligning activities with requirements
- Aligning requirements with tool capabilities
- Building the evaluation matrix
- Sources for tool specific information

Audience

This BPM seminar is the global benchmark for enterprise and tactical BPM. It is a must for Business and IT analysts, managers and professionals involved in process-managed organizations, process-based change, and automation of process solutions.

- Business and IT Architects
- Business and Systems Analysts
- Business and IT Strategists
- Systems Managers
- Systems Developers
- Management and IT Consultants
- Change Management Team
- Business Process Management Teams
- Line of Business Managers and Executives
- Project and Programme Managers
- Quality Programme Professionals

Business & Systems Analysis Series

Mastering the Requirements Process
23-25 February 2010,
13-15 September 2010, London

Enterprise Level Business Process Management
22-23 March 2010, London
Business Process Modelling, Analysis and Design
24-26 March 2010,
1-3 December 2010, London

Mastering Business Analysis
26-27 April 2010, London

Business Rules and Decisioning Masterclass
24-25 May 2010, London

Group Booking Discounts

If 5 delegates from the same organisation register at the same time for the same or various seminars, then the 5th delegate is free. We regret that this offer cannot be used in conjunction with the Series Discount.

'Very knowledgeable. Good practical advice. Some real 'nuggets' of do's and don'ts. Inspiring!'

David Charles, Analyst, QinetiQ
'Excellent – plenty of techniques to use in the work place. Lots of real life examples to help remember the learning point.'
Corrine Thomas, Global Business Analyst, Vodafone Group

'It's great to have a trainer who has a tremendous amount of experience.'
Gulcicek Kartal, Content Systems Specialist, Reuters Ltd

'Exceeded my expectations!'
Kristina Assimakopoulou-Scondra, Associate Manager, Euroclear

Presenter



Kathy A. Long is a member of the Process Renewal Group. She has over seventeen years of

experience. She has spoken at several conferences around the world, including the BPM Conference, Enterprise Architecture Conference, the Business Rules Forum and the European BPM Conference. To date she has conducted over 500 seminars and has presented to over 10,000 professionals around the globe.

In-House Training

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