Business Process Management

Map, design, and automate organizational processes.

This course is ideal for...

IT, business analysts, consultants, business unit managers, and other professionals who are tasked with accurately and effectively managing organizational business processes. You'll acquire the necessary skill to:

- Map, update, and manage processes across the enterprise
- Understand the technology components that comprise BPM including workflow, design & simulation, analytics & reporting, and systems integration
- Identify methodologies focused on continuously improving the process and changes you have made
- Address the ethical challenges and change impact to the organization

Course Benefits and Objectives

If your organization is striving to establish automated, consistent, repeatable, and defensible operational processes, then this course is for you. The AIIM Business Process Management (BPM) course provides practical guidance to map, standardize, automate, and manage operational processes with the right strategies, tools, and technologies. You'll learn how to implement new ways of working while maximizing ROI.

The course information is founded on the best practices of our more than 150,000-member community. It is applicable across all industries and is independent of any particular technology or vendor solution.

Your Learning Options

The BPM course covers multiple topics leading to two possible levels (Specialist or Master) - awarded after passing an online exam (each level has its own exam). The course presentations, supporting materials, and exams are accessible online and on demand from AIIM's training portal for 6 months.
The BPM Specialist course covers concepts and technologies associated with improving business processes.

The BPM Master program provides a thorough understanding of BPM concepts and processes and deepens the knowledge gained in the Specialist course with content on implementation.

Occasionally, both levels of this course are also offered in a live, instructor-led classroom in select cities around the world.

Our enrollment page at aiim.org/training will indicate when/if such classes have been scheduled.

We can also deliver these as private courses for individual organizations, and even customize course content to focus on particular areas.

Contact us at profdev@aiim.org for more information on private and custom training.

Feedback:

“This training program is one of the key success factors in a BPM project—when all stakeholders have a common understanding and vision of the capabilities.”

- Philippe Pierre, Director, PwC Advisory Services

BPM Specialist

The BPM Specialist covers the following topics:

- Key activities associated with business analysis; the skills required of a business analyst; and different approaches to business analysis.
- Typical reasons for business process change; different process scenarios; and determining when to employ streamlining versus re-engineering.
- The role and value of flowcharting; how to use standard charting symbols and functions; and flowchart best practices.
- Modeling and flowcharting; different tools for modeling activities; and process modeling and execution and the role of standards.
- Various approaches to BPM; evaluating each approach; and selecting the appropriate approach for your initiative.
- How the BPM software marketplace is structured; and how to connect BPM scenarios to specific types of BPM technologies.
- Evaluating workflow and BPM technologies; identifying the core functional services in a standard BPM architecture; and understanding the purpose of each service.

BPM Master

The BPM Master Class consists of the BPM Specialist content and the AIIM Implementation Specialist course. The Implementation Specialist program includes the following topics:

- How to develop a BPM program strategy.
- How to conduct a business and technical assessment.
- Making the business case for effective information management.
- How to develop business and functional requirements.
- How to design and develop all of the elements of a BPM plan including people, processes, and technologies.
- The steps required to implement an effective BPM program.
- Change management, communications, and training.
- How to measure the benefits of a BPM initiative.

Register for online or in-person training today.

Details and enrollment are a click away. Visit aiim.org/training

Our education counselors are standing by:

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www.aiim.org/training