

INFOSOFT IT SOLUTIONS

Training | Projects | Placements

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Business Process Management

Introduction to Business Process Management (BPM)

- Overview of BPM: Definition, goals, and benefits
- Evolution of BPM: From BPMN to digital transformation
- BPM vs. Workflow Management: Understanding the differences

Business Process Modeling

- Introduction to Business Process Modeling: Importance and benefits
- BPMN (Business Process Model and Notation): Symbols, elements, and syntax
- Process Discovery: Identifying and documenting current processes

Business Process Analysis

- Process Analysis Techniques: Value stream mapping, swimlane diagrams
- Performance Metrics and KPIs: Measuring process efficiency and effectiveness
- Process Simulation: Using simulations to analyze and optimize processes

Business Process Design

- Process Redesign and Optimization: Techniques for process improvement
- Designing for Automation: RPA (Robotic Process Automation) and AI integration
- Implementing Lean and Six Sigma Principles in BPM

Business Process Automation

- Overview of Process Automation: Tools and technologies (BPM software, RPA)
- Workflow Automation: Automating task sequences and approvals
- Case Management: Managing unstructured processes and exceptions

Business Rules Management

- Defining Business Rules: Decision tables, rule engines
- Implementing Business Rules: Integration with BPM systems
- Managing and Updating Business Rules: Versioning and governance

BPM Systems and Tools

- BPM Software Overview: Features and capabilities (examples: IBM BPM, Pega BPM)
- Low-Code/No-Code Platforms: Benefits and use cases
- Integration with Enterprise Systems: ERP, CRM, and other IT systems

BPM Governance and Compliance

- Governance Framework for BPM: Policies, standards, and guidelines
- Compliance Management: Ensuring adherence to regulations (GDPR, HIPAA)
- Auditing and Monitoring BPM Initiatives: Metrics and reporting

BPM in Digital Transformation

- Digital Process Automation (DPA): Integrating BPM with digital technologies
- Customer Journey Mapping: Improving customer experience through BPM
- Agile BPM: Agile methodologies in BPM projects

BPM and Organizational Change Management

- Change Management Strategies: Communicating and managing change
- Stakeholder Engagement: Engaging stakeholders in BPM initiatives
- Training and Support for BPM Adoption

BPM Case Studies and Best Practices

- Industry Use Cases: Examples from various industries (finance, healthcare, manufacturing)
- Successful BPM Implementations: Lessons learned and best practices
- Challenges in BPM: Overcoming common obstacles