

Building and Using a Business Process Architecture

Roger Burlton

12-14 October 2011,
20-22 February 2012,
London

Fee £1445 + VAT
Group Booking & Series
Discounts Available

Overview

This seminar provides a comprehensive examination of Enterprise-level Business Process Architectures and their Alignment with other enterprise capabilities. It will deal with all the complexities of Business Process Management (BPM) at the strategic level of organizations. It emphasises the management of business processes as assets of the enterprise. It focuses on the critical role that processes play in connecting the strategic objectives of the organization with its resources and with what people do every day. In addition it also will cover how to use the architecture in process centric transformation projects. The facilitated workshop sessions throughout are highly interactive and ensure experience-sharing with other delegates.

Learning Objectives

- Understand what's new in strategic level BPM practices
- Be able to apply enterprise-wide architecture and process-level techniques that are aligned
- Be able to set up an internal pragmatic BPM Centre of Expertise that supports the models produced
- Learn how to sell the enterprise process value proposition and gain cross-organization acceptance
- Be able to develop a process architecture that is the foundation for planning, budgeting, organization design, compliance, change management, SOA and the introduction of breakthrough BPMS technologies
- Be able to use the architecture to accelerate process change projects and model development
- See how to institute day-to-day process asset management and governance frameworks for continued progress

Seminar & Workshop Outline

The Foundation of Enterprise Process Thinking

- Business performance pressures: Time, Cost and Agility
- Integrity, Alignment and Traceability through a Process Architecture
- Strategy, Stakeholders and Process Maps
- BPM technologies
- An enterprise process methodology framework
- The fit of Six Sigma, Lean and other process techniques

Enterprise Strategic Intent and Stakeholder Analysis: The Architectural Beginnings

- Business Strategic Intent to define and align processes
- Stakeholder Analysis (Who Cares?)
- Vision, Goals, KPIs and Strategic Objectives (The Enterprise Criteria)
- Alignment and Change Criteria

Workshop: What are the strategic and stakeholder criteria for your process architecture?

Process Architecture Models: The Foundation for Enterprise Governance and Process Management

- An asset lifecycle approach for developing your process architecture
- Using Frameworks and industry reference models
- Building a bespoke process architecture model
- Process scoping and enterprise process mapping
- Process / stakeholder alignment

Workshop: What is your processes architecture map?

Process Organization, Measurement Systems and Governance

- A Process Governance Framework
- Ongoing Process Management up and down the organization chart
- The Matrix revisited: optimising process and functional structures
- Responsibilities and incentives for stewardship/ownership/management
- Process-Managed Scorecards, Alignment and Traceability

Dealing with Information, Knowledge and Business Rules

- Cross-referencing Information to the Process Architecture Map
- Combining knowledge learning and process feedback
- Separating Business Rules from Processes for Agility

Aligning Enterprise Capabilities (Technological, Human and Facility)

- Process-Driven Enterprise Architecture and the Zachman Framework
- The Process Architecture as the foundation for Service Oriented Architecture (SOA)

Audience

- Business and IT Architects
- Senior Business Analysts
- Business and IT Strategists
- CIOs, Management and IT Consultants
- Change Management Team Members
- Business Process Management Teams
- Line of Business Managers and Executives
- Project and Programme Managers
- Quality Programme Professionals

Business Analysis Series

Building and Using a Business Process Architecture

12-14 October 2011, London
20-22 February 2012, London

Working with Business Processes

10-11 October 2011, London
23-24 February 2012, London

Business Rules & Decision Analysis Masterclass

17-18 November 2011, London

Mastering the Requirements Process

17-19 October 2011, London
20-22 February 2012, London

Mastering Business Analysis

3-4 November 2011, London
19-20 April 2012, London

Series Discounts

Attend more than one seminar in this series and you will be entitled to the following discounts:

| | |
|------------|-----|
| 2nd course | 10% |
| 3rd course | 15% |
| 4th course | 20% |
| 5th course | 25% |

Group Booking Discounts

20% discount for 5 or more registrations made at the same time. We regret that this offer cannot be used in conjunction with the Series Discount or any other discount.

"The course was excellent. It has greatly broadened my knowledge of Business Process Architecture."
Dr Colin Hand, Information Architect

"Excellent course. Roger really is an expert in this field and the course provided the right balance of theory and practical examples. There was lots of interaction to help you practice the techniques and some real quick wins you can take and use straight away."
Wendy Gell, Principal Business Analyst, Skandia

"Excellent overview of business process management. (Speaker was) very knowledgeable with lots of examples based on experience."
Corrine Thomas, Global Business Analyst, Vodafone Group

"Provided extremely relevant and pragmatic advice. Roger Burlton has an excellent combination of knowledge and experience."
Tim Tayler, Process Model Manager, Ministry of Defence

Presenter



Roger T Burlton is the co-founder of BPTrends Associates, founder of Process Renewal Group and the author of 'Business

Process Management: Profiting from Process'. He is considered an industry leader in the introduction of innovative approaches for organizational change. To date, he has conducted over seven hundred seminars and has presented to over fifty thousand professionals. His seminars have been translated for diverse audiences around the globe.

In-House Training

For an in-house presentation of this or any other IRM UK seminar, please contact us on:
T: +44 (0)20 8866 8366
E: customerservice@irmuk.co.uk

Registration Information

Registration Fees:

Full payment or a purchase order is due prior to the event.

Payment may be made in Sterling (£) or Euros (€). If paying in Euros the prevailing exchange rate of the country of the delegate or delegates' company is to be used. The total Euros remitted should be the amount required to purchase the sterling pound cost of the event on the day of payment. All delegates must add VAT (20%) to their total event fees. VAT may be reclaimed by delegates from the tax authorities after the event.

GROUP DISCOUNTS: 20% discount for 5 or more registrations made at the same time. We regret that this offer cannot be used in conjunction with the Series Discount or any other discount.

The registration fee includes the lectures, documentation, refreshment breaks and lunch on each day of the event. The cost of hotel accommodation is not included in the event fee.

UK Delegates: Expenses of travel, accommodation and subsistence incurred whilst attending any IRM UK event will be fully tax deductible by the employer company if attendance is undertaken to maintain professional skills of the employee attending.

Non-UK Delegates: Please check with your local tax authorities.

Cancellation Liability: In the event of cancellation of an event for any reason, IRM UK's liability is limited to the return of the registration fee only. IRM UK will not reimburse delegates for any travel or hotel cancellation fees or penalties.

Cancellation Policy: Cancellations must be received in writing at least two weeks before the commencement of the event and will be subject to a 10% administration fee. It is regretted that cancellations received within two weeks of the event date will be liable for the full fee. Substitutions can be made at any time.

Hotel Accommodation and Seminar Venue Details

IRM UK in association with JP Events, have arranged special discounted hotel rates at our various seminar venues and at other hotels nearby. Seminar venues will be confirmed upon registration. Alternatively, please visit our website.

Email: info@jpetem.com **www.jpetem.com**

Tel: +44 (0)84 5680 1138 **Fax:** +44 (0)84 5680 1139

Alternatively, you may book directly at the relevant hotels

Seminar Timetables

08.30 – 09.00 Registration (first day only) 09.00 – 12.30 Event

12.30 – 13.30 Lunch 13.30 – 17.00 Event

Mailing Information

As we are using multiple mailing lists, there is the possibility that you may receive more than one brochure. If this is the case or if there is an error in your address details, please forward the incorrect mailing labels to us so we can update our database immediately.

Please tick here if you are unable to attend a seminar but would like your name added to our mailing list.


IRM UK Strategic IT Training Ltd

IRM UK are specialist in strategic IT training for IT & business professionals and managers. Our carefully selected presenters have superior technical knowledge, teaching skills and a wide range of practical business experience. They are some of the most influential technologists, methodologists and original thinkers in IT today. Noted for the participation of top level decision makers from both the corporate, user and vendor communities, and the lucid analysis of critical strategic and management issues, our events are condensed and rigorous combining technical explanations with management advice and discussions of future directions. Please visit our website for comprehensive information on our events and speakers www.irmuk.co.uk.

How to Register

 e-mail: customerservice@irmuk.co.uk

 website: www.irmuk.co.uk

 Fax: +44 (0)1923 828 770

 Post: IRM UK Strategic IT Training Ltd
1st Floor, Park Farm House, Ducks Hill Road,
Northwood, Middlesex HA6 2NP, UK

 Phone: +44 (0)20 8866 8366

Registration Form

Organisation

Address

City Postcode

Country

Telephone Fax

e-mail

Booking made by

Approving Manager Position

Please tick here if this completed form confirms your telephone registration.

Delegate details

1. Surname Mr/Ms/Mrs/Dr

First Name Direct tel:

Job Title e-mail:

Event name & date

2. Surname Mr/Ms/Mrs/Dr

First Name Direct tel:

Job Title e-mail:

Event name & date

3. Surname Mr/Ms/Mrs/Dr

First Name Direct tel:

Job Title e-mail:

Event name & date

Billing address if different from above

BOOKING CODE MUST BE QUOTED WHEN REGISTERING

BOOKING CODE = WBD

Payment details: Please note that full payment or a purchase order is due prior to commencement of the conference

Please tick appropriate method of payment:

Cheque: drawn on a UK bank, enclosed for £ made payable to IRM UK Strategic IT Training Ltd

Purchase Order Number

Bank Transfer (Please attach a copy of your bank transfer order to this booking) Contact IRM UK for our bank details on +44 (0)20 8866 8366. When paying by bank transfer, please ensure that the order includes the following details: the Conference Title, the Delegate Name, and your Company Name. Please ensure the full amount is paid, including VAT.

Credit Card

American Express Visa Mastercard Eurocard Delta
Please charge £ to my account

Name on credit card (please print)

Cardholder's Signature

Date

Account Number

Expiry Date Security Code

Credit card Billing Address if Different from above

Data Protection The personal information that you provide will be held on a database by IRM UK. We may occasionally release your details to other reputable companies. If you would like to be included in this service please tick the box.