Business Process Management

Who Should Attend?

This training is designed for management representatives (especially those with matrix responsibility for processes), business analysts, and companies who want to start a Business Process Management program, transform their company, or improve an existing program. This course is particularly beneficial for Greenfield operators, Telco companies facing restructuring, and companies after mergers/acquisition.

Course Scope

1. What is Business Process and why should it be managed?
   - Business Process in Company.
   - Strategy and Business Processes.
   - Managing Performance Layers – Cascading Business Objectives.
   - Why should manage Business Processes be managed?
2. Understanding Business Processes.
   - Process Definition
   - eTOM (enhanced Telecom Operations Model – Telemanagement Forum Business Process Framework) application
   - Business Process Mapping.
   - Examples of Business Process Mapping.
   - Performance Management.
3. Understanding Business Process – Telco case studies.
   - Business Process Mapping:
     - Example of Customer Care Process.
     - Example of Cross-Sell Process.
     - Example of New Product Development.
   - What does analysis tell us?
   - Link with strategy.
   - Defining Performance Measures.
4. Establishing and Maintaining Business Process Framework.
   - How to establish Business Process Management (BPM) in your company.
   - Where and how to start – interactive discussion.
   - Software support for BPM.
   - Maintaining Business Processes.
   - Key Success Factors.
5. Some challenges of BPM.
   - Business Processes and IT.
   - Why BPM fails?
   - Business Processes and Organisation Structure.
   - How can you derive value from BPM?
   - eTOM (enhanced Telecom Operations Map) – should you use it or not?
   - What next?

Course Objectives

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This course will give you the background of Business Process Management (BPM) from the perspective of Telco. It concentrates on practising defining and managing business processes and using BPM to improve company results. We will walk you through an analysis of the process, establishing Process Management, and the requirements for sustainable BPM.

Prerequisites

Having managerial and Telco background is beneficial. The course assumes basic knowledge of eTOM; if you are not familiar with it already, we recommend that you take our "eTOM Introduction Training" in order to fully understand this course.

Training Structure

Two-day session divided into logical components.

Methodology

Instructor-led course; presentation and guided discussion.