

Business Analysis Series

- Building and Using a Business Process Architecture
22-24 November 2010, London
- Working with Business Processes
25-26 November 2010, London
- Business Rules and Decision Analysis Masterclass
18-19 November 2010, London
- Mastering the Requirements Process
13-15 September 2010, London
- Mastering Business Analysis
16-17 September 2010, 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.

"Good speaker. Excellent expertise and usability. Top conference!"
Matthieu Maeselle, Process Analyst, Belgian Railways

"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. He is recognized internationally for his contributions in Business Process Management, Stakeholder Analysis, Strategic Architecture Alignment, Prototyping and people based Project Management Methodologies. An exceptional speaker, he has chaired several high profile conferences on Advanced Business and Information Management around the world, including the IRM's annual BPM Europe event. 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

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Building and Using a Business Process Architecture



Roger Burlton

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-today 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 Process Management Systems (BPMS)

- Business Activity Monitoring (BAM)
- Technology Standards
- Human competency alignment
- Facility requirements

Prioritizing Changes and Establishing a Transformation Portfolio

- Value and performance-driven process change prioritization
- Rationalizing existing initiatives
- Re-aligning budgets and resources
- Tools for Managing Process and Programme Knowledge

Workshop: What are your priority processes for renewal?

Leveraging Process Architecture into a Process Improvement Project

- Determining Process Vision, Goals and Objectives
- Scoping the Process Project
- Ensuring Traceability with the Architecture
- Understanding process modeling standards, documentation and notations
- Gathering Information and Modeling the Current Process
- Analyzing the Current Process
- Redesigning the process: Innovation
- Modeling the 'To-Be' state
- Validating the design

Workshop: Develop an aligned Process Scoping model and project charter

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 Business Process Centre of Expertise

- PCoE Support Services Catalog
- PCoE support roles and required competencies?
- Gaining credibility and trust
- PCoE versus governance

Summary

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

