

Process360 Administrators Program

Suitable for: System administrators, system architects, help desk operatives

Product: Process360

Course length: 3 days instructor-led learning; 1 day computer-based training

Process360 Administrators Program

Program Description

Students undertaking the **Process360 Administrators** training program learn how to plan, install, administer, and maintain a Process360 system. They also learn how to identify factors to consider for disaster recovery planning and describe the system components necessary to include in backups.

Program Structure

- » Introduction to Process360 (1/2 day computer-based learning).
- » Process360 Administrator Foundation (1/2 day computer-based learning).
- » Process360 Administrator Essentials (3 days instructor-led training).

All students begin their education program with Introduction to Process360. This computer-based course provides students with a high-level overview of the capabilities of the Process360 software suite.

Following Introduction to Process360, students progress to Process360 Administrator Foundation - a computer-based course that introduces key technical concepts prior to the Process360 Administrator Essentials instructor-led class.

Learning Objectives

- » To introduce Persona-based BPM and its unique approach to BPM.
- » To provide students with an overview of the tools built into the Process360 suite.
- » To provide students with an understanding of the architecture of a Process360 system.
- » To provide students with an understanding of workflow and workpacket components.
- » To provide students with a knowledge of Process360's administration tools.
- » To enable students to effectively manage data storage in a Process360 system.
- » To enable students to manage the day-to-day running of a Process360 system.
- » To enable students to troubleshoot user application issues.
- » To enable students to plan backups and disaster recovery processes.

Prerequisites

- » Two to three years of experience using Windows is essential.
- » Familiarity with the business processes addressed by their Process360 system.

I. Introduction to Process360 Agenda

Introduction

- » The common challenges businesses face today
- » The Process360 as BPM solution suite
- » Persona-based BPM
- » The Continuous Process Improvement cycle
- » The 360 Degree Approach as Global 360's successfully proven approach to BPM

Product Overview

- » Overview
 - Document & Information Management
 - Case Processing
 - Process Management
 - Business & Integration Services
- » Capture, content and storage
- » Process360 user interface tools
 - Process360 viewParts
 - Dashboard Web Parts
 - Forms Designer

Builder Persona: Analyst

- » The role of the business analyst in the Builder persona
- » Insight360 Process Designer
- » Pre-deployment simulation
- » XPD export from Insight360 Process Designer for use in designerView
- » Insight360 Process Designer simulation capabilities

Builder Persona: Developer - designerView Basics

- » Overview of designerView
- » Basic navigation on designerView
- » Process maps
- » Submaps
- » Tasks and task categories
- » Routes
- » Validating maps
- » The Build process

I. Introduction to Process360 Agenda (cont.)

The Builder Persona: Administrator - adminView Basics

- » Overview of adminView
- » Workspaces
- » Users, logins and profiles
- » designerView integration with adminView
- » Tools
 - Worklist Tool
 - Database Tool

Participant Persona

- » Understand typical participants and their typical jobs
- » Data Entry
- » Processor
- » SharePoint & ASP.Net out of the box Participant interfaces
 - userViews
 - web parts
 - viewParts
- » viewParts overview
 - Current Workload
 - My Inbox
 - Document viewer
 - CaseList Editor
 - Attributes Editor
 - Notes Editor

Manager Persona

- » The difference between the Manager and the Participant Personas
- » The Supervisor Role
- » Manager viewParts
 - Team Status
 - Assignment Management
 - Worklist Management
 - Worklist search
- » Integration with Insight360

II. Process360 Administrator Foundation Agenda

Process360 infrastructure
<ul style="list-style-type: none">» Hardware and software components» Data storage structures
Workflows & workpackets
<ul style="list-style-type: none">» Workflow components and their definitions» Workpacket structure and file components» Workflow processing and data storage in the workflow environment
Enterprise libraries
<ul style="list-style-type: none">» The process360 library structure» Enterprise wide components and implications» Process360 system monitoring capabilities

III. Process360 Administrator Essentials Agenda

Process360 Overview
<ul style="list-style-type: none">» Business Process Defined» Platform Infrastructure» Administration Tools» Workflow Design Tools» Data Storage Options
System Administrator Role
<ul style="list-style-type: none">» Defining System Administrator Role» General System Availability» Monitoring Workpacket Flow» Disaster Recovery» User Support» Maintenance

III. Process360 Administrator Essentials Agenda (cont.)

Tools Available
» Administration
» Desktop
» Support Website
» RI Installer
» Other Tools
» Documentation

System Information
» Infrastructure Information
» System Design Information
» System Usage Information
» System Integration Information
» System Protection Information
» System Related Responsibilities
» General Performance
» Process Agents
» Disk Space Usage
» Recovering Disk Space
» Managing Queue Databases
» Repository Management
» Archive
» File Validate
» Converted System Concerns
» Application Related Responsibilities
» Setup
» Processing



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