

Business Process Manager (BPM)[®]

Course Outline & Module Information



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What Modules are covered?

The Fundamentals of BPM

- 1) What is Business Analysis?
- 2) What is Enterprise Content Management?
- 3) Enterprise Content Management Model
- 4) What is Business Process Re-Engineering?
- 5) Business Process Re-Engineering Model

Defining Business Process Management

- 1) What is Business Process Management?
- 2) Brief History of Business Process Management
- 3) What are the Benefits of Business Process Management?

Reflecting on Processes

The Business Process Life Cycle

The Vision Phase

- 1) Creating a Vision and Seeing the Big Picture
- 2) Sharing Your Vision
- 3) Dreaming Big

The Design Phase

- 1) Gathering Information
- 2) Defining Your Problem
- 3) Identifying Existing and Future Processes
- 4) About Process Mapping
- 5) Creating a Process Map with a Flow Chart
- 6) Creating a Process Map with a Swimlane Diagram
- 7) Map it Out
- 8) Defining Improvements
- 9) Establishing Functions and Identifying Function Leaders

The Modeling Phase

- 1) Performing What-if Analysis
- 2) Test Driving
- 3) Testing the Design

The Execution Phase

- 1) Implementing Processes
- 2) Exploring Automation
- 3) Automating Processes
- 4) Understanding Business Rules
- 5) Making Connections
- 6) The Role of Workflow Engines
- 7) Case Studie

The Monitoring Phase

- 1) Implementing Measures
- 2) What is Business Activity Monitoring (BAM)?
- 3) The Balanced Scorecard
- 4) Creating a Balanced Scorecard
- 6) Identifying Gaps with Process Mining

The Optimizing Phase

- 1) What It's All About
- 2) Business Process Improvement
- 3) Introduction to Lean
- 4) Cut Out the Waste
- 5) Introduction to Six Sigma

Business Process Engineering

- 1) Business Process Engineering
- 2) Change Management
- 3) Summary

Information Systems

- 1) System and Subsystems
- 2) The Information Systems
- 3) Elements of Information Systems

Systems Analysis

- 1) Definitions and Goals
- 2) Define Logical Specifications and Design
- 3) Select the best Alternative Physical System

Systems Design

- 1) Introduction
- 2) Intermediate Steps
- 3) Systems Design

Systems Implementation

- 1) Introduction
- 2) Intermediate Steps
- 3) Testing and Obtaining Approvals
- 4) Systems Implementation - Summary

Systems Operation

- 1) Post Implementation Review
- 2) System Maintenance
- 3) Systems Operations

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What will you learn from the E-Course?

- 1) The fundamentals of business process management
- 2) Defining business process management
- 3) Reflecting on processes
- 4) The business process life cycle
- 5) The vision phase
- 6) The design phase (including process mapping)
- 7) The modeling phase
- 8) The execution phase
- 9) The monitoring phase (including an introduction to the balanced scorecard and business activity monitoring)
- 10) The optimizing phase (including an introduction to Lean and Six Sigma methods)
- 11) Business Process Engineering
- 12) Information Systems
- 13) Systems Analysis
- 14) Systems Design
- 15) Systems Implementation
- 16) Systems Operation
- 17) Define business process management and related concepts
- 18) Recognize the vital role processes play in a business
- 19) Appreciate the role of technology in process management
- 20) Develop a vision to guide process improvement
- 21) Understand how to design or enhance an existing process using the business process life cycle
- 22) Construct a process map
- 23) Perform a what-if analysis to improve your processes
- 24) Implement and monitor process changes
- 25) Identify how Lean and Six Sigma methods can assist in managing and improving processes
- 26) Use a variety of tools and techniques to eliminate waste and redundancies

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