

Business Process Management Advanced Professional Curriculum



Complete 2 courses in 5 days to acquire the practical tools and background required to lead a team of business process change professionals.



REGISTRATION DETAILS & QUESTIONS

 @ESLearning  +966 55 257 1171

Required Courses

Code

Course Title

**BPTA20
1**

Advanced Techniques for Process Improvement and Innovation (3 days)

Note: BPTA 101 and BPTA 102 are prerequisites for this course



**BPTA20
2**

Managing a Business Process Project (2 day) Note: BPTA 101 and BPTA 102 are prerequisites for this course



BPTA 201

Advanced Techniques for Process Improvement and Innovation (3 days)



Registered
Training
Provider



Endorsed Education
Provider

Course description

This course builds on the methods and techniques introduced in the BPTrends Associates' course, Introduction to Business Process Modeling, Analysis and Design. It uses the same methodology and approach and assumes a familiarity with basic modeling techniques and provides more in-depth information about analysis, measurement and redesign techniques. Where the first class stresses basic diagramming and analysis techniques, this class examines advanced techniques. We will, for example, consider how to prioritize a set of processes for redesign. This class will consider a new case study and give students a chance to work through the entire case study. We will drill deeper into the methodology to solve some of the more complex problems encountered in process redesign, focusing on both innovation and improvement techniques.

Who should attend

This class is designed for business, process and systems analysts as well as process improvement project managers with some process project experience who are interested in expanding their knowledge, understanding and skills in order to solve more challenging process problems. This session is intended for individuals who have participated in process improvement projects and wish to broaden their knowledge and capabilities. This course assumes that participants have taken the BPTrends Associates' BPM Professional Curriculum courses – Principles of BPM and introduction to Business Process Modeling, Analysis and Design and are familiar with the BPTA methodology, basic analysis worksheets, process scoping and BPMN modeling.

What you will achieve

- Understand advanced process analysis techniques and when to use them
- Understand how to prioritize a set of processes for improvement
- Understand how to model specific sets of procedures
- Understand various ways of measuring process performance

What you will learn

- How to use a number of advanced process analysis and redesign techniques
- How to deal with a number of more complex redesign problems
- How to determine when to apply more advanced process analysis techniques over traditional approaches

Course Outline

- Quick Review of the BPTrends Methodology
- The Victoria Hotel Case
- Drilling Down into the Scope & Flow of a Problem
- KPIs and Project Measures
- Modeling and Analyzing Service Processes
- Modeling & Analyzing Customer Processes
- Analyzing Decisions with Business Rules
- Advanced Techniques
- Prioritizing Processes for Redesign
- Managing Processes on a Daily Basis

BPTA 202

Managing a Business Process Project (2 days)



Course description

This course is designed to introduce business process analysts, project managers and business managers to the management of business process change projects. We provide participants with specific information, templates and worksheets that describe the special features of business process projects and teach participants to apply Project Management Institute (PMI) concepts to business process problems. In addition to stressing the traditional concerns of project management, including planning, scheduling and budgeting, we stress communication with employees, peers and senior management to help sell process change. We also put a particular emphasis on steps involved in developing a business case for a process change project.

Who should attend

This course is designed for managers, business analysts and process analysts. It focuses on applying standard PMI concepts of project management to the specifics of a business process change project. This course is a must for business and IT analysts and designers involved in process-based change and the automation of process solutions. Anyone involved in any aspect of managing a business process change effort will benefit from this course. This course is particularly effective when project teams attend together.

What you will achieve

- Understand how to organize a BPM project team
- Understand the basics of planning and scheduling a BPM project
- Understand the principles of change management and the importance of communication with both internal and external stakeholders
- Understand how to communicate and gain project acceptance
- Understand the contents and structure of the BPM deliverables created during each phase of a change project



What you will learn

- How to develop and manage a process change project
- How to use BPTrends' diagrams and worksheets to quickly scope a project and define project milestones and gates
- How to choose and use the right tools required to assure you maintain project control
- How to maintain the balance between quality and scope with time and cost
- How to build and present a business case for a process change project

Course Outline

- Project Management and the BPTrends Associates' Methodology
- Business Process Project Management Essentials
 - BP Redesign Project Overview and Structure
 - Project Commitment
 - Deliverable Acceptance
 - Checkpoint Reviews
 - Project Scheduling
 - Status Reporting
 - Communication and Change Management
- BP Project Management Essentials by Phase
 - Phase Advice
 - Phase Deliverables
 - Phase Key Checkpoints
 - Phase Activities
 - Deliverables
 - Steps
 - Advice
 - Techniques
 - Roles



The BPTA Advanced Professional Certificate Program is aligned with the International Association of Business Analysis (IIBA®) Business Analysis Body of Knowledge (BABOK® V2.0) and is endorsed by the IIBA. Attendees will earn PDs (Professional Development) hours or CDUs (Continuing Development Units) for attending courses in this certificate program. Please use provider codes and individual course descriptions identified for each course in the curriculum.

REGISTRATION DETAILS & QUESTIONS

 @ESLearning

 +966 55 257 1171

 training@es-learning.com

 es-learning.com