

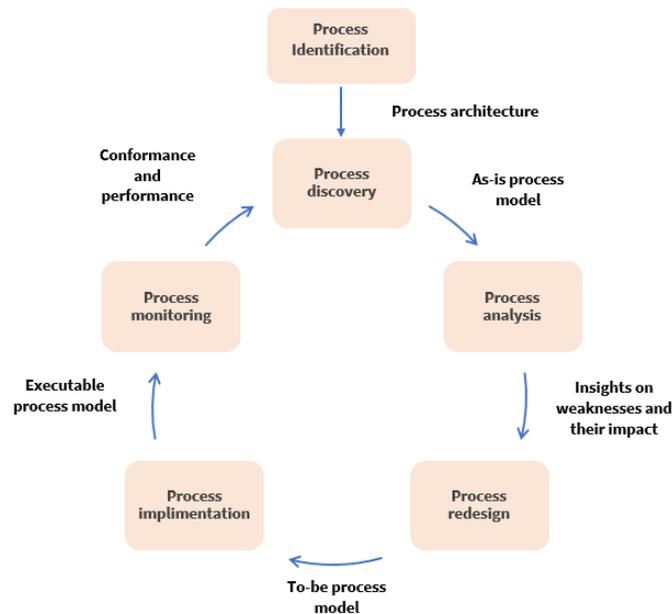


THE UNIVERSITY OF
MELBOURNE

Fundamentals of Business Process Management

20 – 24 May 2019

Business Process Management Professional Education



Course at a glance

This 5-day self-contained course embraces the inter-disciplinary nature of Business Process Management (BPM) by introducing a wide range of fundamental concepts, methods and tools for managing business processes, stemming from different fields such as information technology, organisational management and industrial engineering. The course walks participants through the various phases of the BPM lifecycle, from process identification through to process discovery, process analysis, process redesign, process implementation and process monitoring, and for each phase, it exposes the main techniques and tools.

Learning objectives

The course develops fundamental knowledge and skills in BPM, which can be applied in roles such as business analyst, process architect or IT systems analyst in the context of process improvement projects. Specifically, the course allows participants to:

- appreciate the cross-functional nature of business processes
- understand the principles behind systematic management of business processes
- identify business processes within an organisation, classify them and organize them in process architectures and value chains
- prioritise the management of business processes using different criteria
- model business processes at different levels of detail with BPM
- apply a range of qualitative and quantitative techniques to analyse the performance of business processes
- assess the impact of business process changes
- identify and analyse business improvement opportunities based on business process models
- understand how IT can be effectively used to design process automation solutions that realise the benefits of process improvement
- understand different types of process monitoring dashboards

- learn how process mining can be used to build insightful analytics leading to actionable process knowledge
- apply the knowledge and skills acquired holistically on real-life business problems.

The Audience

This course addresses the needs of individuals that want to gain or strengthen process management capabilities. The course is relevant to business analysts involved in process modelling and improvement projects, IT staff involved in process automation initiatives, and executives involved in BPM and strategic development projects.

Course delivery

This course is delivered by **Professor Marcello La Rosa**. Marcello leads the Information Systems group with the School of Computing and Information Systems at The University of Melbourne where he also serves as the Director of Engagement. Marcello has published over 100 papers on different topics related to BPM and has taught BPM and provided consultancy services, executive training and strategic advice to numerous organisations, both nationally and overseas, for over 10-years. Based on this experience, he co-authored “*Fundamentals of Business Process Management*” (Springer, 2nd edition), which has been adopted by over 200 universities in the world. Using this textbook, he also co-developed a series of MOOCs on the subject, attracting over 25,000 participants to date.



Certification

A Certificate of Participation is issued upon completion of this course. This course is recognized by the ABPMP (the International Association of BPM Professionals) as fulfilling the requirements for its CBPA (Certified Business Process Associate) certification level. Passing the on-demand exam associated with this course will lead to the CBPA certificate. The exam attracts an additional fee of \$500.



Enrolment information

The BPM course is delivered as a 5-day workshop (9am – 5pm) at the University of Melbourne’s Parkville campus. The course fee of \$4,050 +GST includes course material, additional readings, catering and comprehensive feedback.

Discounts Available:

- A 25% early bird discount applies for enrolments up until 1-month prior to delivery – use promotion code ‘EARLYBIRD’
- A 25% discount applies to University of Melbourne students – use promotion code ‘STUDENT’ when booking
- A 15% discount applies to University of Melbourne alumni – use promotion code ‘ALUMNI’ when booking

Note: Discounts are not cumulative.

UoM Staff must enrol via the University’s [TrainME](#) portal. Search "Fundamentals of BPM" in the Course Catalogue. A 25% staff discount applies.

Participant enrolment - please follow this TryBooking [link](#) to register your enrolment.

For general enquiries about this course please contact:

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Get in touch



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