Business Process Management

Map, design, and automate organizational processes.

This course is ideal for...

IT, business analysts, consultants, business unit managers, and other professionals who are tasked with accurately and effectively managing organizational business processes. You'll acquire the neccessary skill to:

- Map, update, and manage processes across the enterprise

- Understand the technology components that comprise BPM including workflow, design & simulation, analytics & reporting, and systems integration

- Identify methodologies focused on continuously improving the process and changes you have made

- Address the ethical challenges and change impact to the organization

Course Benefits and Objectives

If your organization is striving to establish automated, consistent, repeatable, and defensible operational processes, then this course is for you. The AIIM Business Process Management (BPM) course provides practical guidance to map, standardize, automate, and manage operational processes with the right strategies, tools, and technologies. You'll learn how to implement new ways of working while maximizing ROI.

The course information is founded on the best practices of our more than 154,000-member community. It is applicable across all industries and is independent of any particular technology or vendor solution.

Your Learning Options

The BPM course covers multiple topics leading to two possible levels of designation - awarded after passing an online exam (Specialist level) or passing an exam and a case study paper (Master). The course presentations, supporting materials, and exams are accessible online and on demand from AIIM's training portal for 6 months.

www.datacentrix.co.za

The BPM Specialist course covers concepts and technologies associated with improving business processes.

The BPM Master program provides a thorough understanding of BPM concepts and processes and deepens the knowledge gained in the Specialist course. It also includes a practical case study exercise.

Course Offerings

The BPM courses are available as instructor-led courses or as completely self-paced online courses.

We can also deliver these as private courses for individual organizations, and even customize course content to focus on particular areas. Contact us at cmasondo@datacentrix.co.za for more information on private and custom training.

Feedback:

"This training program is one of the key success factors in a BPM project—when all stakeholders have a common understanding and vision of the capabilities."

- Philippe Pierre, Director, PwC Advisory Services

BPM Specialist

The BPM Specialist covers the following topics:

- Define and describe BPM; define processes and process management; and describe how BPM and process management are linked to business excellence.
- Key activities associated with business analysis; the skills required of a business analyst; and different approaches to business analysis.
- The role and value of process mapping; how to use standard process mapping symbols and functions; and process mapping best practices.
- Process modeling; different tools for modeling activities; and process modeling and execution and the role of standards.
- Typical reasons for business process change; different process scenarios; and determining when to employ streamlining versus re-engineering.
- The limitations of mapping processes; troubleshooting processes; ways to balance processes.
- The elements of a process document and process governance; the hierarchy of processes; how to document a process.
- The benefits of formal process monitoring; different metrics to capture and oversee; on-demand vs. automated reporting.

BPM Master

The BPM Master Class includes the topics from the BPM Specialist courses as well as the following additional topics:

- The purpose and component parts of a BPM strategy; the relevant drivers for a BPM program.
- The business case for BPM; the elements of a business case; how to develop a business case.
- How to establish a BPM program; the BPM program roadmap; BPM governance roles.
- The value of proofs of concepts; the technology selection process; how to identify the right solution for your organization.
- Change management; the change management strategy; the training & engagement plan.
- Emerging trends including Agile BPM; Decision Modeling and Notation; and leveraging trends in automation and the Internet of Things (IoT).
- BPM program governance and governance team roles.

indebts also complete a series of in-depth classroom case studies to allow them to apply the knowledge gained in class.

Register for a class today!
Course pricing, detailed curriculum and enrolment are just a click away.
Click Here
Talk to one of our education counsellors:
Carol Masondo **Cmasondo@datacentrix.co.za-** **Tel: 087 7415000**