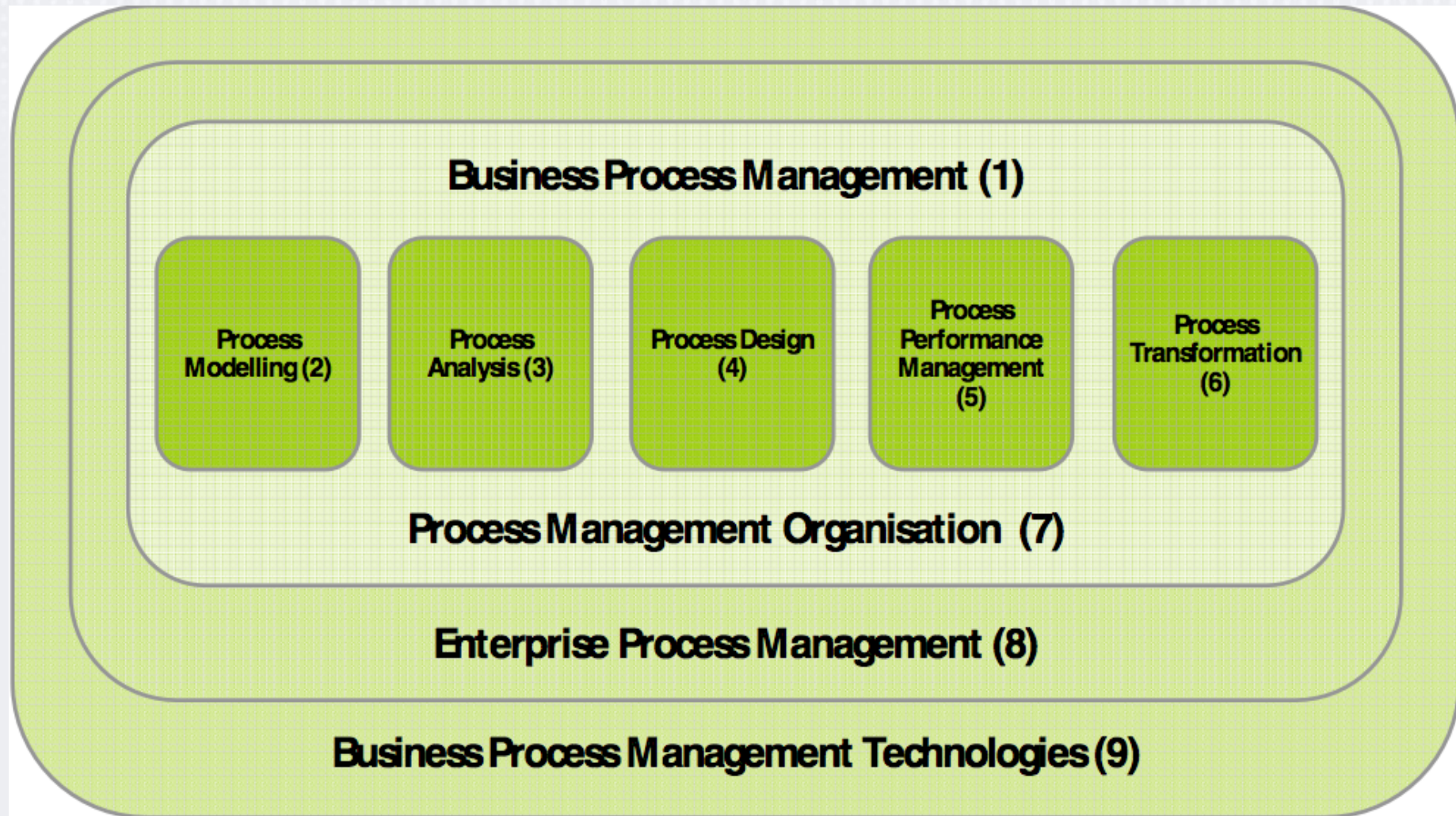


BPM-Body of Knowledge



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 function and are measured, governed and managed
- Involves creating the **specifications** for business processes within the context of business goals and process performance 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

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.

