

BPM Bootcamp 101 and 201

Your Bootcamp leaders



Tom Koulopoulos, CEO of Delphi Group



Mike Cunningham, CEO of Harvard Computing Group

"It's a BPM Tour-de-force - in half a day I learned more than I could have in two years of trial and error!"

Starting at \$195 per person for early registration.



Harvard Computing Group, Inc.

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Learn the most valuable skill: improving processes

A LIVE online event that focuses exclusively on building skills in the methods, techniques and approaches of business process management for business skills professionals.

Overview

The BPM Bootcamp and Certification are Thoroughly Unique Approaches - BPM 101 & BPM 201. Get ready for a radical departure from any other seminar or conference you have ever attended.

These results-oriented **LIVE ONLINE VIDEO** workshops are intensive consultative education sessions in which you will receive top-notch interaction with senior faculty who have been involved in developing and deploying Business Process Management (BPM) solutions for more than two decades.

The **LIVE ONLINE VIDEO** offers you the added benefit of attending a world-class event from the comfort of your office or home. You will learn about the best practices in BPM, the likely pitfalls, the methods to ensure your organization's success, how to map a business process and the trends that will influence your decisions about BPM.

To make it easy for you to attend and to provide just the right amount of education we have constructed two workshops, BPM 101 and BPM 201.

BPM 101 is a great introduction for just about anyone who needs to understand the concepts, mapping tools and methods, and communication of a BPM project.

BPM 201 builds on BPM 101 and provides greater depth on the critical issues of Business Process Improvement, change management, and the deployment of a full-blown BPM interview and analysis team effort.

Each workshop is a half day making it easy to block the time to attend and absorb this important information in the most amazingly practical and powerful manner.

NEW! As part of the Bootcamp, you will also have the opportunity to gain certification in core BPM methods by taking an exam after you complete both parts of the online BPM Bootcamp. We will also provide you with a bonus of TaskMap Lite process mapping software and examples that you can apply if you are using Visio for process applications.

Learn everything you need to start your own project

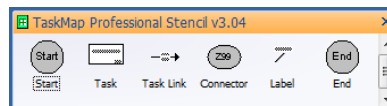
Join us for the definitive education on BPM, best practices, mapping, analysis, and high-leverage techniques for deploying BPM.

Learn how BPM is being used today to build agile, real-time enterprises. From the daunting challenges of Sarbanes-Oxley compliance to the day-to-day challenges of managing business events, this Delphi/Harvard Computing Group BPM Bootcamp provides a detailed overview of the business and technology issues behind BPM.

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Software included. Only six symbols.

TaskMap Lite, and in fact, all editions of TaskMap use only six symbols to create and communicate process and procedure information. This software will be included in the registration fee.



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BPM Bootcamp 101: Agenda

A new interactive learning event, led by experts

A LIVE online event that focuses exclusively on building skills in the methods, techniques and approaches of business process management for business professionals. For all the details visit www.taskmap.info

Who should attend

- Managers and executives who need to understand BPM
- Business Process Owners tasked with the transformation of processes
- Change Agents involved with moving to a real-time enterprise
- Aspiring Project Managers looking to improve their skill set in the marketplace and provide additional value to their employers
- 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

What you will receive

- A FREE copy of TaskMap Lite
- Tom Koulopoulos and Mike Cunningham leading the events
- Process mapping examples
- Interactive Q & A with industry leaders in the BPM Marketplace
- CEUs (0.4) for each Bootcamp
- Course Completion Certificate
- Opportunity to gain certification in core BPM methods

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SEGMENT I

Key Concepts & Frameworks for BPM

- Applying Process Technology
- Virtualization & Componentization
- Orchestration versus Automation
- Context-Driven Processes & Process Management

Measuring the Value of BPM

- Understanding Benefits of Componentization
- Realizing New Value From Old Systems
- Identify Specific Payback Metrics
- Building a Business Case for Process Management
- Measuring the Value of Time
- Mapping Process Initiatives to Regulatory Compliance
- Demonstrating ROI for BPM

SEGMENT II

Fundamentals of Process Mapping

- Learn how to create the following popular types of process maps
 - Basic process maps
 - Swimlanes
 - TaskMaps
- Ensure all recipients understand the process map the first time, without training
- Improve communications for all your projects and procedures

Why process mapping is important today

- Governance, Quality, Efficiency and Change

Goals for process mapping

- Creating "as is" processes
- Defining "to be" processes
- Moving onto Process analysis and process improvement

Agenda

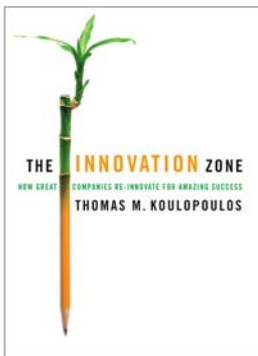
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What you will learn

- How BPM is being used today to build agile, real-time enterprises
- How to map your business process
- How to analyze your business processes
- How to face Sarbanes-Oxley compliance issues
- How to manage day-to-day business events
- A detailed overview of the business and technology issues behind BPM



Tom Koulopoulos
On five important topics for
Process Improvement



Tom's latest book
"The Innovation Zone"

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SEGMENT III

Knowledge discovery techniques

- Selecting the right opportunity
- Picking the process team
- Identifying subject matter experts
- Conducting individual interviews
- Using questionnaires and web surveys
- Facilitating workshops
- Using whiteboards versus software

Mapping your processes

- Ensuring "buy in" from participants in the working groups and teams
- Capturing required information
- Documenting the processes
- Determining your communication plan
- Continuous improvement (follow up)

Reviewing and verifying process maps

Bootcamp leaders: About Tom Koulopoulos

Delphi's BPM Bootcamp is an intensive seminar taught by two of the industry's most widely recognized and highly rated instructors on the business value of technology.

Delphi's CEO, Thomas Koulopoulos, and Harvard Computing's CEO Mike Cunningham, will lead you through a structured curriculum designed to develop your core skills in selecting, designing and deploying BPM solutions.

Tom was one of the first authors to write about the emergence of BPM in his 1995 book "The Workflow Imperative" and his subsequent book "Smart Companies: Smart Tools." His work in the BPM market has focused heavily on overcoming the challenges organizations face in adopting process-centric methods and behaviors. His eight published books and countless engagements with clients provide an immense wealth of knowledge that provides a practical and substantive context for the BPM Bootcamp.

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SEGMENT I

Starting the analysis process

- Identify successful tasks and processes
- Identify unsuccessful tasks and processes
- Mark up areas that require change

What to analyze in "as is" process map

- Time
- Number of steps and tasks
- Efficiency
- Effectiveness of output
- Costs
- Use of materials and equipment
- Involvement of responsible and supporting roles

Questions to ask

- Do the Maps accurately reflect your existing processes?
- Are the page names and Task IDs logical and consistent?
- Are the Maps neat and easy to read?
- Do they highlight inefficiencies in the process you've documented?
- Are there tasks missing?
- Is the background data complete?
- Can you improve usability with hyperlinks?
- Does the map effectively illustrate what happens when tasks fail?

Reviewing analysis with team members

- Agenda and process for a review meeting
- Capturing change input information
- Documenting final analysis information

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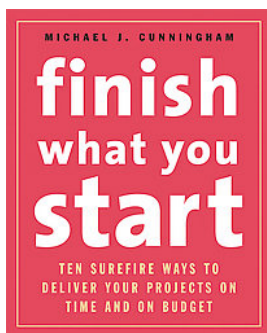
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Mike Cunningham
Discussing how to build process improvement skills in your organization



Mike's latest book
"Finish What You Start"
Currently on a US speaking tour with three leading Project Management authors

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SEGMENT II

What is Business Process Improvement (BPI)?

- Definition
- Where to use it

Getting started

- Determining process improvement goals and objectives
- Using the existing process analysis as a starting point
- Identifying areas of improvement in the existing processes
-
- Identifying tasks, resources, roles, guidelines and measurements

Facilitating a process improvement workshop

- Agenda for process improvement workshop
- Who should be at the meeting?
- Running the meeting and highlighting the areas of change
- Gaining agreement for the redesigned process
- Measuring "to be" process against goals and objectives
- Implementing tasks to continually monitor and improve results from work processes

Piloting the "to be" process

- Testing it
- Gaining feedback
- Refining and identifying additional improvements

Rolling out the change to the organization

- Ensuring acceptance
- Developing the training and support plan
- Transferring the process to the new "owners"

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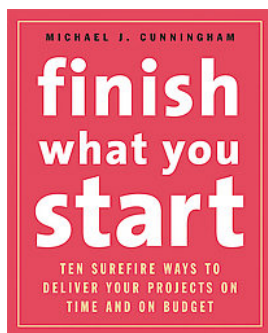
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SEGMENT III

Implementing BPM

- Conducting a Process Audit
- New Strategies for Process Improvement
- Exploring Industry Standards & Enterprise Architectures
- Leveraging Business Performance Management
- Building Key Performance Indicators
- Process Modeling & Methodology
- Integration: Systems, Processes & Partners
- Getting Started with a BPM Initiative

Business Case Studies & Industry Best Practices

- Managing Complexity With Context-Based Processes
- Introducing Process Management to Application Development
- Directing a Process-driven Corporate Culture
- Leveraging Business Process Outsourcing
- How to Build a Business Case for Process Orchestration

Process Management and Globalization

- A Framework for using Process Management in Sourcing
- Why BPM is the First Step in a BPO Initiative
- Using Process Management to Create Sourcing Governance

Preparing for the Future

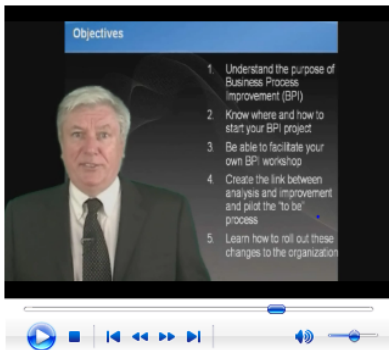
- Business Opportunities
- Understanding Service-Oriented Software
- Composite-Applications and the Impact of Component Software
- Perspectives and projections on the future of Business Process Management
- What You Should be Doing Today
- Real-Time Enterprise: The Next Phase of IT

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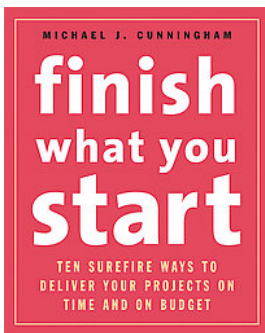
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Mike Cunningham
Discusses objectives for your new
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Bootcamp leader: Mike Cunningham

Industry veteran creator and manager of enterprise software products at Intergraph Corp, Open Text and LaserData. Founder of HCG, and sought after speaker and author.

He is also the President and founder of the Harvard Computing Group, Inc., a professional services organization started in 1994 to develop change management programs and software tools that would change the timeliness, and profitability of enterprise systems using Internet based technologies. Often described as a Business Technologist, Cunningham is that rare breed that can communicate how and when to leverage technology for business goals. He regularly delivers workshops and training programs to hundreds of clients annually, in person and via web seminars.

He is author of B2B, FT.COMPartners.com, Smart Things to Know About e-commerce and most recently, Finish What You Start (Kaplan Publishing). Since 1994, Cunningham has been involved in the development of Internet based strategies with HCG's client base, improving their operational efficiency, technology systems, work processes, business partnerships and distribution systems. Cunningham's experience in partnership development has been groundbreaking.

His deep understanding of how to mix business goals, work process and the effective use of E-commerce tools provide a unique perspective in the marketplace, one which Harvard's client have been able to leverage. His extensive operational and management skills have helped his clients through challenging transitions, providing new programs and business opportunities for their own clients. With over 20 years of experience in the development and delivery of complex software systems and their deployment, Cunningham is a sought after speaker and regularly contributes to magazines and publications in the Information Technology and business.

For further information regarding on site or special versions of this program, please contact:

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