

Workshop Agenda 9am – 5pm

Day 1

Module 1 – Introduction to Business Process Management (BPM)

- BPM principles, main concepts and value proposition
- Overview of the BPM lifecycle
- Process monitoring and dashboarding (operational, tactical, strategic)

Morning tea

Module 2 – Introduction to Process Modelling

- Positioning of Business Process Modelling
- A bit on modelling theory
- Business process model and main modelling perspectives
- The role of process models in the BPM lifecycle
- Introduction and background to BPMN

Lunch break

Module 3 – Basic control-flow modelling

- Activities, events, arcs
- Parallel (AND) and Exclusive (XOR) gateways
- Inclusive (OR) gateways
- Process model vs process instance
- Practical exercises

Afternoon tea

Module 4 – Modelling objects and resources

- Data objects and data stores, text annotations
- Pools and lanes
- Message flows and start message event
- Practical exercises

Day 2

Recap of Day 1

Module 5 – Advances control-flow modelling

- Sub-processes (collapsed, expanded)
- Activity markers (multi-instance, loop, ad-hoc)
- Arbitrary loops
- Practical exercises

Morning tea

Module 6 – Basic event handling and exception handling

- Basic event handling (message and timer events)
- Event-based exclusive gateway
- Process abortion and exception handling (external, internal, timeout)
- Practical exercises

Lunch break

Module 7 – Complex exception handling

- Non-interrupting, signal and event sub-processes
- Activity compensation
- Process modelling method
- Practical exercises

Afternoon tea

Module 8 – Model quality

- Quality perspectives (syntactic, semantic, pragmatic)
- The role of modelling guidelines and conventions
- Elements of modelling guidelines and conventions
- Process modelling tools
- Practical exercises

Day 3

Recap of Day 2

Module 9 – Comprehensive exercise

Morning tea

Module 10 – Further process modelling standards

- Modelling decisions with the DMN standard
- Modelling case handling with the CMMN standard
- Relation to BPMN

Lunch break

Module 11 – Process discovery methods

- Ingredients and roles of a process discovery project
- Challenges of process discovery
- Overview of process discovery methods (evidence-based, interviews, workshops)
- Practical exercises

Afternoon tea

Module 12 – Process identification

- Ingredients of process identification
- Components of a process architecture
- Process scoping and value chains modelling
- Reference models
- Process selection and prioritised process portfolio
- Practical exercises

Overall recap and closing remarks