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*'Provided extremely relevant and  
pragmatic advice. Roger Burlton  
has an excellent combination of  
knowledge and experience.'*

Tim Tayer, Process Model  
Manager, Ministry of Defence

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

### Presenter



Roger T Burlton is  
the founder of  
Process Renewal  
Group and the  
author of 'Business  
Process Management: Profiting  
from Process' the world's most  
recognized reference book for  
enterprise BPM. He is  
considered a global industry  
leader in the introduction of  
innovative yet practical  
approaches for process and  
organizational change. He is  
regarded as a realistic  
practitioner and exceptional  
speaker and facilitator.

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# Enterprise Level Business Process Management:

## Designing and Managing the Process-Centric Enterprise

Roger Burlton

### Overview

This seminar provides a comprehensive examination of the state of the art in Enterprise-level Business Process Management (BPM). It addresses innovations in ways of managing processes as assets of the enterprise. It focuses on maintaining the critical role that processes play in the alignment of the strategic objectives of the organization with what people do every day. It is geared to those with or without process experience seeking to learn a set of pragmatic practices packaged into a reusable BPM way of working strategically and tactically. The facilitated workshop sessions are highly interactive and ensure experience-sharing with other delegates. Built on lessons learnt, both good and bad, from real companies, this seminar provides you practices to deal with the real and tough challenges you will face. Delegates will benefit from the experience and wisdom of the world leader on the topic. Roger Burlton's book, Business Process Management: Profiting from Success will also be provided to all who attend.

### Learning Objectives

- Understand what's new in BPM practices and how these may work for you strategically
- Be able to apply enterprise and process level techniques that are practical
- How to set up an internal pragmatic BPM Centre of Expertise
- Learn how to sell the Enterprise BPM 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
- See how to institute day-today process management and governance for continued progress

### Seminar & Workshop Outline

#### The Building Blocks of BPM

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

#### Enterprise Strategic Intent and Stakeholder Analysis: The Why of BPM

- Using Business Objectives to aligning processes
  - Stakeholder Analysis (Who Cares?)
  - Vision, Goals, KPIs and Strategic Objectives (The Enterprise Criteria)
  - Alignment and Change Criteria
- Workshop: What are your strategic and stakeholder criteria?**

#### Process Architecture: The foundation for enterprise and process management

- A lifecycle approach for developing your process architecture
- Using Frameworks and industry reference models
- Process scoping and enterprise process modeling
- Process / stakeholder mapping
- Using the architecture to handle governance requirements (SOX, Basel, COBIT etc)

#### Workshop: What is your processes architecture?

#### Process Organization Strategy and Measurement Systems

- Ongoing Process Management up and down the organization chart

- Mixing process and functional structures (Business Services)
- Responsibilities and incentives for stewardship/ownership/management

- Process-Managed Balanced Scorecard, Alignment and Traceability
- Measurement and Management Scorecards

#### Incorporating Information, Knowledge and Business Rules

- Cross-referencing Information to the Process Architecture
- Combining knowledge learning and process feedback
- Separating the Rules from the Process

#### Aligning Enterprise Capabilities (Technological, Human and Facility)

- Process-Driven Enterprise Architecture, Zachman and the Adaptive Reference Model
- The Process Architecture as the foundation for Service Oriented Architecture (SOA)
- Business Process Management Systems (BPMS)
- Business Activity Monitoring (BAM)
- Technology Standards
- Human competency alignment
- Facility requirements

#### Prioritizing Changes and Establishing a Program of Change

- Alignment-driven process prioritization
- Rationalizing existing initiatives
- Re-aligning budgets and resources
- Technologies for Managing Process and Program Knowledge

#### Workshop: What are your priority processes for renewal?

#### Leveraging Process Architecture into a Process Renewal Project

- Determine Process Project Vision, Goals and Objectives
- Scoping the Project
- Process standards, documentation and notations
- Gathering Information and Modeling the Current Process
- Analyzing the Current Process
- Process Innovation
- Modeling the 'To-Be' state
- Validating the design

#### Human Change Management: Perceptions and Politics

- Understanding concerns and fears of Executives and Staff
  - A method and tools for navigating fear
  - Incentives and evaluation systems
  - A Communications strategy
- Workshop: What are your Stakeholders' Concerns and how will you communicate to mitigate them?**

#### Building a BPM Centre of Expertise

- BPM Support Services Catalog
- BPM support roles and required competencies?
- Gaining credibility and trust
- An audit/governance checklist
- Cases of BPM Support Organizations

#### Summary:

- Comparing your status to a Multidimensional BPM Maturity Model
- Critical Factors revisited

### Audience

- 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

Visit [www.irmuk.co.uk](http://www.irmuk.co.uk) for full course outline

