



# Hands-On BPM

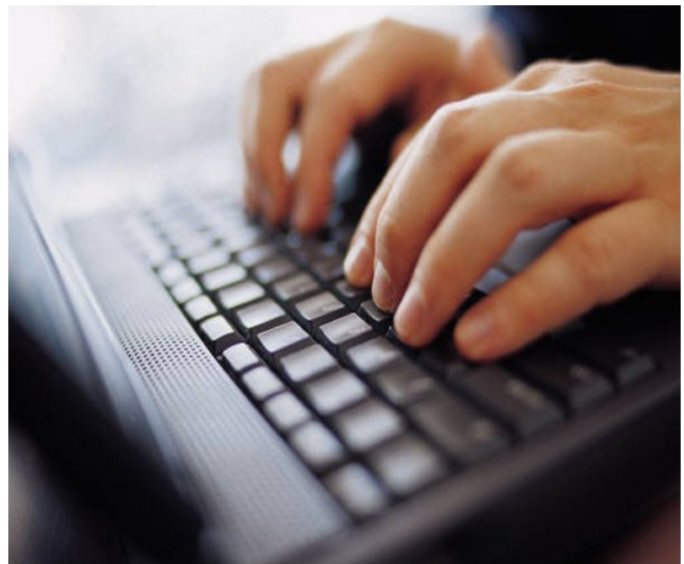
## Real, Practical, Experience!

The tools used on a Business Process Management project might include an analysis tool, a process modeling tool, a workflow tool and even a repository for saving the results.

Positioning skills using BPM tools can be a great advantage in doing a BPM project or embarking on a larger BPM effort that requires the use of tools.

This seminar provides work experience using a case study

project designed to highlight the tools in BPM typical of those used today.



## About this course...

Related issues such as analysis analytics, process modeling and mapping techniques, process management and project organization are covered as part of the lecture

portion of the course. Examples of each artifact used in the course are provided along with a CD that contains trial versions of all products used in the class. This course

uses extensive exercises based on a tools suite for BPM. The attendee should have some basic working knowledge of process mapping but no tools experience is needed.

# Start with the Right Tools



## Overview – Current Tools and BPM Today

- A little history on BPM tools
  - Analysis tools, Modeling tools
  - Work flow tools, Support tools
  - The “Hands on” case study
- Exercise – What tools do we need?*

## Process Gathering

- Gathering business analysis material
  - Collecting ‘As Is’ flows (using Visio and other tools)
  - Gathering core measures
  - Identifying the context
  - Process architectures and leveling
- Exercise – Capturing process material*

## Processes Performance

- Types of measures
  - Simulation ideas
  - Interpreting measures
  - More measures than processes
- Exercise – Performance Analysis*

# Processes

## Process Context

- Identifying and organizing context material
  - Measuring complexity
  - Understanding the degree of complexity of the context
  - Context attribute and their analysis
- Exercise – Context Analysis*

## Ranking and Transformation Selection

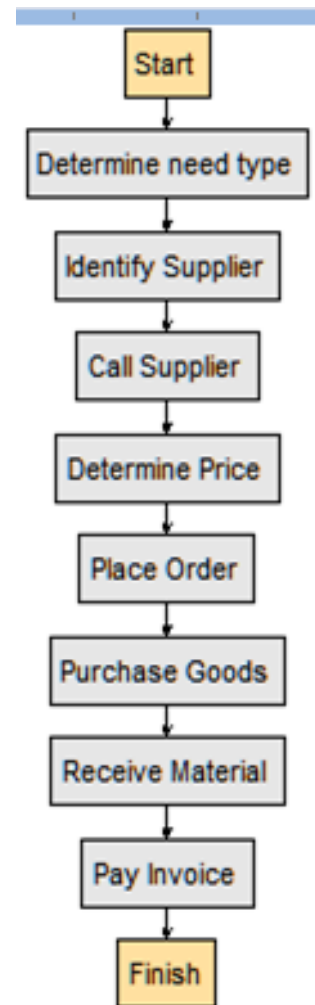
- Impact assessment techniques
  - Ranking the sensitivity to change
  - Identifying process opportunities on the enterprise level
  - Determining the risk/ yield of process efforts
- Exercise – The risk/yield four box*

## The business analysis repository

- What is a repository?
  - Using a repository
  - Repositories and processes
  - Identifying what else goes in the repository?
  - Integrating tools
- Exercise – Repository initialization*

## Managing business processes

- What is process management?
  - What role does a tool play?
  - Tracking processes
  - Tracking the enablers
  - Preparing the migration plan
- Exercise – Organizing process material*



# Workflows

## Modeling processes

- Process modeling tools
- Creating a process in the tool
- Diagramming standards
- The exercise flow

*Exercise – Creating an ‘As Is’ process flow in a modeling tool*

## Improving existing processes

- Process improvement concepts
- The basic exercise model for improvement
- Applying the improvement concepts

*Exercise – Editing an existing model to get the ‘To Be’ model*

## Designing new processes

- Developing the requirements
  - Creating the ‘first cut’ flow
  - Editing the flow and cleaning up
  - The exercise flow
- Exercise – Developing a new flow*

## Grouping processes for deployment

- Integrating flows by linking
  - Leveling flows, the flow structure
  - Identifying and documenting measures
  - The exercise flows
- Exercise— Integrating the flows*

## The workflow tool

- Deploying processes
  - The workflow tool
  - Using a workflow tool
  - Capturing or migrating the modeled flow
  - The workflow exercise
- Exercise – Initiating a workflow*

## Workflow performance

- Process performance as a workflow
  - Workflow measures
  - Deciding on measures to use
  - The workflow measures example
- Exercise – Improving workflows with measures*

## Workflow administration

- What is workflow administration?
- Allocating workflow resources
- Tools features for administration
- The administration exercise

*Exercise – Administering a workflow*

## Review and assessment of results

- Tracking performance of the BPM effort
- Reviewing the case study project
- Assessing performance of the project
- Recommending changes for improvement in BPM
- Some final tool comments – what direction are tools taking?

*Wrap and Final Questions*

## Who Should Attend?

- **CEOs, CFOs, new CIOs,**
- **General Managers**
- **Organizational Development Directors and Managers**
- **Finance Directors and Managers**
- **Management Consultants**
- **Strategic Development, Directors and Managers**
- **Planning Managers, Strategic Planning Directors and Managers**
- **Corporate Planning Directors**
- **Business Analysts**
- **Business Development Directors and Managers**



## Knowledge Consultants Educational Services



**KCI**  
PO Box 7286  
Libertyville, Illinois 60048 USA  
Phone: 847-543-1225  
Respond@knowledgebiz.com

Knowledge Consultants, Inc. is a professional services firm founded in 1984. KCI provides consulting and professional education services. With over 30 courses taught worldwide, KCI provides the opportunity to develop core strengths in the following certification areas:

- Process Management
- IT Management
- Business Performance Management
- Business Analysis
- Analytical Techniques for Business
- Business and IT Architecture



KCI has expanded its training and consulting efforts world-wide into Europe, Southeast Asia and the Middle East. KCI has an outstanding list of current and past clients including many of the Fortune's 100 companies..

## Meet The Expert—Frank Kowalkowski



Frank Kowalkowski is President and CEO of Knowledge Consultants Inc., a professional services firm founded in 1984 with practice areas in knowledge management, business intelligence, and performance, business and system architectures, supply chain management, and application design and development.

With more than three decades of management consulting and industry experience under his belt, Frank's spectrum of expertise mainly lies in manufacturing, distribution, insurance, financial services and the public sector. He has also played key roles in a wide range of projects, including e-Commerce, Application Integration,

ERP and Supply Chain Management Knowledge Management, Artificial Intelligence, Benchmarking, Business Performance Measurement, Business and Competitive Intelligence, Technology Deployment, Data Warehousing, and Process Improvement.

Prior to his presidential post at Knowledge Consultants, Inc., Frank was the Director of Consulting for the Spectrum Group, responsible for reengineering consulting, process improvement and operational systems consulting. His engagements also included senior management presentations, audits, assessments, organizational studies, and methodology development and implementation.

In addition to being a keynote speaker at international conferences as well as a conference chair, he has written numerous papers and spoken at conferences on a variety of subjects such as technology forecasting, process analytics and management, business analysis, management disciplines, and enterprise performance management.

Frank is also the author of a 1996 book on Enterprise Analysis and over 70 papers. He is currently working on a BPM book for managers and a new edition of the enterprise analysis book.

Frank focuses on training and consulting efforts internationally in regions such as North America, Europe, Southeast Asia and the Middle East. He has an outstanding list of current and past clients including many of the Fortune's 100 companies; Textron, Royal Bank of Canada, QBE Insurance North America, First Bancorp, Saudi Telecom, DuPont Corporation, Kimberly-Clark Saudi Arabia, Federal Reserve Bank of New York, National Castings, Nuqul Jordan, Koch Oil, Kemper Insurance, BMC Software, United Airlines, Standard Parking, Zain, Outboard Marine Corporation, US Department of Defense, US Department of Transportation and State governments of Minnesota and Florida.