

Business Process Management Master Workshop

Learn concepts and best practices for optimizing content management and search through 4-day Master Class and take-home Case Study

Introduction

The Business Process Management (BPM) Certificate Program covers concepts and technologies for;

- Process streamlining and re-engineering
- Requirements gathering and analysis
- Application integration
- Process design and modelling
- Monitoring and process analysis
- Managing change
- Implementing BPM and ECM tools in process-intensive environments

The course materials were developed by CMS Watch based on requirements and best practices defined by the AIIM Education Advisory Groups in the US and Europe, representing AIIM's more than 70,000 members. AIIM is a non-profit organisation that represents the Information Management community as the global association for Enterprise Content Management.

To view a course schedule and register online: <http://www.cmswatch.com/Training/BPM>

Why BPM?

Nearly all information technology projects involve processes, but the typical enterprise has a dearth of skills to define, evaluate, and change processes in support of new technologies. As a result, many BPM, ECM, and other programs fail to realize their promise.

This course will provide you with the fundamentals to address the process improvement needs in your enterprise. Learn how to use the tools you already possess -- as well as potentially new technologies -- to improve business performance through better processes.

The Master Difference

The Master-class version of the BPM Workshop provides the most comprehensive grounding in the concepts and practice of Business Process Management. The BPM Master Designate will come away with an essential grounding in process consulting skills to lead effective process change efforts.

This 4 day training program covers why, what and how to implement BPM.

- The **BPM Strategy** (Why BPM?) component provides you with the knowledge to get ownership and support by senior executives and users
- The **BPM Practitioner** (What is BPM?) component covers the parts of BPM, such as Business Analysis, Flowcharting, Process Modelling, BPM Architecture and Technologies, the role of Enterprise Application Integration (EAI), and Collaboration.

- The **BPM Specialist** (How to implement BPM?) component covers the implementation of programs and projects, and related tasks such as constructing a business case, building a program team, eliciting requirements, designing new processes, implementing and managing change, as well as monitoring and improvement methodologies.
- The **BPM Masters and Case** (Putting it all together) component allows to you discuss, share and learn global best practices for BPM, as well as address advanced topics, such as Ethics, Scenarios, and Enterprise BPM.

See the last page of this brochure for a complete course roadmap.

Course Designation

You will be awarded the AIIM BPM Master ("BPM^M") designation after passing the online exam and completing the take-home Masters Case. The exam is available via the Web and you must pass it within 6 months of attending the training course. This is a new AIIM standard for industry professionalism and knowledge. By earning this designation, you may call yourself an *AIIM BPM Master*. You may use the associated logo and title on your business card, e-mail signature, and website, or tattoo it on your forearm...whatever.



Benefits of becoming a BPM Master (BPM^M):

- Enhance your business and professional profile, learning high-demand Business process Improvement skills and techniques
- Learn concepts and technologies for successful Business Process Improvement projects, including process analysis and change management
- Develop the skills to lead multidisciplinary teams in complex, process-intensive projects
- Discover real world solutions and best practices for challenges you face
- Learn from experts in the field who are able to answer your questions, available to address your comments, and accept your feedback
- Network and interact with peers through individual and group exercises

Who should attend the BPM Master Workshop?

The BPM Master Workshop is designed for anyone with a vested interest in process improvement, regardless of technology.

Audiences

- Business Analysts
- Business Process Managers
- Document and Records Managers
- Website Managers
- Information and Data Architects
- Enterprise Architects
- Business Re-engineering Specialists
- IT Managers

- Application Developers
- Systems Architects
- Business Unit (line staff & management) Managers and Directors
- Consultants and Integrators
- Change Agents

Course Material

You will receive a complete BPM Workbook and access to supporting BPM online courses and exam. The workbook will include exercises and accompanied by a handout that summarizes the key concepts, including references to authoritative publications and web resources.

Logistics

- BPM Master Class, 4-days, 9am – 5pm with a maximum of 20 attendees
- Includes access to 21 supporting web modules for 6 months (each approx 1 hour)
- Includes 3 opportunities to take and pass the BPM Master web exam
- Includes a case study exercise, proctored by AIIM, that must be answered within 3 months
- English language delivery and all training materials

Registration

Courses are held throughout North America and Europe. Consult <http://www.cmswatch.com/Training/BPM> for a complete schedule

Pricing

| | |
|--------------------|------------|
| USA: | \$ 2980* |
| United Kingdom: | £ 1640* |
| Continental Europe | € 2415* |
| Asia/Pacific | Contact Us |

CMS Watch customers and AIIM members receive 10% discount (Use coupon code **Member** in our secure storefront or on any purchase order). Purchase orders may be submitted to info@cmswatch.com or faxed to +1 214 242 3048.

To view a course schedule and register online: <http://www.cmswatch.com/Training/BPM>

Please note that as a professional workshop, class sizes are necessarily limited. You must complete your registration (including payment) before a workshop fills up to hold your place.

Questions? Call us at 1 800 325 6190 (USA only) or +1 301 570 6788, or write to training@cmswatch.com.

Interested in a private workshop for 12 or more onsite at your enterprise? Contact us at training@cmswatch.com for availability.

Business Process Management Course Roadmap

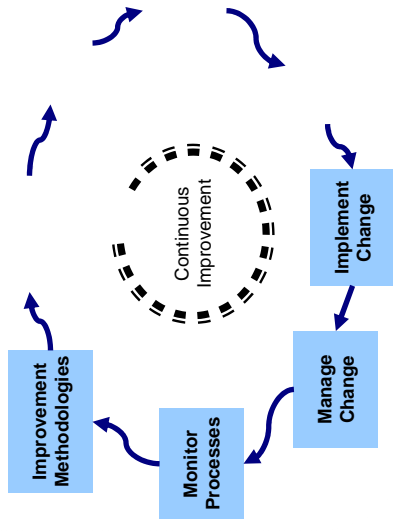


Practitioner Workshop includes the Strategy and Practitioner days, covering those topics below.

Master Workshop includes all the Practitioner material, plus additional Specialist and Master topics and Case Study.



Specialist



Register at: www.cmswatch.com/Training/BPM