



Starting Out and Rolling Out BPM Programs

A subset of the

BPM Focus

Learning

Framework

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Produced By:



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Transforming Disruption Into Advantage™

99 Derby Street, Suite 200
Hingham, MA 02043

December 7-8, 2006

**Hilton Washington
Dulles Airport**

Washington, D.C.



About the BPM Program

This program is a subset of the BPM Focus Learning Framework. It sets out to help organizations ensure that their BPM projects are successful, ensuring they have the right organizational context. It is complemented by a further program of specialist courses – a two day course around advanced techniques process modeling techniques (BPMN, Role Activity Diagrams, Service Modeling, etc.); and a one-day Business Analyst course.

It comprises two modules:

1. The first module focuses on achieving success in the first set of BPM projects, with the core objective of securing organizational buy-in. This module is most relevant to those setting up, planning or managing a BPM initiative within the organization.
2. The second module is designed to help those involved in managing the ongoing delivery of BPM projects. It complements some of the concepts in the Starting Out module, taking them much further, while exploring the implications for roll-out across the business as success is achieved. It focuses on supporting the iterative nature of BPM projects and the issues encountered as the entire organization looks to benefit from the approach.

Between them, these two modules provide the organization with an actionable plan, a set of tools and a framework within which to apply them.

It also includes a range of best practices to observe and pitfalls to avoid on the journey.



About the Instructor

Derek Miers is CEO of BPM Focus, and one of the leading experts on BPM. As Co-Chairman of BPMI.org, he helped merge the organization with the OMG and recently completed the most comprehensive review of BPM environments (the BPM Suites Report is published through BP Trends).

Over the years, he has carried out a wide range of consulting roles including running hundreds of training courses (in business and process modeling techniques), undertaking detailed technology selection assessments and project-risk assessment studies. Other engagements have involved the provision of strategic consulting advice – from facilitating board level conversations around BPM initiatives, through establishing effective BPM Project and Expertise Centers, to helping clients develop new business models that leverage business process strategies.

Clients have included many of the world's largest and well-known financial services companies (banks, building societies and insurers), pharmaceutical companies, telecoms providers, commercial businesses, product vendors and governmental organizations.

Comments from Recent Attendees of Derek's Workshop:



“Very thought provoking!”



“Awesome!”



“This gave me a strategy for leading the component agencies to a better understanding of IT in DoD modernization beyond the process flows.”



“Great presenter!”



“Very good overview of process modeling and BPM practices. Derek shared very interesting stories from his long list of clients.”



“Very detailed and interesting. Knows how to keep the audience engaged and interested.”



Derek Miers reviews the Role of BPMS at a recent conference



"Fabulous! I paid attention the entire time!"



"Mr. Miers is very passionate and knowledgeable of BPM best practices."

What You Will Learn

Within an intimate workshop setting you will learn best practices in BPM, the likely pitfalls, the methods to ensure your organization's success, and the technology trends that will influence your decisions. Working with others from a cross-section of industries, and taught by one of the most experienced practitioners in the field, you will gain the strategy and design ideas of other organizations who are facing similar business process challenges.

Who Should Attend

- Managers and executives who need to understand BPM?
- Business Process Owners tasked with the transformation of processes
- Change Agents responsible involved with moving to a process-driven enterprise
- Software evaluation teams who must understand BPM technologies and products.
- Executives developing strategic plans for their organization's approach to managing business events and monitoring business performance and process transformation

Detailed Agenda

Day 1

Introductions

Process Perspectives

High level introduction to some of the key principles of successful BPM projects

BPMS Design Principles

A quick introduction to the BPMS and where it adds value
Relationship with SOA and business performance

Assessing Organizational Readiness

Moving up the ladder of business process maturity

BPM Project Methodology

Role and formation of steering group

A methodology for agreeing governance

An extensible methodology for selecting an initial BPM project

Developing the business case for a BPM project

Selling BPM to executive management

BPM team formation — roles and responsibilities

Understanding processes — overview of process modeling techniques

Avoiding analysis paralysis

Identifying Improvement Opportunities

Overview of improvement domains and related identification techniques

Designing Appropriate Process Architectures

Balancing efficiency with adaptability and innovation

BPMS Development Issues

Understanding the core components of a BPMS and how to work with them

An iterative development approach to implementation

Building in appropriate monitoring and optimization practices

Managing the Organizational Change

Day 2

Developing A Repeatable BPM Implementation Methodology

Establishing the BPM Center of Excellence/Project Office

Evaluate and select methodologies and tools

Developing a corporate process architecture

Global vs. Local guidelines

Rationalize the metrics

Train and develop specialists

The Role of IT

Assessing BPM Tools — Suites and Modeling

How to think about them, their role, etc. A short methodology for evaluating BPMS suites ensuring they are relevant to your needs.

Develop Library of Integration Components

Issues associated with leveraging existing IT investments.

Considering BPM Standards

There are so many to choose from, which ones are relevant and why

Summary

Next Steps Development





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HOTEL REGISTRATION

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EVENT REGISTRATION

To register for the Starting Out and Rolling Out BPM Programs seminar, contact Transformation+Innovation



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Price

\$1,295.00

(Through Friday, 11/17/2006)

\$1,995.00

(After Friday, 11/17/2006)

Registration fees include each day's classes (12/7-8), class materials, breakfast, lunch and any special events.

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