

# Business Process Management Training

*COURSE CONTENT*

## GET IN TOUCH



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## About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

## About Course

Business Process Management (BPM) is a structured approach to identifying, analyzing, and improving business processes to enhance efficiency, agility, and performance. The Business Process Management Training by Multisoft Systems equips professionals with the knowledge and tools required to streamline workflows, integrate automation, and align operations with strategic goals. This comprehensive course covers the BPM lifecycle, including process modeling, analysis, implementation, monitoring, and optimization.

## Module 1: Introduction

- ✓ A Brief History of Process
- ✓ The Process Perspective
- ✓ Process Management
- ✓ Process Modeling Analysis & Design
- ✓ Business Process Management Framework
- ✓ Business Process Management Systems (BPMS)
- ✓ Business Process Architecture

## Module 2: BPM Implementation Strategies

- ✓ BPM Value Proposition
- ✓ The BPM Community
- ✓ Why automate BPM?
- ✓ Topology of a SOA reference architecture
- ✓ BPM Vendors overview Positioning of BPM tools

## Module 3: Aligning IT and Business

- ✓ BPM vs BPMS
- ✓ When to choose a BPMS
- ✓ IT and business must work hand in hand Matching the right technology to your problem
- ✓ Adopting a development model
- ✓ Overview of a BPM system
- ✓ Terms and concepts

## Module 4: Understanding Basic Concepts and Architecture

- ✓ Process Modelling
- ✓ Process Analysis
- ✓ Process Design

- ✓ Components and structure of a BPMS
- ✓ Enterprise Process Management Planning
- ✓ Key Skills, Roles and Responsibilities

## **Module 5: Governance and Business strategy**

- ✓ The past: data/functions vs objects & services
- ✓ The future: core business logic vs process control
- ✓ Design implications for Architects
- ✓ Alignment of Business and IT
- ✓ The Role of Business Stewardship
- ✓ The Role of Business Rule Analysts

## **Module 6: Modelling a process with BPMN**

- ✓ The added value of BPMN
- ✓ Composability and basic services
- ✓ Promoting an incremental and iterative approach
- ✓ Why should Use Cases drive the project?
- ✓ Declaration of message properties
- ✓ Use of correlation sets
- ✓ Develop a complex parallel execution of activities
- ✓ Designing concurrency
- ✓ BPMN implemented by vendors
- ✓ Example: Microsoft XLANG

## **Module 7: Fault Handling and Exception Management**

- ✓ Defining Events
- ✓ Configuring Timeouts
- ✓ Handling Faults
- ✓ Catching Exceptions
- ✓ Compensation Management

## Module 8: Business Rules

- ✓ Motivations for BRs
- ✓ Basic Concepts
- ✓ Rule Maturity Model (KPI RMM™)
- ✓ KPI STEP™ Principles
- ✓ New Roles of Business and I/T
- ✓ The Business Focus in Business Rules
- ✓ When is a BR Approach Appropriate?
- ✓ New Aspects for Scoping a BR Project
- ✓ Key Elements of a BR Project Plan
- ✓ The Role of a BR Pilot
- ✓ Overview of Mining BRs from Code

## Module 9: BPM as enabler of SOA: Key components

- ✓ Application frontends
- ✓ Basic Services
- ✓ The value of an ESB
- ✓ Using a Repository
- ✓ Increased agility for the business
- ✓ The BPM Board
- ✓ Distributing technology white papers

## Module 10: Controlling & measuring improvement processes

- ✓ Managing the repository
- ✓ Setup of a quality gateway
- ✓ The 4 pillars of success

## Module 11: Metrics

- ✓ The context of organizational performance

- ✓ What makes a good metric
- ✓ Measurement & management hierarchy
- ✓ Process management: More than measurements
- ✓ Metrics within processes Management roles in measurement
- ✓ Management questions to be answered
- ✓ Pitfalls of process management efforts

## **Module 12: Architecture of a BPM System**

- ✓ EAI and B2B aspects
- ✓ Topology and scalability
- ✓ Design tools
- ✓ Deployment tools
- ✓ Monitoring and management
- ✓ The process engine
- ✓ Process definition repository

## **Module 13: Core BPMS features and Interfaces**

- ✓ Repository support
- ✓ Database support
- ✓ BAM
- ✓ Human workflow solutions