

# Best Practices Methodology

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An introduction to the Global 360 methodology for rapid deployment of process and document management solutions.

## Course Objectives

By attending this course students will learn how to:

- » identify and prioritise business processes where BPM will yield most value
- » analyse current state processes and identify opportunities for improvement
- » model and simulate business processes using Global 360 AnalystView (Insight)
- » design future state processes in order to implement them using BPM
- » manage risk
- » plan and execute agile, incremental delivery phases

## Course Agenda

### Day 1 Morning: Identifying candidate business processes for BPM

- » The BPM value proposition – review of common business drivers
- » BPM value drivers – how does BPM functionality add value to the business?
- » Aligning the BPM value proposition with corporate strategy (discussion)
- » Definition and characteristics of business processes
- » Classification of business processes – introduction to process frameworks
- » Aligning BPM capabilities with process characteristics
- » Establishing a high-level process inventory (workshop)
- » Prioritisation of business processes
- » Preparing a business case
- » Putting it all together – identifying business scope (practical exercise)

### Day 1 Afternoon: Analysing current state business processes

- » Introduction to process analysis techniques
- » The importance of establishing process metrics and KPIs
- » Capturing some process metrics for a chosen process (discussion)
- » Identifying and analysing personas
- » Modelling the current state business process
- » Introduction to modelling using AnalystView (Insight)
- » Building an as-is process model (practical exercise using AnalystView)
- » Using simulation to identify areas for process improvement
- » Introduction to simulation using Insight (demonstration)
- » Simulating the as-is process (practical exercise using AnalystView)

### Day 2 Morning: Moving from current state to future state

- » Assessing the current state process
- » Reviewing and assessing the current state process (workshop)
- » Scoping the future state process – identifying breadth and depth
- » Scoping the future state process – aligning with BPM value drivers
- » Qualifying and refining process scope (workshop)
- » Functional and technical solution design considerations
- » People and culture considerations
- » Future state design approach
- » Preparing for development – finalise scope and plan
- » Preparing for development – finalise design with use cases (workshop)

### Day 2 Afternoon: Implementing future state processes in BPM

- » What makes BPM projects different?
- » Anticipating and managing risk (workshop)
- » Typical risks in BPM projects
- » Introduction to an agile, iterative development approach
- » Estimating and planning
- » Identifying project activities (workshop)
- » Project activities across iterations within each release
- » Introducing quality assurance into the development cycle
- » Top 10 lessons learnt
- » Putting it all together – Q&A session



#### CORPORATE HEADQUARTERS

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