ADVANCED BUSINESS PROCESS DESIGN FOR AUTOMATION
Two-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: 27-28 February 2024
VENUE: Viewpoint Virtual Studio
TIMES: 09:00-15:00 SAST
FEES: ZAR 12,190.00 per delegate including VAT
REGISTRATION: Return registration form to
cathym@viewpoint.co.za or register online at
www.viewpoint.co.za
ENQUIRIES:
Tel: 087 135 2507 or 083 226 1588

WHO SHOULD ATTEND

Business Managers, Business Process Analysts, Business Analysts, 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®) Version 4.0**.

COURSE CONTENT

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

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

Business Process Automation Tools
Model-driven process automation platforms
Low-code process development platforms
Business Process Management Systems (BPMS)
Robotic Process Automation (RPA)
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
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To register please complete this form and return to 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: _____

Postal Address: _____

Postal Address: _____

_____

Contact Person:_____Tel: _____

Email:_____Cell: _____