



## ADVANCED BUSINESS PROCESS DESIGN FOR AUTOMATION Three-Day Virtual Course

### ABOUT THE COURSE

This advanced course covers the **design of digital business processes** using **advanced process modelling and simulation** as well as the **automation, monitoring and optimization** of processes using **Business Process Management (BPM)** technologies and tools.

By attending this course, you will gain the knowledge and skills to apply state-of-the-art process thinking and techniques to the automation of critical business processes to improve customer experience, reduce costs, increase employee efficiency and improve regulatory compliance.

### VIRTUAL COURSE PRESENTATION

- Presented live from our virtual classroom using Zoom video conferencing
- Our experienced instructors are OMG® Certified Experts in BPM™
- You will see, hear and be able to talk to our instructors as well as ask questions live and participate in discussions
- Attend the course at your home or office – all you need is a computer and internet connection
- The course includes a practical exam which when passed you will receive a Certificate of Competency.

**DATE:** 23-25 April 2025

**VENUE:** Viewpoint Virtual Studio

**TIMES:** 09:00-15:00 SAST

**FEES:** ZAR 14,559.00 per delegate including VAT

**REGISTRATION:** Return registration form to [cathym@viewpoint.co.za](mailto:cathym@viewpoint.co.za) or register online at [www.viewpoint.co.za](http://www.viewpoint.co.za)

**ENQUIRIES:**

Tel: 087 135 2507 or 083 226 1588

### WHO SHOULD ATTEND

Business Managers, Business Process Analysts, Business Analysts, Business Process Engineers, BPM Professionals, Operations Managers and Information Technology Professionals.

All those responsible for business process optimization in all industries.

### COURSE ACCREDITATION

This course is aligned with the **Guide to the Business Process Management Common Body of Knowledge (BPM CBOK®) v4.0**.

### COURSE CONTENT

#### Introduction to Process Automation

The Business Process Management (BPM) Lifecycle  
The principles of digital process design  
Why automate business processes?  
Process automation in digital transformation

#### Business Process Design

Modelling business process for automation using Business Process Model and Notation 2.0 (BPMN 2.0)  
Designing process data requirements  
Modelling business rules and decisions  
Integrating the process with adjacent applications  
Prototyping digital business processes  
Assigning roles to process activities  
Practical design work

#### Business Process Automation Tools

Model-driven process automation platforms  
Business Process Management Systems (BPMS)  
Robotic Process Automation (RPA)  
Low-code process development platforms  
Process mining tools  
Selecting the right process automation tools

#### Implementing and Optimising Digital Processes

Planning for process automation  
Implementing a process automation model  
The importance of change management  
Optimising an automated process  
Making your process automation projects successful

**Demonstrations and practical hands-on exercises using case studies are given throughout the course.**

## **REGISTRATION FORM**

### **ADVANCED BUSINESS PROCESS DESIGN FOR AUTOMATION**

#### **Two-Day Virtual Course**

To register please complete this form and return to [cathym@viewpoint.co.za](mailto:cathym@viewpoint.co.za)

We wish to register the following delegates:

**DELEGATE 1:**

Course date: \_\_\_\_\_

First Names: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Cell No: \_\_\_\_\_ Email: \_\_\_\_\_

Position in Company: \_\_\_\_\_

**DELEGATE 2:**

Course date: \_\_\_\_\_

First Names: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Cell No: \_\_\_\_\_ Email: \_\_\_\_\_

Position in Company: \_\_\_\_\_

**COMPANY**

Name of Company: \_\_\_\_\_

Company VAT Number: \_\_\_\_\_

Invoicing Address: \_\_\_\_\_

\_\_\_\_\_

Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_

Email: \_\_\_\_\_ Cell: \_\_\_\_\_