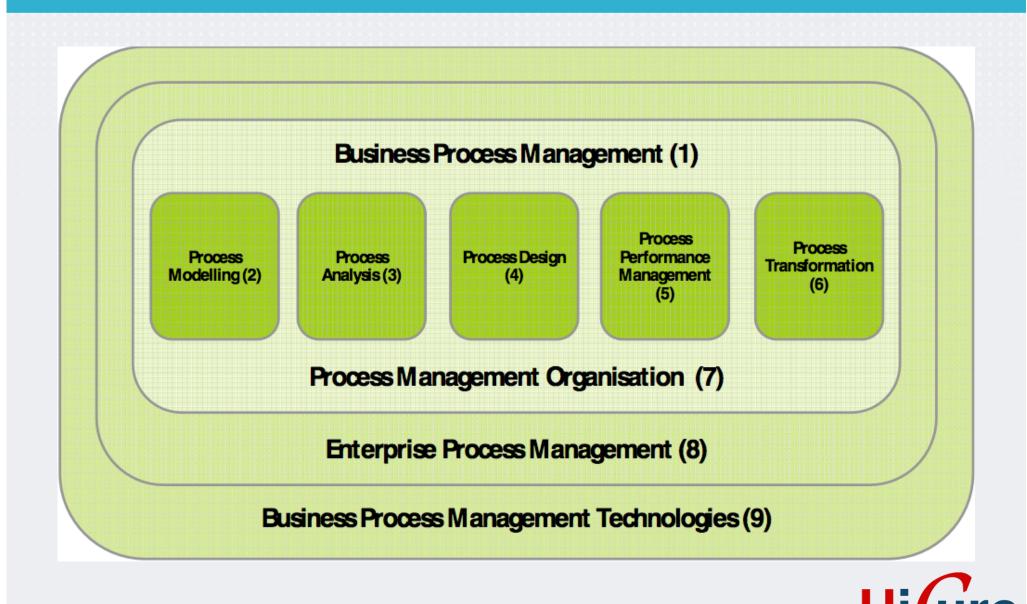
BPM-Body of Knowledge



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2-Process Modelling

- To model processes to enable people to understand, communicate, measure and manage the primary components of business processes
- Covers
 - Skills, activities and key definitions
 - An understanding of the purpose and
 - Benefits of process modelling
 - Discussion of the types and uses of process models
 - Tools, techniques and modelling standards



3-Process Analysis

 Involves an understanding of business processes and how to measure them, including their efficiency and effectiveness.

• Covers

- Purpose and activities for process analysis
- Decomposition of process components and attributes, analytical techniques and process patterns
- Use of process models to validate and understand both current (as-is) and future state (to-be) processes
- Process analysis types, tools and techniques



4-Process Design

- Planning for how business processes <u>function</u> and are <u>measured</u>, <u>governed</u> and <u>managed</u>
- Involves creating the **specifications** for business processes within the context of business <u>goals</u> and process <u>performance</u> objectives
- Covers
 - Plans and guidelines for how work flows
 - How rules are applied
 - How business applications, technology platforms, data resources, financial and operational controls interact with other internal and external processes
 - Process design roles
 - Techniques and principles of good design
 - Common process design patterns
 - Compliance, executive leadership and strategic alignment



5-Process Performance Measurement

- Formal, planned monitoring of process execution and the tracking of results to determine the effectiveness and efficiency of the process
- In order to meet the strategic objectives of the organisation, it is used to make decisions for
 - **improving** existing processes
 - **removing** existing processes and/or
 - creating new processes
- Covers
 - Key process performance definitions
 - Importance and benefits of performance measurement
 - Monitoring and controlling operations
 - Alignment of business process and enterprise performance
 - What to measure
 - Measurement methods
 - Modelling and simulation
 - Decision support for process owners and managers
 - Considerations for success



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6-Process Transformation

- Addresses process change in the context of a business process lifecycle
- Covers
 - Process improvement
 - Redesign and reengineering methodologies
 - Tasks associated with implementing process
 - Organisational change management methodologies, techniques and best practices



7-Process Organisation

- Defines the roles, and responsibilities to support process-driven organisational structure
- Covers
 - What defines a process driven enterprise
 - Cultural considerations
 - Cross-functional, team-based performance
 - Business process governance



8-Enterprise Process Management

- Driven by the need to maximise the **results** of business processes
- Ensures that the process portfolio supports corporate or business unit strategies
- Covers
 - Tools and methods to assess process management maturity levels
 - Business Process Frameworks
 - Process integration
 - interaction of various processes with each other
 - Models that connect performance, goals, technologies, people and controls to business strategy and performance objectives
 - Process architecture and enterprise process management best practices



9-Process Modelling Technologies

- BPM is a technology enabled and supported management discipline
- Covers
 - Wide range of technologies available to support the planning, design, analysis, operation and monitoring of business processes
 - Set of application packages, development tools, infrastructure technologies, and data/information stores that provide support to BPM professionals and workers in BPM related activities
 - BPM standards, methodologies and emerging trends



Core Concepts

- Defines
 characteristic of
 process vs. project
 repeatability vs.
 uniqueness.
- Process is a repetitive collection of interrelated tasks aimed at achieving a certain goal.
- **Project** is a unique endeavour with a beginning and an end undertaken to achieve a goal.



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