

BPTA 301

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BPTA 301: Architecting and Managing a Process centric Organisation

Prerequisites

BPTA 101

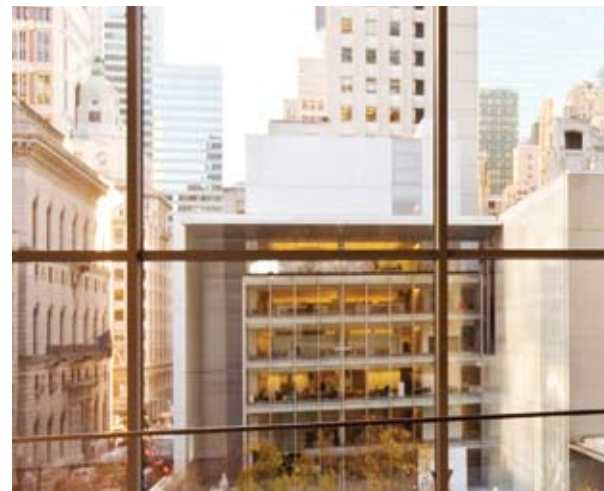
Duration

4 days

Course Content

Beyond process improvement, this course teaches how to build and maintain a truly process centric organisation. It addresses the Enterprise Level of the BPTrends Pyramid where it is the organisation in focus.

The course covers the critical issues of strategic context, process architecture, performance measurement, BPM governance, process architectural alignment and operational management.



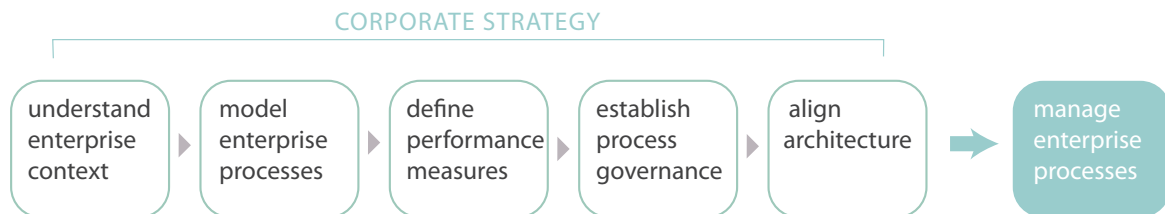
Over the four days of the course, the structure of the process centric organisation emerges as we move across this methodology first at the Organisation Level and then at successively lower levels: Value Chains, Level 1 Processes and Level 2 Processes. Layer by layer we build the understanding and infrastructure required for process based management across the enterprise.

Then we bring it all together in a practical discussion of the creation and operation of a BPM Centre of Excellence.



Leonardo Consulting delivers the BPTrends training curriculum in Australia and New Zealand.

The BPTrends Enterprise Certificate comprises of the Architecting and Managing a Process-Centric Organisation course.



Methodology

Real life case studies are used to explain concepts and drive the many students exercises.

Concepts and techniques

used in this class include: the BPTrends Associates Pyramid and Methodology, Stakeholder Diagrams, Organisation Diagrams, Pain Gain Matrix, Balanced Scorecard, CriticalDependencies Worksheet, the Process Classification Framework and the Value Reference Model.

After This Course You Will Understand

- the value and uses of a process architecture
- the systems view of an organisation
- defining Value Chains, Level 1 and 2 processes
- relationship between strategy, stakeholders, performance and process architecture
- techniques for building and maintaining a process architecture
- how a business process architecture can be used to organise and align all of the support resources used in the organisation
- the requirements of an effective process governance system
- alignment of processes with other resources
- how to evaluate the performance of process managers and owners
- the value of a BPM Centre of Excellence and how it should be created and managed.

You Will Learn How To

- document relationships between strategy, Value Chains and key processes
- create a meaningful Stakeholder Diagram
- use an Organisation Diagram
- develop a business process architecture
- model Value Chains, Level 1 & 2 processes
- fast track modelling using references models
- identify useful performance measures
- apply the Balanced Scorecard to business process performance management
- organise a process governance system
- identify Alignment Critical Dependencies
- organise and manage an effective BPM Centre of Excellence
- complete a Pain Gain Analysis.